

Safety Recall 246: Electric Oil Pump Controller Inspection and Replacement (Palisade, Sonata and Tucson) – Dealer Best Practice

September 12, 2023

| Updates to this Document | Date |
|--|------------|
| <ul style="list-style-type: none"> Remedy Available for Sonata (DN8) and Tucson (NX4) Added – TSB 23-01-071H-1 published; supersedes existing TSB 23-01-071H | 09/05/2023 |



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.



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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The transmission electric oil pump (EOP) for the Idle Stop & Go System (“ISG”) in certain vehicles may have been assembled with printed circuit boards (“PCB”) that were damaged during manufacturing. A damaged capacitor on the pump controller PCB could impact electrical operation leading to heat damage to the electric oil pump circuit board, connector, and wiring harness. The heat damage at the pump increases the risk of a vehicle fire in addition to a potential Controller Area Network (“CAN”) communication disruption for multiple onboard controllers. The electrical heat damage within the electric oil pump assembly increases the risk of a vehicle fire.

Applicable Vehicles (Certain):

- 2023-24MY Palisade (LX2) produced from 10/18/2022 – 06/27/2023
- 2023MY Tucson (NX4) Produced from 10/29/2022 – 04/21/2023
- 2023MY Sonata (DN8) Produced from 10/26/2022 – 04/03/2023

Remedy Information

The procedure provided for in **TSB 23-01-071H-1** (or latest version) requires:

- For Palisade (LX2): Checking the Electric Oil Pump (EOP) controller part number & replacing, if necessary
- For Sonata (DN8) and Tucson (NX4): Replacing the EOP for all Sonata (DN8) and Tucson (NX4)

Recommended Service Technician Training Level: [Hyundai Certified \(or above\)](#)

REMEDY NOT YET AVAILABLE/STILL UNDER DEVELOPMENT FOR THE FOLLOWING VEHICLES:

- 2023MY Elantra (CN7) produced from 11/14/2022 – 06/06/2023
- 2023MY Kona (OS) produced from 11/09/2022 – 04/08/2023

NOTICE for ALL vehicles: Owners can continue driving these vehicles, however, out of abundance of caution, Hyundai recommends owners to park their vehicles outside and away from structures until the recall has been completed.

Other Notes/Recommendations:

- If a customer walks into the dealer with no appointment scheduled, it is recommended for the dealer to down the vehicle and offer alternative transportation while the part is being ordered (Sonata & Tucson) and inspected first (in the case of Palisade).
- When parts replacement is required – Vehicle should not be dismantled and left/tied up in a service bay unattended to while the part is on its way.
- To allow for increased capacity & ability to perform other work, it is suggested to move the vehicle away from the bay/service area to a lesser trafficked area at the dealer.
- If a customer schedules an appointment in advance (for Sonata & Tucson), order the part ahead of time to prevent delay knowing that parts replacement is 100% for these vehicles.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until a remedy is available. In addition, a SRC may be required based on any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.


Warranty Information

This recall campaign pays for the following scenarios:

- 0.3 M/H for inspection of the EOP controller part number (Palisade ONLY)
- 0.5 M/H for inspection & replacement of the EOP controller (Palisade ONLY)
- 0.5 M/H for replacement of the EOP controller (Sonata & Tucson ONLY)
- The scenarios above include taking an inspection/repair validation photo(s) where applicable and uploading to STUI.
- Dealers will be reimbursed on the claim for the replacement EOP controller, if requiring replacement.
- **Photos:** Please refer to **TSB 23-01-071H-1** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements

Parts Information

- **Controller (46100-2F0ASQQH)**
 - Inspection of vehicle first prior to replacement (applied to Palisade ONLY)
 - **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid recall 246 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the recall receive priority parts allocation. If the restriction is lifted, there will be a field communication sent.
 - For dealer(s) with Palisade vehicles previously in dealer stock on 08/23/2023: Controller(s) were sent to affected dealers and arrived starting *Wednesday, 08/23/2023*. The dealer’s respective regional staff were also notified of these controllers being sent.
 - Dealers can order the part from the facing PDC through the normal ordering process.
- Refer to **TSB 23-01-071H-1** (or latest version) for the latest parts information.

| Model | Part Name | Part Number | Figure | Remarks |
|--|------------|----------------|---|---------|
| Palisade (LX2) Tucson (NX4) Sonata (DN8) | Controller | 46110-2F0ASQQH |  | Qty: 1 |

