



## Recall 209: ENGINE INSPECTION / REPLACEMENT - Dealer Best Practice (TSB# 21-01-073H)

December 09, 2021

Updates to this Document	Date
<ul style="list-style-type: none"> <li>TSB # 21-01-073H – Remedy Available</li> </ul>	12/09/2021

**As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.**

### Description of Campaign:

Certain applicable vehicles may have engines 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. **Follow the TSB# 21-01-073H** to inspect the vehicle to determine the applicable repair procedure based on the inspection results and replace the engine, if needed.

### Affected Vehicles:

- Certain 2017MY Sonata HEV (LF HEV) with Nu 2.0L GDI Hybrid engines
- Certain 2017MY Tucson (TL) with Nu 2.0L GDI engines

To check vehicle specific recall and campaign applicability, access the “Vehicle Information” screen via WebDCS.

### The Fix:

Hyundai dealers will inspect the engine using procedures outlined in **TSB 21-01-073H**. Based on the results of the engine inspection, engine replacement may be necessary. Per HMA Warranty policy, **PA submission is required prior to engine replacement.**

- Estimated Repair Time (Based on Warranty Op Time):** Up to 1.2 hours for the inspection. Addition time required if engine replacement is necessary.
- Recommended Technician Training Level:**
  - For Internal Combustion Engine (ICE) drivetrain:**
    - Minimum Certified Level: **Certified**
  - For Hybrid Electric Vehicle (HEV) drivetrain:**
    - Minimum Certified Level: **Expert**

### Recommended Alternative Transportation:

It is advisable to have an SRC reserved for the customer(s) in anticipation of the vehicle remaining at the dealership for potential extensive repairs.

### Customer Talk Tracks

It is advisable to communicate to customers this recall may take additional time to complete in addition to other requested service repairs.



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## Best Practice Checklist



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

- Yes
- No



**Readiness:** Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



**Reception:** Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No



**Repair:** Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



**Return:** Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

## Additional Training & Resources

### Hyundai Learning Portal

1. **For Internal Combustion Engine (ICE) drivetrain:**

- Successful completion of the Engine Technology - Classroom (#SVCET28\_208) or the Engine Tech vILT Final Exam - Web (#SVCDENGVILTEXTW20\_865) Course

2. **For Hybrid Electric Vehicle (HEV) drivetrain:**

- Successful completion of the Engine Technology - Classroom (#SVCET28\_208) or the Engine Tech vILT Final Exam - Web (#SVCDENGVILTEXTW20\_865) Course
- Successful completion of Hybrid Vehicle Service Safety – Web (#SVCHYBRIDSFTY15W\_736)
- Successful completion of Hybrid Vehicle Training – Classroom (#SVCHHYBVEHTRN218\_800)

## Parts

- There are no required replacement parts for the inspection. If an engine replacement is needed, follow the applicable shop manual for the long block engine.
- Follow the standard Warranty policy and **use a new engine (long block) if vehicle is within 5 years/60,000 miles ("5/60") and a Reman engine when beyond 5/60 (if available).**

## Warranty Information

### Claim Process:

- **Inspection** will be submitted under the campaign claim entry screen; utilize the TSB op codes in the Warranty Information table
- If **engine replacement** is needed based on the inspection results, submit the engine replacement as a separate warranty claim using standard LTS and follow the published service information from the applicable shop manual to remove and replace the engine assembly.
- If a part that is not covered by this recall is found in need of replacement while performing this recall, and the affected part is still within warranty, include it with the separate engine warranty claim. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.



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## Warranty Information Table:

MODEL	OP CODE	INSPECTION / OPERATION	OP TIME	CAUSAL P/N	NATURE CODE	CAUSE CODE
Sonata Hybrid (LF HEV)	11D196R0	BCT Pass	0.6 M/H	2D312-2EU02A	E74	ZZ7
	11D196R1	BCT No Pass	0.9 M/H			
	11D196R2	No BCT	1.2 M/H			
	11D196R3	BCT Pass w/ Abnormal Noise	1.2 M/H			
	11D196R4	Crankshaft Cannot Rotate	0.5 M/H			
Tucson (TL)	11D196R5	BCT Pass	0.6 M/H	2D352-2EU02	E74	ZZ7
	11D196R6	BCT No Pass	0.9 M/H			
	11D196R7	No BCT	1.2 M/H			
	11D196R8	BCT Pass w/ Abnormal Noise	1.2 M/H			
	11D196R9	Crankshaft Cannot Rotate	0.5 M/H			

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

**A2:** Hyundai Motor America will 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 engine failure.

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

## Customer Notification

Owners will be mailed with notification letters in late December 2021/January 2022 with a remedy available letter for this recall. Owners were previously mailed interim notification letters in late November 2021 notifying that a remedy was in development.

## Contact Reference

Please see the following page for commonly referred to contacts.

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

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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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall / Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	



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## Appendix

<b>Updates To This Document</b>	<b>Date</b>
<ul style="list-style-type: none"><li>• Remedy Not Yet Available</li></ul>	09/22/2021