



Recall 182 Dealer Best Practice

Date: May 30, 2019

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

Subject: Recall 182: FS Veloster 1.6T Engine Management Software TSB # 19-01-018H (Remedy Available)

Updates To This Document	Date
<ul style="list-style-type: none"> Update: Recall 182 TSB #19-01-018H (Remedy Available) 	05/30/19

IMPORTANT Retail Vehicles

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 should 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.

Affected Vehicles

Hyundai Motor America has announced a safety recall to reprogram the engine management software in certain model year 2013 Hyundai Veloster vehicles equipped with a 1.6 liter turbo engine produced from April 26, 2012 to October 16, 2013 by Hyundai Motor Company at the Ulsan plant in the Republic of Korea.

The affected vehicles include:

- Certain model year 2013 Hyundai Veloster vehicles equipped with a 1.6 liter turbo engine

The recall affects approximately 16,500 vehicles.

Hyundai is initiating this action to ensure the safety and quality of its vehicles and the continued satisfaction of its customers.

Description

The engine management software in the subject vehicles could cause premature ignition of air/fuel mixture in the engine cylinder ("pre-ignition"). Pre-ignition in an engine cylinder could cause excessive cylinder pressure, eventually leading to engine damage. A damaged engine could lead to a high-speed stall and, in limited cases, a vehicle fire.

Service Action



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



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.

- This campaign can be completed quickly and does not require a hoist.



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.

- To verify the vehicle is affected, be sure to check the ROM ID of the vehicle's ECM and reference the ROM ID



Information Table before attempting any updates.

- Refer to **TSB 15-GI-001** for the tablet-based Mobile GDS ECU update
- Refer to **TSB 15-GI-002** for the PC-based GDS ECU update procedures
- Perform the software update in Auto mode first. Perform the update in Manual mode only if necessary.
- Ensure the GDS Mobile is fully charged
- This campaign requires the vehicle's battery voltage to be above 12 volts for software update to be performed. You can maintain vehicle battery voltage by connecting a charger to the battery or operate the vehicle in Ready mode for at least 20 minutes to ensure an adequate battery state of charge for reliable update results.
- After successful completion of the software update, check for Diagnostic Trouble Codes in **ALL** menus and erase any DTC
- Erase the DTC in the Blue Link system per **TSB 12-BE-005-2**.
- Ensure no warning lights are present to complete the procedure.



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



Reconnect – Follow up for customer satisfaction.

Parts

No additional parts are required. Please see **TSB #19-01-018H** for ROM ID information.

Customer Notification

This recall has been posted with NHTSA. Notification letters informing owners of the recall will be mailed early June, 2019.

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

Hyundai Motor America



Q&A

Q1: What is the problem?

A1: The engine management software in the subject vehicles could cause premature ignition of air/fuel mixture in the engine cylinder ("pre-ignition"). Pre-ignition in an engine cylinder could cause excessive cylinder pressure eventually leading to engine damage. A damaged engine could lead to a high-speed stall and, in limited cases, a vehicle fire.

Q2: What is done during the recall service at the dealer?

A2: Hyundai dealers will reprogram the engine management software. The procedure will be performed at no cost to vehicle owners.

Q3: When will owners be notified?

A3: Owners will be mailed notification letters early June, 2019.

Q5: If a customer had this repair previously completed, how can they be reimbursed?

A5: Hyundai has a Reimbursement Program in place if you previously had any repairs or expenses related to this recall. Submit a request for reimbursement online at www.HyundaiUSA.com/recall



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
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 <u>recall or service campaigns</u>
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	www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software
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



<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none">Initial Communication: Recall 182 (Remedy Not Yet Available)	03/29/19