

Important Service Campaign Information



SB-10058931-4495

Date: August 27, 2015

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Service Campaign 936: 2007-2009 Santa Fe Valve Cover Gasket and Alternator

What You Need to KNOW

Hyundai has launched a service campaign to inspect (and if necessary replace) the alternator and replace the front valve cover gasket on certain 2007-2009 3.3L Santa Fe vehicles.

Engine oil may leak from the front cylinder bank's valve cover gasket in the area where the timing cover is mated to the cylinder head. If a sufficient amount of oil drips onto the alternator:

- The alternator can be damaged resulting in the charging system becoming inoperative
- The charging system warning lamp in the cluster will then illuminate
- If the vehicle is operated without servicing until the battery voltage drops below the ECM's minimum requirement, the engine will shut off and not restart
- Please refer to TSB# 15-01-031 in HMAService.com for more information.

Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for inspection and repair starting in September, 2015.

What You Need to DO

- Inform your Dealership Team of this service campaign, and that the customer notification letters are being mailed out.
- Conduct a Resource Assessment to support the campaign; people, time and facility, and adjust accordingly. Remember that you still need to accommodate your normal customers as well as customers from other recent campaigns.
- Receive your initial shipment of Cylinder Head Gaskets (LH) and Alternators, beginning August 26, 2015 as part of your weekly parts shipment.
- Additional parts can be ordered following the standard parts ordering procedure.

Thank you for your prompt attention to this important matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

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Service Campaign 936 Details		
Item	Specifications	Reference
TSB	TSB#15-01-031	HyundaiTechInfo.com
Service Required	<ul style="list-style-type: none"> - Replace the valve cover gasket - Inspect the alternator for oil contamination (replace if necessary) 	TSB
Part Numbers	<ul style="list-style-type: none"> - Gasket-Rocker Cover LH 22453-3C120-QQH - Generator Assembly 37300-3C250-QQH - Gray Liquid RTV Gasket 21451-33T000 	TSB
Service Action Specs	Op Code: 50CA07R0 • Repair Time: 1.1 M/H • Gasket Replace.& Altern. Inspect. Op Code: 50CA07R1 • Repair Time: 2.2 M/H • Gasket Replace.& Altern. Replace.	TSB
Recall Campaign VIN Lists by Dealer	Full assigned VIN lists available via WebDCS: “Uncompleted Campaign VIN List”, and ServiceSmarts Online. Utilize your VIN list to calculate the impact and potential increase in customers coming to your dealership’s service department.	

Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign Questions)	1-855-671-3059	For customers with additional questions or concerns <u>related to campaigns</u>
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Car Care Scheduling Tutorials	HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Service Rental Car Program	HyundaiDealer.com
NHTSA website	http://www.safercar.gov