

Safety Recall 262: ECU Update and DTC P0088 Inspection/Repair [Remedy for Veloster N (JSN) Only] – Dealer Best Practice

September 11, 2024

Document Topic	Date
Technical Service Bulletin (TSB) 24-01-075H Released – Remedy Available	09/11/2024


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

Certain 2019-2022MY Veloster N (JSN) vehicles are equipped with high pressure fuel pump (HPFP) assemblies that have fuel control valves (FCV) that could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too “rich” may result in a reduction or loss of motive power at low speeds.

Applicable Vehicles (Certain)

- 2019-22MY Veloster N (JSN) produced 09/06/2018 – 08/18/2022
- 2022-23MY Elantra N (CN7N) produced 09/15/2021 – 11/23/2023
- 2022-23MY Kona N (OSN) produced 10/05/2021 – 04/25/2023

NOTICE FOR Kona N & Elantra N vehicles: The remedy repair is still under development for these vehicles. Additional information will be provided once a remedy is available.

Remedy/GDS Information

Follow the service procedure outlined in **TSB 24-01-075H** (or latest version) to inspect for Diagnostic Trouble Code (DTC) P0088/P008800 (Fuel Rail/System Pressure Too High), update the Engine Control Module (ECM) software, and if necessary, replace the high-pressure fuel pump.

- **GDS Event #1141** – JSN THETA2 2.0T-GDI HIGH-PRESSURE FUEL PUMP ECM IMPROVEMENT FOR LIMP-HOME CONDITION UPDATE (P0088)
- **Recommended Service Technician Training Level:** Hyundai Expert (or higher)
- **Recommended Classes Completed:** None

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests 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 the visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.



Other Notes/Recommendations

- If a customer arrives to the dealership with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- The remedy service could take approximately 20 minutes, but may be up to a little over an hour, depending if the fuel pump needs to be replaced. Ensure the appropriate expectations for completion are set with the customer in advance.
- **All vehicles will require the software update.**
- **Replace the high-pressure fuel pump only if the vehicle has DTC P0088.**
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide help.

Warranty Information

Per **TSB 24-01-075H** (or latest version), the recall campaign pays the following:

- **Labor:**
 - **0.3 M/H** to check for DTC P0088 and perform software update
 - **1.1 M/H** to check for DTC P0088, remove/replace high pressure fuel pump, and perform software update
- **Parts:**
 - Reimbursement of high pressure fuel pump kit (only if pump requires replacement)
- **Photos:** The time above includes taking a picture(s) as noted below.
 - **Scenario 1: If pump does not require replacement:**
 - **One (1) photo:**
 - Photo of the ECU Update Complete screen
 - **Scenario 2: If pump requires replacement**
 - **Three (3) photos:**
 - Photo of ECU Update Complete screen
 - Photo of the new High Pressure Pump, new pump bolts, and new high pressure pipe with the last 6 digits of the VIN and date of repair on a piece of paper
 - Close up photo of the new high pressure pump serial number and date code with the last 6 digits of the VIN and date of repair on a piece of paper

Special Service Tools (SST) Information:

- Torque Wrench Socket
 - Part Number 09314-3Q100
 - All dealers received part previously as part of dealer's essential tool kit.
 - Additional tools can be ordered through BOSCH at 1-866-539-4248 or Hyundai.service-solutions.com; reach out to hyundaitools@hmausa.com if further assistance is required

Parts Information

- Please refer to **TSB 24-01-075H** (or latest version) for the latest parts information.
 - Part Number 35399-2G333QQH (High Pressure Fuel Pump)
 - **On VIN restriction – will require a valid Recall 262 VIN to be ordered.**



- Please order the kit and not the individual parts listed in TSB.

Sample Customer Talk Tracks

1. For Customers on the phone:

"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 high-pressure fuel pump assemblies in certain Hyundai vehicles. The fuel control valve ("FCV") in the high-pressure fuel pump assembly could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash. As a remedy is available, you can bring your vehicle to a Hyundai dealership to have the remedy service performed at no cost to you. We can also arrange for alternate transportation should you need and apologize for the inconvenience. Would you like to make an appointment?"

2. For Customers at dealership in the service lane:

"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 high-pressure fuel pump assemblies in certain Hyundai vehicles. The fuel control valve ("FCV") in the high-pressure fuel pump assembly could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash. If you have the time, we can take care of this recall service for you while your vehicle is here today. This service will be provided to you at no charge and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience."

3. Customer concern with performance of vehicle:

"If you experience any concern(s) related to the performance of your vehicle, such as a Malfunction Indicator Lamp (MIL) "ON" or lack of motive power at low speeds during vehicle operation, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance."

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.



Readiness: Are parts available to complete this recall?

- ☐ Yes
- ☐ **No** – Please ensure that the high pressure fuel pump part is only ordered if the DTC P0088 appears. Please also ensure any related tools or GDS is available to complete the repair/software update.



Reception: Did the customer provide authorization to perform repairs?

- ☐ Yes
- ☐ **No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

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



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so the customer can plan the rest of their day away from the dealership.

Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ **No** – Customer should be offered alternative transportation 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 and review the customer with an eMPI?

- ☐ Yes
- ☐ **No** – Service Consultant should review the MPI with the customer.

Repair: Does the Technician meet the recommended training requirements (Expert or above) to complete this recall/campaign?

- ☐ Yes
- ☐ **No** – Please ensure a technician with the recommended training level requirement(s) along with any recommended training classes completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-075H** (or latest version)?

- ☐ Yes
- ☐ **No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). 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 must sign the final invoice upon dealer delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: The fuel control valve (“FCV”) in the high-pressure fuel pump assembly of subject vehicles could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too “rich” may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash.

Q2: What are the affected vehicles?

A2: Affected vehicle model years/models include the following:

- Certain 2019-22MY Veloster N (JS N) produced 09/06/2018 – 08/18/2022
- Certain 2022-23MY Elantra N (CN7 N) produced 09/15/2021 – 11/23/2023
- Certain 2022-23MY Kona N (OS N) produced 10/05/2021 – 04/25/2023

Q3: What is the safety concern?

A3: An air/fuel mixture that runs too “rich” may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of filing to NHTSA (07/11/24), Hyundai has confirmed 2,460 related incident reports received from May 10, 2019, through June 17, 2024 for affected vehicles in the U.S. Market. There are no crashes, fires, or injuries related to this condition in the U.S. or Canada.



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Q5: Will a Dealer Stop Sale be issued?

A5: Dealer: Yes, a Dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers. There is only 1 not yet sold. **Port:** A Port “hold” is not required.

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

A6: All owners of the subject vehicles will be notified by first class with instruction to bring their vehicles to a Hyundai dealer for a DTC P0088 inspection and ECU software upgrade. In the event of a DTC P0088 present, the high-pressure fuel pump will also be replaced. 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 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 22, 2024.

Q7: When will owners be notified?

A7: Owners of the subject vehicles have/will be notified via First Class mail:

- Veloster N - Remedy Available for their vehicle on September 9, 2024
- Kona N and Elantra N
 - Interim (Remedy Not Available) Letter on September 3, 2024
 - Planned Remedy Available letter – expected October 4, 2024.

Contact Reference

Please see the list below 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 HELP 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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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	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	



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Appendix

Document History	Date
Remedy Not Available	07/12/2024