



Hyundai
Assurance Car Care



Recall 209 – Nu Engine 2.0L - Dealer Best Practice

September 22, 2021

To see if your vehicle is affected, please access Hyundai Motor America’s “Warranty Vehicle Information Screen (VIS)” via WEBDCS to identify open campaigns/recalls.

Description of Campaign:

The engines in the subject vehicles may have been produced with conditions that can cause premature wear of the connecting rod bearings. A worn connecting rod bearing could result in abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. If the vehicle is continually operated with a worn connecting rod bearing, the engine could become damaged and eventually stall the vehicle during operation. In limited instances, a damaged connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces in the engine compartment, could increase the risk of a fire.

Stop Sale Action:

No, a “stop sale” is not needed as these vehicles are no longer in production or offered for retail.

However, please note that vehicles in dealer’s used stock inventory must have the recall completed prior to placing them into customer use.

Affected Vehicles:

- Certain 2017 model year Hyundai Tucson vehicles equipped with 2.0-liter “Nu” GDI engines produced by Hyundai Motor Company (“HMC”)
- Certain 2017 model year Hyundai Sonata Hybrid vehicles equipped with 2.0-liter “Nu” GDI engines produced by Hyundai Motor Company (“HMC”)

The Fix: [Remedy is currently under development.](#)

Recommended Alternative Transportation:

[Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed, until a remedy is available.](#)

Best Practice Checklist

Additional items will be added to the checklist once a remedy becomes available.



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
 No

Additional Training & Resources

Hyundai Learning Portal

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy not yet available for this recall.



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Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.

Customer FAQ

Q1: What is the safety concern?

A1: A vehicle stall at highway speeds can increase the risk of a crash. If engine oil leaks onto certain engine components running at high operating temperature, it could ignite and start an engine compartment fire.

Q2: Have there been any accidents or injuries?

A2: As of the date of this filing, Hyundai is not aware of any confirmed crashes, injuries, or fires attributable to this condition.

Q3: What will be done during the recall service at the dealer?

A3: Hyundai Motor America plans to notify owners of affected vehicles to return their vehicles to their Hyundai dealers for an engine inspection test to determine the presence of any bearing damage. If the bearing is damaged, the engine will be replaced with a new one.

In addition to the remedy, all affected vehicles will receive an enhanced engine control software update containing a new Knock Sensor Detection System (KSDS) as part of a product improvement campaign enhancing the engine's protection from internal wear. The KSDS continuously monitors engine vibrations for unusual patterns potentially indicating an abnormal condition with the engine, such as a damaged connecting rod bearing, that could lead to an engine failure.

The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

Customer Notification

Owners will be notified beginning in mid-November 2021. NHTSA has been notified of this recall.

Reference

Please see the following page for commonly referred to contacts.



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Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
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
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center 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 / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	