

# Blue Link Resource Guide- Sales Consultants

## Contact Information:

Topics	HMA Contacts	Contact Info
MyHyundai.com account issues - Dealers, Systems and IT Support	Dealer Help Desk (Mon – Fri)	866-433-2537 (Dealers only)
MyHyundai.com account inquiries/ issues - Customers	Hyundai Customer Connect Center (HCCC)	800-633-5151
Blue Link program and feature inquiries, enrollment questions	Link Customer Care	855-2BlueLink (855-225-8354)
Vehicle Technical Support	Techline	800-325-6604 (Technicians only)

## Consumer Resources

- Myhyundai.com (<https://www.hyundaiusa.com/myhyundai>)
  - Owner website; Create a MyHyundai.com account, Blue Link Enrollment and Blue Link Preferences
- HyundaiBlueLink.com (<https://www.hyundaiusa.com/technology/bluelink/>)
  - Public facing Blue Link website includes marketing videos, How-To Videos, Features, General Blue Link Information, FAQs, Mobile App Supported Phones, Packages and Pricing

## Sales Consultant Resources

- Hyundaidealer.com (<https://webdcs.hyundaidealer.com/Security/LogonStart.aspx>) - Blue Link/ Telematics tab on the left or Documents/ Resources tab:
  - Program documents, Forms, Handbook, Enrollment, Supported Browser list, Dealer Demo Instructions, Pricing, Incentive Program Rules, User Manuals, etc.
- STAR website (Sales training courses) – [www.hyundaisalesrewards.com](http://www.hyundaisalesrewards.com)
- HyundaiBlueLink.com (<https://www.hyundaiusa.com/technology/bluelink/>)
  - Includes How-To Videos, Features, General Blue Link Information, FAQ, Packages and Pricing
- HyundaiBlueLinkLive.com (<https://www.hyundaibluelinklive.com>) – Star Practice website
  - Blue Link Handbook, IVR Card, Pocket Guide, Owner Guide
- Web DCS (<https://webdcs.hyundaidealer.com/login.aspx>)
  - Sales tab: Blue Link → Warranty Information System (WIS) – shows enrollment status & package information by VIN
  - Service tab: Information → WIS (same as Sales tab); → Telematics Information – shows DTC's by VIN and xTime appointment information
- For any additional help/ comments, please contact your DSM

## FAQs

### Enrollment (Note: always use Dealer Assisted Enroll Link)

1. **What do I do if MyHyundai.com is down?**
  - Determine where you are in the enrollment process:
    - For MyHyundai.com registration pages, contact Dealer Help Desk **(866-433-2537)**
    - For Blue Link enrollment pages, contact 855-2BlueLink **(855-225-8354)**
2. **The system tells me that the email is already registered. What should I do?**
  - Stop, do not proceed with enrollment-Please do the following:
    - Ask the customer if they have created a MyHyundai.com account in the past.
      - If the email has been registered in the past, select “Add a new Blue Link Vehicle to an existing MyHyundai.com account” option, within the Dealer Assisted mode and then have the customer log into their existing account. If the customer forgot the password used, have the customer click “Forgot Password?” and the password will be sent to the email account (Customer could have created an account for another Hyundai vehicle or a prospective customer created an account to save selected vehicles, request a test drive, or use payment calculator)
      - If the email has been registered in the past and the customer states that it is not their account, you cannot proceed with Dealer Assist Enrollment. Contact the Dealer Help Desk **(866-433-2537)** and verify if there are any VINs attached to the email.
        - If a VIN is not attached, inform the customer of the finding, and have the customer click “Forgot Password?” and the password will be sent to the email account. Once the temporary password is sent, have the customer use it to login to their account with “Add a new Blue Link vehicle to an existing MyHyundai.com account”. Don't forget to have customer change their password after enrollment is done. To change the password, click the top right “View My Account” and click “Change My Email or Password” selection on the right. Then follow the instructions

- If a VIN is attached to the email, ask the customer if there was an older Hyundai that was previously owned, connected to this email. If no previous Hyundai vehicle attached, escalate issue to Dealer Help Desk (866-433-2537).
- **\*\*Note:** What if the temporary password does not get sent to the customer's email after the "Forgot Password?" process has been executed. This will be an IT issue that needs to be escalated to Dealer Help Desk (866-433-2537).

### 3. The system tells me that the VIN is already registered. What should I do?

- Stop, do not proceed with enrollment-
- Causes can include: Previous RDR, RDR unwind, subsequent owner or incorrect VIN input
- Verify whether the VIN has been registered by the customer or dealership
- You can check WebDCS (Sales→Blue Link→Warranty Information Screen) or contact the customer. **NOTE:** Customer may have enrolled at home and **their enrollment should not be overwritten**; If customer self-enrolls within 30 days of the RDR date, the incentive is paid to the RDR sales person
- Confirm if the vehicle in question is new or used
  - **New:** If customer states that this VIN was not registered by them, proceed with Dealer Assisted Enrollment. Customer should receive an Original Owner Trial Period (6/3/3). If they receive a Subsequent Owner Trial Period (3/3/3), contact Dealer Help Desk at 866-433-2537.
  - **Used:** Subsequent owner - If it is a used vehicle, prior owner's MyHyundai.com account information might be associated with the VIN and an update needs to occur. Dealer Assisted Enrollment should allow you to proceed and will override the previous owner's MyHyundai.com and Blue Link information for original owner. Subsequent owner will receive a 3/3/3 trial period. Select, "Enroll a new Blue Link Vehicle and create a new MyHyundai.com account".
  - **Previous RDR:** If it is a new vehicle, proceed with Dealer Assisted Enrollment to overwrite the previous owner's MyHyundai.com and Blue Link information.
  - If problem persists, please direct questions /issues to Dealer Help Desk at **866-433-2537**

