



# **Safety Recall 246: Transmission Electric Oil Pump for Idle Stop & Go System (“ISG”) – Dealer Best Practice**

**July 28, 2023**

Updates to this Document	Date
<ul style="list-style-type: none"> <li>Remedy Not Available</li> </ul>	07/28/2023



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 for the Idle Stop & Go System (“ISG”) in the subject 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 for sale in the U.S.
- 2023MY Tucson (NX4) produced from 10/29/2022 – 04/21/2023 for sale in the U.S.
- 2023MY Sonata (DN8) produced from 10/26/2022 – 04/03/2023 for sale in the U.S.
- 2023MY Elantra (CN7) produced from 11/14/2022 – 06/06/2023 for sale in the U.S.
- 2023MY Kona (OS) produced from 11/09/2022 – 04/08/2023 for sale in the U.S.

## **Remedy Information**

This remedy is currently under development and additional information will be provided once it has been developed for release by HMA.

**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 remedy is completed.

## **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**

Warranty information will be updated once remedy has been released by HMA.

**Parts Information**

Parts, if applicable, will be provided once a remedy has been released by HMA.

**Additional Training & Resources**

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

**Sample Customer Talk Tracks**

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 a remedy has been applied.”*
  
2. *“During your visit 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 if remedy/repair(s) are available.



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the release of the official remedy.

**Customer FAQ**

**Q1: What is the issue?**

A1: The transmission electric oil pump for the Idle Stop & Go System (“ISG”) in the subject 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 models include the following:



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

**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 remedy is completed. Once an official remedy is available from HMA, all owners of the subject vehicles will be notified by First Class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed at no cost, 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 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 HELPREPLine	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><u>recall or service campaigns</u></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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
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>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</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>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	



## Appendix

History	Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>	07/28/2023