

HMA Recall 236: 8 Speed Wet DCT TCU Update - Dealer Best Practice

December 19, 2022

Updates to this Document	Date
• 8SPD DCT TCU Software Update - Remedy is Now Available (22-01-093H)	12/19/22



Important: 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.

A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Recall Description:

Certain Hyundai vehicles equipped with 8-speed dual clutch transmissions (DCT) may encounter drivability symptoms, such as rough upshifts, hesitations, or lack of motive power, and/or certain Diagnostic Trouble Codes (DTC) such as P1C2D03.

The recall remedy is to update the 8 Speed DCT TCU only. Transmission replacement under warranty is only required if the Malfunction Indicator Light (MIL) is on with DTC P1C2D03 stored.

Affected Vehicles:

- Certain 2021MY ~ 2022MY Santa Fe (TMa) 2.5T (VINs beginning with “5NM”) produced between 11/20/2020 – 05/03/2022
- Certain 2021MY ~ 2022MY Sonata (DN8a/DN8) 2.5T N-Line Trim (VINs beginning with “5NP” and “KMH”) produced between 11/24/2020 – 03/31/2022
- Certain 2022MY Santa Cruz (NXT) 2.5T produced between 06/22/2021 – 05/13/2022
- Certain 2021MY ~ 2022MY Veloster N (JSN) 2.0T produced between 08/28/2020 – 05/13/2022
- Certain 2022MY Kona N (OSN) 2.0T produced between 10/05/2021 – 05/04/2022
- Certain 2022MY Elantra N (CN7N) 2.0T produced between 09/15/2021 – 04/08/2022
- [To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.](#)
- [For this recall, please note that **there are some new vehicles currently in dealer stock.**](#)

Remedy Information:

Perform software update for the Transmission Control Unit (TCU) to revise the logic on the drivability conditions and “fail safe” driving capability.

- **Labor time:** 0.7 M/H
- **Recommended technician training level:** [Hyundai Expert Service Technician](#) who has completed the Automatic Trans - Classroom (SVCAT28_202) course.

Recommended Alternative Transportation:

A Service Rental Car (SRC) if they do not feel comfortable operating their vehicle until the remedy has been performed.

Customer Talk Tracks

“During your visit today, we are going to update your Transmission Control Unit (TCU) to revise the logic on drivability conditions and “fail safe” driving capability. This is because certain Hyundai vehicles equipped with an 8-speed dual clutch transmission (DCT) may experience drivability symptoms such as rough up shifts, hesitations, and or lack of motive power.

If your **Malfunction Indicator Light (MIL) is illuminated and DTC P1C2D03 is stored**, your vehicle will also require transmission replacement. We will inspect your vehicle and determine what will be required and I will provide you with an update on the estimated time I will have your vehicle ready for pick up.”

Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls and ask the customer if their MIL is illuminated?

- Yes
- No



Reception: Did you explain to the customer the expected repair time based on whether or not their MIL is illuminated which may require 8DCT replacement?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation if their MIL is illuminated?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Is the technician completing the procedure a Hyundai Expert Service Technician who has completed the Automatic Trans - Classroom (SVCAT28_202) course.

- Yes
- No



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

- Yes
- No



Warranty Information:

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Santa Fe (TMa) Sonata (DN8a – VIN starts /w 5NP) Santa Cruz (NXT)	21D155R0	TCU Upgrade + Air Bleeding	0.7 M/H	954A1-2N250 (TMa) 954A1-2N060 (DN8a) 954A1-2N460(NXT)	I3T	ZZ3
Kona N (OSN) Sonata (DN8 – VIN starts with KMH) Elantra N (CN7N) Veloster N (JSN)	21D155R1	TCU Upgrade + Air Bleeding	0.7 M/H	954A1-2N410 (OSN) 954A1-2N060 (DN8) 954A1-2N510 (CN7N) 954A1-2N020 (JSN)	I3T	ZZ3
ALL	Refer to WEBLTS for current OP code	Transmission Replacement (if DTC P1C2D03 is ON)	Refer to WEBLTS for current LTS time	43000* 430F0*	I3T	ZZ3

Note 1: Submit Claim on Campaign Claim Entry Screen.

Note 2: If DCT replacement is needed (DTC P1C2D03 is found at time of recall repair), please submit a warranty claim under the Warranty Claim entry screen and follow the HMA Warranty and Prior Approval (if applicable) policy.

Note 3: If a part that is not covered by this campaign is found in need of replacement while performing this campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

Note 4: The incident parts are subject to callback through the normal Warranty Technical Center (WT C) parts return process. Claim is subject to debit if the part is requested and not returned.

Note 5: *Please refer to the applicable parts catalog for the full part number.

FAQs:

Q1: What is the issue?

A1: While driving, the transmission high-pressure electric oil pump in the subject vehicles may experience an internal fault triggering DTC(s) and illumination of multiple warning lamps on the vehicle’s instrument cluster display. The internal fault detection forces the vehicle to enter a “fail-safe” limited-mobility drive mode, resulting in approximately 20-30 seconds of unimpeded motive power, followed by a complete loss of vehicle motive power due to disengagement of the transmission clutches and drive gears.

Q2: What is the safety concern?

A2: A loss of motive power while driving at high speed could increase the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of this filing (10/06/22) to NHTSA, Hyundai has confirmed 229 unique incidents received from June 1, 2021, through September 26, 2022, in the U.S. There are no confirmed crashes or injuries related to this condition in the U.S or Canada.

Q4: What will be done during this recall service at the dealer?

A4: The dealer will perform a software update for the Transmission Control Unit (TCU) to revise the logic on the drivability



conditions and “fail safe” driving capability. In cases where the Diagnostic Trouble Code (DTC) P1C2D03 is on, the transmission will also be replaced. The remedy will be offered at no cost to owners of all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. All owners of the affected vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer.

Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q5: Will a Stop Sale be issued?

A5: Yes, a “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Q6: When will owners be notified?

A6: Owners will be notified by mail in February 2023 or sooner of a remedy available for their vehicles. Owners were previously notified in December 2022 of a remedy not available.

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.



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"> 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"> 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	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
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	



Appendix

History	Date
• Remedy Not Available	10/07/2022
• Expanded production date range for Santa Fe and Santa Cruz	11/04/2022
• 8SPD DCT TCU Software Update - Remedy is Now Available	12/19/2022