

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

February 09, 2024

Document Topic	Date
<ul style="list-style-type: none"><li>Technical Service Bulletin (TSB) 24-01-015H published – adding ‘NOTICE’ box page 11, step 3 to remove electronic oil pump &amp; housing as single unit</li></ul>	02/09/2024

**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 – 07/13/2023
- 2023-24MY Tucson (NX4) produced from 10/29/2022 – 07/04/2023
- 2023MY Sonata (DN8) produced from 10/26/2022 – 04/03/2023
- 2023MY Elantra (CN7) produced from 11/14/2022 – 07/17/2023
- 2023MY Kona (OS) produced from 11/09/2022 – 07/11/2023

## **Remedy Information**

The procedure provided for in **TSB 24-01-015H** (or latest version) requires:

- **For Palisade (LX2) ONLY:** Checking the Electric Oil Pump (EOP) controller part number and replacing, if necessary
- For **all other models:** Replace the EOP
- **Recommended Service Technician Training Level: Hyundai Certified (or above)**

**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, Elantra, and Kona) 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 and 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, Elantra, and Kona), 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 and replacement of the EOP controller (Palisade ONLY)
- 0.5 M/H for replacement of the EOP controller (Sonata and Tucson ONLY)
- 0.8 M/H for replacement of the EOP controller and IVT level check (Elantra and Kona 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 for the Palisade, Sonata, & Tucson, if requiring replacement & for the EOP kit, oil plug gasket, and IVT fluid for the Kona & Elantra.
- **Photos:** Refer to **TSB 24-01-015H** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.








## Parts Information

- Refer to **TSB 24-01-015H** (or latest version) for the latest parts information.
  - Inspection of vehicle first prior to replacement (applies to Palisade ONLY)
  - **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.
  - **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid recall 246 VIN to order the following part numbers:
    - **461102F0ASQQH (EOP Controller)**
    - **481102F0ASQQH (EOP Controller kit)**
  - 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.
  - Dealers can order the part(s) from their facing PDC through the normal ordering process.

**Automatic Transmission Vehicles (Palisade, Tucson, and Sonata)**

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

**Intelligent Variable Transmission (IVT) Vehicles (Kona & Elantra)**

Model	Part Name	Part Number	Figure	Remarks
Elantra (CN7) Kona (OS)				EOP controller - Qty 1
	EOP kit	48110-2F0ASQQH		(a) IVT case inlet O-ring (45266-39000) (Size: Φ9.75 x 2.6) – Qty 1
				(b) IVT case drain seal (45263-3B000) - Qty 1
				(c) EOP check valve O-ring (TM360-8R000) (Size: Φ10.2 x 1.9) – Qty 1
				(d) Oil plug gasket (45323-39000) - Qty 1
Oil plug gasket	45323-39000		Qty 1	
IVT Fluid	00232-19081		Qty: 1	

**Tools Required**

Per **TSB 24-01-015H** (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**

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. If you need or would like alternative transportation, we would be happy to provide with options.”*

## **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 24-01-015H** (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 provide authorization to perform repairs on the vehicle?

- Yes
- No** – Dealership should not perform unauthorized repairs, please obtain authorization from customer before proceeding.

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? Did you review the eMPI with the customer?

- Yes
- No** – Service Consultant should review the MPI with the customer at quarter-time.

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 24-01-015H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. **See TSB 24-01-015H** (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 should be signing the final invoice upon delivery of the vehicle.

## **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 – 07/13/2023
- Certain 2023-24MY Tucson (NX4) produced from 10/29/2022 – 07/04/2023
- Certain 2023MY Sonata (DN8) produced from 10/26/2022 – 04/03/2023
- Certain 2023MY Elantra (CN7) produced from 11/14/2022 – 07/17/2023
- Certain 2023MY Kona (OS) produced from 11/09/2022 – 07/11/2023

### **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.



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### **Q7: When will owners be notified?**

#### **A7: 1) Owners of Palisade, Tucson, & Sonata vehicles:**

- Were notified of remedy available in September 2023.

#### **2) Owners of Kona & Elantra vehicles:**

- Were previously notified of remedy not available in September 2023
- Were notified of remedy available in October 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
WarrantyHELPREPLine	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(GeneralQuestions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
HyundaiRoadsideAssistance	1-800-243-7766	HyundaiRoadsideAssistance
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 > DocumentsLibrary > 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 EMAILFIELD"</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 Available for Elantra (CN7) and Kona (OS) – <b>TSB 23-01-071H-3</b> published; supersedes existing TSB 23-01-071H-2</li> </ul>	10/03/2023
<ul style="list-style-type: none"> <li>• <b>Remedy Available for Tucson (NX4) – TSB 23-01-071H-2</b> published; supersedes existing TSB 23-01-071H-1               <ul style="list-style-type: none"> <li>○ 2024MY Tucson (NX4) added with updated applicable supersedes existing TSB 23-01-071H-1</li> <li>○ Production dates for Palisade (LX2) and Tucson have been added; Elantra and Kona have been updated</li> </ul> </li> </ul>	09/25/2023
<ul style="list-style-type: none"> <li>• Remedy Available for Sonata (DN8) and Tucson (NX4) Added – <b>TSB 23-01-071H-1</b> published; supersedes existing TSB 23-01-071H</li> </ul>	09/12/2023
<ul style="list-style-type: none"> <li>• Remedy Available for Palisade (LX2) ONLY – <b>TSB 23-01-071H</b> published</li> </ul>	08/23/2023
<ul style="list-style-type: none"> <li>• Remedy Not Available (all models)</li> </ul>	07/28/2023