Tools Required

Per TSB 23-01-071H-1 (or latest version), the following tool is required to perform this service procedure. Please ensure this tool is on-hand.

| Tool Name | Figure |
|----------------------------|--|
| T25 TORX Wrench or Ratchet |  |

Sample Customer Talk Tracks

For affected vehicles (Palisade, Sonata, Tucson) with remedy available:

1. *“If you experience any concern(s) related to the performance of your vehicle, experience smoke from the vehicle’s underbody, a burning/melting odor, and/or illumination of the malfunction indicator light (MIL), please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until the recall service can be performed.”*
2. *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition involving the electric oil pump. This condition may impact electrical operation and thermal damage at the pump, increasing the risk of a vehicle fire. We would like to perform this service for you today and it will be provided to you at no cost.”*

For affected vehicles (Kona, Elantra) with remedy not available:

3. *“During your visit or call-in today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the condition involving the electric oil pump. This condition may impact electrical operation and thermal damage at the pump, increasing the risk of a vehicle fire. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”*

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – It is highly recommended to have parts on-hand for when the customer arrives to the dealership if affected vehicles are known to require replacement ONLY. Parts should be ordered ahead of time, prior to customer arrival to minimize dealer traffic and provide a better quality experience first.



Reception: For subject vehicles as outlined in TSB 23-01-071H-1 (or latest version), did you explain to the customer the expected inspection and repair time?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?



- Yes
- No** – Customer should be offered if requested while repairs are being performed or if he/she feels uncomfortable in the operation of his/her vehicle prior to the remedy being completed on his/her vehicle. In addition, alternative transportation may be needed based on the recall procedure duration and any other work on the vehicle that may need to be addressed during the customer’s visit.



Repair: Did you provide the customer with an eMPI?

- Yes
- No

Does the Technician meet the recommended training requirements (Hyundai Certified or higher) to complete this campaign?

- Yes
- No** – Please ensure a technician with Hyundai Certified (or higher) certification completes this inspection/repair.

Were the appropriate picture(s) taken based on the inspection and/or repair as outlined in **TSB 23-01-071H-1** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. **See TSB 23-01-071H-1** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No

Customer FAQ

Q1: What is the issue?

A1: The transmission electric oil pump for the Idle Stop & Go System (“ISG”) in the certain vehicles may have been assembled with printed circuit boards (“PCB”) that were damaged during manufacturing. A damaged capacitor on the pump controller PCB could impact electrical operation leading to heat damage to the electric oil pump circuit board, connector, and wiring harness. The heat damage at the pump increases the risk of a vehicle fire in addition to a potential Controller Area Network (“CAN”) communication disruption for multiple onboard controllers.

Q2: What are the affected vehicles?

A2: Affected vehicle models are the following:

- Certain 2023-24MY Palisade (LX2) produced from 10/18/2022 – 06/27/2023
- Certain 2023MY Tucson (NX4) produced from 10/29/2022 – 04/21/2023
- Certain 2023MY Sonata (DN8) produced from 10/26/2022 – 04/03/2023
- Certain 2023MY Elantra (CN7) produced from 11/14/2022 – 06/06/2023
- Certain 2023MY Kona (OS) produced from 11/09/2022 – 04/08/2023

Q3: What is the safety concern?

A3: The electrical heat damage within the electric oil pump assembly increases the risk of a vehicle fire.



Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (07/27/2023), Hyundai has confirmed there are 4 unique thermal incidents associated with the subject defect condition in the U.S and Canada. Additionally, there are no confirmed crashes, or injuries related to this condition.

Q5: Will a Dealer Stop Sale be issued?

A5: Yes, a Dealer “Stop Sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers. Separately, a Port “Hold” has also been issued for all affected vehicles located at ports.

Q6: What will be done during the recall service at the dealer?

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall service is completed. All owners of the subject vehicles will be notified by first class mail with instruction to bring their vehicles to a Hyundai dealer to inspect and replace the electric oil pump controller, if necessary. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. Additionally, 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.

Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail in late September 2023.

Contact Reference:

Please see the following list of 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"> 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 | 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 |
|--|------------|
| <ul style="list-style-type: none"> Remedy Available for Sonata (DN8) & Tucson (NX4) Added – TSB 23-01-071H-1 published; supersedes existing TSB 23-01-071H | 09/12/2023 |
| <ul style="list-style-type: none"> Remedy Available for Palisade (LX2) ONLY – TSB 23-01-071H published | 08/23/2023 |
| <ul style="list-style-type: none"> Remedy Not Available (all models) | 07/28/2023 |