



## Service Campaign 966 Dealer Best Practice

**Date:** March 30, 2021

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

**Subject:** Service Campaign 966: Engine Monitoring Logic (TSB# 21-01-023H)

Updates To This Document	Date
<ul style="list-style-type: none"> <li>TSB Launch # 21-01-023H</li> </ul>	03/30/21

### \*\*\*IMPORTANT Retail Vehicles\*\*\*

Dealers must perform this Service Campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.

#### Affected Vehicles

Certain 2011-2012 MY Santa Fe (CM) vehicles with Theta II 2.4L MPI engines

Certain 2012-2017 MY Veloster (FS) vehicles with Gamma 1.6L GDI engines

#### Description

Hyundai is conducting a service campaign to enhance the knock sensor software to detect abnormal engine bearing noise before potentially severe engine damage occurs. If abnormal engine bearing noise is detected, the Malfunction Indicator Lamp (MIL) will blink continuously, and the vehicle will be placed in Engine Protection Mode allowing the customer to drive to the nearest Hyundai dealer for diagnosis and repair. In addition, DTC P132600 will be recorded in the ECM. The vehicle can continue to be operated for a limited time in Engine Protection Mode, but it will accelerate slower and have a reduced maximum speed. Engine RPMs will be limited to approximately 1800-2000 RPM.

#### Service Action



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



**Readiness** - Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:**
  - Certified**
- Be prepared to put customers in an SRC or alternative transportation, if needed.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.



**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Please refer to **TSB #21-01-023H** for complete repair procedures
- If voltage is below 12 volts as per the GDS warning, then select Back and run the engine at least 15 minutes to reach an adequate battery state of charge to prevent ECU Update failure. Cycle the ignition OFF/ON before retrying ECU update again.



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- **You must initially perform all GDS ECU Updates in Auto Mode.**
  - If the ECU Update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.
- Refer to TSB **15-GI-001** for additional tablet-based Mobile GDS ECU update information.
- Clear DTC(s) present after the ECU update.
  
- **REMINDER Upon Completion of Service Procedures:** After the software has updated, check for Diagnostic Trouble Codes in the ALL menus and erase any DTCs, and reprogram the customer's radio preset stations.



**Return** – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer's next service.



**Reconnect** – Follow up for customer satisfaction.

### Parts

No parts needed for this campaign.

### Customer Notification

Letters will be mailed to vehicle owners at a TBD date.

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

Hyundai Motor America



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
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"</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>



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NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>
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## Appendix

Updates To This Document	Date
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