



Service Consultant Talk Tracks for Campaign 953

You are eligible for a new Product Improvement campaign!

“Hyundai has developed new engine monitoring technology that uses software innovations and existing sensors to proactively monitor engine performance. If an abnormality is detected, the vehicle is put into “engine protection mode” to prevent further engine wear. This software update is available free of charge as part of a Product Improvement Campaign, and only takes about 30 minutes to complete. Can I add that to your service order today?” (If not, when would be a good time to schedule this update?)

I received a letter in the mail, what is Service Campaign 953?

“Hyundai has developed innovative new software that utilizes an existing engine sensor to detect abnormal engine performance. If detected, the vehicle is put into an “engine protection mode” to prevent further engine wear. Service Campaign 953 will apply this software update to qualified Sonata, Santa Fe Sport, and Tucson vehicles free of charge to customers as part of a Product Improvement Campaign.”

What happens if my vehicle goes into “Engine Protection Mode”?

“The newly updated software continuously monitors the engine for vibration patterns that could indicate unusual parts wear. In the rare instance that this occurs, the check engine light will illuminate, an audible chime will sound, and the vehicle will be placed into a temporary “engine protection mode.” This “engine protection mode” limits vehicle speed to 65 mph or less depending on vehicle load and road conditions. This is still sufficient to drive to the nearest Hyundai dealer for diagnosis. Alternatively, if your vehicle is less than 5 years old, you can call Hyundai Roadside Assistance at 1-800-243-7766.”

What should I expect when I bring my vehicle in with “Engine Protection Mode”?

“If your vehicle goes into “Engine Protection Mode,” the dealership will diagnose the check engine light under warranty. If the diagnosis requires an engine replacement, a Service Rental Car (SRC) or alternative transportation will be provided to you at no cost.”

I already had an engine recall performed on my vehicle, do I still need this?

“Hyundai strongly encourages customers to bring their vehicles in to the dealer for the free software upgrade. Hyundai previously recalled certain 2011-2014 Sonata and 2013-2014 Santa Fe Sport vehicles to inspect, and if necessary, replace the engine. Hyundai developed this new software update as an added layer of protection to deliver an early warning to the driver.”