

Recall 248: Motor Control Unit (MCU) Software Update – Dealer Best Practice

August 22, 2023

Document Topic	Date
<ul style="list-style-type: none"> Remedy Available – Technical Service Bulletin (TSB) 23-01-070H published on 08/17/2023 	08/22/2023



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 motor control unit (“MCU”) software may detect a transmission / drive motor synchronization fault while driving which can trigger a “fail-safe” condition that temporarily results in slow, unintended acceleration after release of the brake pedal. Service brake functionality is unaffected and remains fully operational. Unintended acceleration could increase the risk of a crash.

Applicable Vehicles (Certain)

- 2021-23MY Elantra Hybrid (CN7 HEV) equipped with 1.6L GDI engines produced 12/15/2020 – 07/29/2023

Remedy Information

- Required GDS Information Selection:** System: MCU, Event # 1025
- Recommended Service Technician Training Level:** **Hyundai Certified (or above)**

TSB **23-01-070H** (or latest version) provides information related updating the Motor Control Unit (MCU) software on the vehicle via the Hyundai GDS.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the open recall has been completed. In addition, a SRC may be required based on the recall repair procedure duration and 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 0.3 M/H for updating the MCU via the GDS and taking a repair validation photo that software update was completed.
- Photos:** Please refer to **TSB 23-01-070H** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

Parts Information

There are no parts required for this recall campaign's service procedure.

Sample Customer Talk Tracks

1. *“We will update your vehicle’s Motor Control Unit. Potentially, the vehicle’s speed could temporarily, slowly increase after release of the brake pedal. This recall service procedure will be performed at no cost to you. Please note that your vehicle’s brake operation is not affected and will remain fully operational. If necessary, we would like to offer you an SRC while we perform this recall and any other related work that your vehicle may require. We apologize for the severe inconvenience. “*
2. *“As a courtesy, I checked your vehicle for any open service campaigns or recalls and found that your vehicle has an open recall related to the Motor Control Unit. The recall addresses a potential condition where the vehicle’s speed could temporarily, gradually increase after release of the brake pedal. We will provide a software update to address this situation at no cost to you. Please note that the vehicle’s brake operation is not affected and will remain fully operational.”*

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 explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- 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 they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.



Repair:

Did you provide the customer with an eMPI?

- Yes
- No

Does the Technician meet the recommended training requirements (certified level or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with a certified level (or higher) completes this repair as it is a critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 23-01-070H** (or latest version)?



- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-070H** (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 motor control unit (“MCU”) software may detect a transmission / drive motor synchronization fault while driving which can trigger a “fail-safe” condition that temporarily results in slow, unintended acceleration after release of the brake pedal. Service brake functionality is unaffected and remains fully operational.

Q2: What are the affected vehicles?

A2: Certain 2021-23MY Elantra Hybrid (CN7 HEV) equipped with 1.6L GDI engines produced 12/15/2020 – 07/29/2023

Q3: What is the safety concern?

A3: Unintended acceleration could increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (08/18/23), there are no related crashes, injuries, fires, or reported incidents in the U.S and Canada.

Q5: Will a Dealer Stop Sale or Port Hold be issued?

A5: **Dealer:** A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Port: A port hold has been placed for affected vehicles at the ports/vehicle processing centers.

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

A6: Owners can continue driving these vehicles as the vehicle’s brake systems are fully operational and effective in slowing the vehicle. As an added level of protection, all affected vehicles are equipped with brake override systems as a standard feature.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to update the logic in the Motor Control Unit (“MCU”). 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 mid-October 2023.

Contact Reference

Thank you for your prompt attention to this safety matter and continued commitment to Hyundai customers. Please see the list below of commonly referred to contacts.

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"> 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 recall or service campaigns
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	