

Service Campaign 953

Dealer Best Practice



Date: August 09, 2018

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

Subject: Service Campaign 953: 2015 Sonata ECM & Cluster Update (TSB #18-01-027)

IMPORTANT Retail Vehicles

Dealers should perform all open recalls and service campaigns 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.

Affected Vehicles

Hyundai has launched a Product Improvement Campaign to perform a knock sensor software update on the subject vehicles. This campaign is being implemented to ensure the satisfaction of Hyundai customers. The affected vehicles include:

- Certain 2015 model year Sonatas equipped with 2.4L GDI and 2.0L Turbo GDI engines.

The VIN list is available in WebDCS. Check your dealership's affected VIN list under the Service tab → Uncompleted Campaign VIN List.

Description

The software update installs a newly developed Knock Sensor Detection System (KSDS) that detects vibrations indicating the onset of excessive connecting rod bearing wear in the engine. The KSDS is designed to alert a vehicle driver at an early stage of bearing wear before the occurrence of engine damage. If vibrations caused by bearing wear start to occur, the Malfunction Indicator Lamp (MIL) will blink continuously, an audible chime will sound, and the vehicle will be placed in Limp Home Mode. At that time, *Diagnostic Trouble Code (DTC) P132600*, specific to the KSDS, will be recorded in the ECM. The vehicle can continue to be operated for a limited time in Limp Home Mode, but it will accelerate slowly and have a reduced maximum speed with RPMs limited to approximately 1800-2000 RPM.

The update will be done free of charge to customers and will only involve the addition of the KSDS software update.

Parts

- N/A. This campaign is related to a software update only. In the event a part will be needed, please proceed to ordering OE parts as any typical service repair.

Service Process

- **Reservation and Reception** - Check the Vehicle Information screen in WebDCS for open recalls and service campaigns whenever a vehicle is in your dealership or if a customer calls in to schedule an appointment.
- **Readiness** - As with many other Service Campaigns, dealers can expect a large initial customer demand. This campaign can be completed quickly. Please ensure that the appropriate technicians have reviewed the TSB, have their workspaces or designated areas ready and GDSs are accessible and updated. If no other work is being performed, this campaign does not require a hoist. Dealers should consider a workspace that offers the technicians the appropriate vehicle and wi-fi access that also ensures high frequency completion rates.
- **Readiness** - This document (Dealer Best Practice) has been posted in Campaign Central within hyundaidealer.com.
- **Repair** - The Technical Service Bulletin (TSB) # #18-01-027 was published 8/09/2018 and provides vehicle service procedures, affected VIN production range, and warranty claim information.

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- **Repair** - In the event *DTC code P132600* is set after the campaign software update is performed, contact Warranty Prior Approval (PA) for instruction.
 - Please note: The DTC code may not set until vehicle is test driven through a normal drive cycle.
 - If the customer needs an engine replacement, be prepared to place them into a **Service Rental Car (SRC)**.

Customer Notification

Hyundai will notify all owners of the vehicles described above and strongly encourage them to return their vehicles to their Hyundai dealers for the service procedure as soon as possible. Customer notification is planned to begin late August to early September, 2018.

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

Hyundai Motor America

Customer FAQ

Q1: Why is Hyundai conducting this Product Improvement Campaign?

A1: Hyundai is conducting this Product Improvement Campaign to ensure the satisfaction of its customers.

Q2: What vehicles are covered by this Product Improvement Campaign?

A2: This Product Improvement Campaign covers 2015 model year Sonatas equipped with 2.4L GDI and 2.0L Turbo GDI engines.

Q3: What will be done during the Product Improvement Campaign at the dealer?

A3: The knock sensor detection system being installed is able to alert customers at an early stage of bearing wear before the occurrence of engine damage. This will allow customers to get their vehicle to a Hyundai dealer for repair.

Q4: What will happen if the knock sensor detects bearing wear?

A4: If excessive bearing wear is detected after the knock sensor detection system software update has been completed, the following will occur:

1. **The Malfunction Indicator Lamp (MIL) will blink continuously**, an audible chime will sound and the vehicle will be placed in a reduced power and acceleration mode [referred to as "Limp Home Mode"].



Malfunction Indicator Lamp (MIL)

2. **The vehicle can continue to be operated for a limited time in Limp Home Mode to permit the customer to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed.** Engine RPMs will be limited to approximately 1800-2000 RPM. This means the maximum vehicle speed will be limited to approximately 65 mph or less depending on vehicle loading and road conditions.

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Q5: How long will it take for the software update?

A5: It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can advise on the time needed for the repair.

Q6: Will model years other than 2015 Sonata get this update?

A6: Hyundai is currently evaluating the deployment of the knock sensor detection system in additional vehicles and model years.

Q7: If the knock sensor is activated and bearing wear is identified, what is the repair that will take place?

A7: Hyundai dealers will inspect, and if necessary, replace the engine.

Q8: When will owners be notified?

A8: Hyundai plans to begin notifying owners late August to early September, 2018. If a customer wishes to have the dealer inspect their vehicle before receiving the Product Improvement Campaign notification, they can contact their Hyundai dealer to schedule an appointment.

Q9: My vehicle is affected by this Product Improvement Campaign. When should I have the campaign procedure completed on my vehicle?

A9: Hyundai strongly encourages customers to return their vehicles to their Hyundai dealers for the service procedure as soon as possible.

Q10: What if I have already paid for engine repairs?

A10: Hyundai has a Reimbursement Program in place if you previously had any repairs or expenses related to this Product Improvement Campaign. Submit a request for reimbursement online at www.HyundaiUSA.com/campaignhome.

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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	1-844-371-3808	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
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	hyundaiusa.com/campaignhome	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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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	www.HyundaiDealer.com > Service tab
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
Recall / Service Campaign Website	www.hyundaiusa.com/campaignhome (Product Improvement Campaign)