### 4. What do I do if I get an error message different from the two listed above on MyHyundai.com?

- Determine where you are in the enrollment process:
  - If you are in the MyHyundai.com creating your account and receive an error, contact Dealer Help Desk (866-433-2537), and provide the error message in MyHyundai.com.
  - If you are on one of the pages after MyHyundai.com and before selecting "Begin Blue Link Enrollment", (i.e.: Dealer Registration, Dealer Assisted Blue Link Enrollment, Continue to Subscribe) and receive an error, contact Dealer Help Desk (866-433-2537), and provide the error message and page/screen with the error.
  - If you are on one of the Blue Link enrollment pages (i.e.: Enrollment, Owner, Primary Driver, Additional Drivers, Emergency Contacts, Package Selection, Package Confirmation, Summary or Confirmation) and receive an error, contact 855-2BlueLink (855-225-8354), and provide the error message and the page/screen with the error.

### 5. Blue Link enrollment screens time out after X minutes of inactivity. If this happens you should:

- Go back to the dealer-assisted log-in page-
  - If you were in the Blue Link enrollment pages, choose the third option to "Continue with a saved enrollment".
  - If you were in the MyHyundai.com account pages, choose the second option "Add a new Blue Link Vehicle to an existing MyHyundai.com account".

### 6. What do I do if the Blue Link enrollment page does not display?

- Please ensure that you have a valid internet connection. A suggested method is to have a hard wired connection rather than WiFi. In addition, make sure you have the correct browser and have cleared out your internet cache (please refer to the Clearing Cache document on hyundaidealer.com)
- Browser Type (Refer to hyundaidealer.com for current browser list)
- Clear Browser History and Cookies
  - Go to the menu bar and click "Tools", then choose "Internet Options" from the dropdown menu
  - Under the "General" tab, click the "Delete" button in the Browsing History section
  - Check all boxes in the "Delete Browsing History" window, and click "Delete" button
  - Go back to the "Internet Options" again and click on the "Settings" button in the Browsing History Section
  - In the Temporary Internet Files and History Settings window, click "View Files"
  - Select all files in the Temporary Internet Files window and click "Delete the selected items".
  - Restart your browser
- If problem still persists, please call 855-2BlueLink (855-225-8354)

## 7. What is the Complimentary Trial Period?

- The Blue Link Complimentary Trial Period is available on new vehicles enrolled in Blue Link within 90 days of the RDR date.
  - Original owners enrolled within 90 days of RDR date, the Complimentary Trial Period is: 6 Months Assurance / 3 Months Essentials / 3 Months Guidance
  - If enrolled after 90 days of RDR date and for subsequent owners, the Complimentary Trial Period is: 3 Months Assurance / 3 Months Essentials / 3 Months Guidance

## 8. How can a customer double their trial period?

- If an original owner signs up for "Auto renewal" within 30 days of enrollment date by adding their credit card to their Blue Link account. The customer's credit card is not charged at this time. The customer will receive notification 50 days prior to their credit card being charged.
- Customer's complimentary trial period increases from:
  - 6 Months Assurance / 3 Months Essentials / 3 Months Guidance to 12 Months Assurance / 6 Months Essentials / 6 Months Guidance

## 9. What is Auto-Renewal with additional time?

- Auto-Renewal occurs when an original owner enters their credit card within 30 days of enrollment. If the customer selects additional time, they will receive a discount on their packages.
- The customer will be charged the discounted price upon completing enrollment.

## 10. How do I print out/ obtain the Blue Link enrollment contract?

- There are three ways to obtain the contract
  - Click on the "Print Enroller's Agreement" at the end of the Blue Link Enrollment Process
  - Click "Email Enroller's Agreement" at the end of the Blue Link Enrollment Process
  - Contact Blue Link Customer Care
- **DO NOT PRINT** using your browser menu bar- this will only print out the "Congratulations" page

## 11. Why did the waiver form get rejected?

- Waiver forms are used for customers who do not have email addresses and want to decline Blue Link services. Some common reasons for rejection are:
  - The customer did not sign the form
  - The customer information on the form does not match the information on the RDR
  - The VIN is missing on the form
  - The waiver form was processed after the vehicle was enrolled.
  - Note - the waiver form is to be used on non-enrolled Blue Link equipped vehicles. If a customer has enrolled in Blue Link and would like to **cancel** services, they should call 855-2Blue Link.

## 12. My customer received a charge on his credit card from Blue Link by mistake, how do we correct this?

- Please call 855-2BlueLink (855-225-8354) and follow the prompts for billing.
- Note: A customer's credit card will be charged **at time of enrollment** for additional time selected and will receive a discounted price upon completing enrollment.