

## **Safety Recall 263: Transmission Inspection, TCU Software Update, & Transmission Replacement – Dealer Best Practice**

September 18, 2024

| Document Topic (updates in <b>yellow</b> highlights)                                                                                                                                                                                                   | Date       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <ul style="list-style-type: none"> <li>Technical Service Bulletin (TSB) 24-01-055H-3: <ul style="list-style-type: none"> <li>Removes the non-QQH transmission parts (page 2 of TSB); reference to page 3 below in this document</li> </ul> </li> </ul> | 09/18/2024 |



**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 Dual Clutch Transmission (DCT) in certain Santa Fe (MX5A) vehicles could become damaged during normal operation due to Transmission Control Unit (TCU) software logic that could engage the parking pawl without the driver selecting the Park position. This condition could cause noise within the transmission and/or allow for unintended movement while the vehicle is powered down or in Park. Unintended vehicle movement could lead to a vehicle rollaway, increasing the risk of a crash and injury to occupants or vulnerable bystanders.

### **Applicable Vehicles (Certain)**

- 2024MY Santa Fe (MX5A) equipped with 8DCT produced from 04/23/2024 – 07/02/2024

### **Remedy Information**

The procedure outlined in **TSB 24-01-055H-3** (or latest version) requires inspection of the transmission. If the transmission is damaged, it will be replaced. In all cases (whether transmission is damaged or not), a TCU software update will be performed on the vehicle.

- An OTA (Over-The-Air) software update option has been launched allowing customers to individually complete the TCU software update portion of the recall. Customers with active Bluelink subscriptions will be presented recall appropriate notifications on the infotainment screen of their vehicle and directed to complete the software update. These vehicles targeted with the OTA option are flagged under Recall “263A” within WebDCS. Recall 263 will remain open as Dealers are expected to complete the physical inspection of the DCT to satisfy the recall.
- Recommended Service Technician Training Level:** Hyundai Expert (or higher)
- Recommended classes completed:** Four (4) part 8-speed DCT web microlearning series (SVCHSYS8DCT1W20\_869 to SVCHSYS8DCT4W20\_872) on Hyundai Learning Portal or equivalent

### **Recommended Alternative Transportation**

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the remedy is completed. 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



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Rental or Rideshare may be provided.

## **Other Notes/Recommendations**

- If a customer arrives to the dealer 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.
- Thus, do not order any part(s) unless there is definitive damage to the transmission and/or if fails one of the tests noted during inspection. Most vehicles will be able to have recall completed through inspection and TCU update.
- The inspection takes less than an hour, so ensure the appropriate expectations for completion are set with the customer in advance. If replacement is required, additional time will be required.
- 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 24-01-055H-3** (or latest version), the recall campaign pays the following:

- **Labor:**
  - **0.6 M/H** to inspect the transmission and verify software version is the latest (no update required at dealership); to be only used if customer has completed the update on his/her own through the over-the-air (OTA) as mentioned above
  - **0.8 M/H** to inspect the transmission and perform TCU Update
  - **3.8 M/H** to inspect the transmission, perform the transmission replacement, TCU Update, and Air Bleeding (FWD)
  - **4.1 M/H** to inspect the transmission, perform the transmission replacement, TCU Update, and Air Bleeding (AWD)
- **Parts:**
  - Dealer will be reimbursed for the transmission if replacement is necessary.
  - Dealer will also be reimbursed for parts in the kit P/N RC263-DCTSK.
- **Photos: Refer to TSB 24-01-055H-2 for examples on pictures to be taken for each scenario**
  - Inspection (2) + Current Software Verification (1) – 0.6 M/H – The time above for inspection include taking two (2) pictures of the current transmission housing (top and bottom) alongside a piece of a paper with the last six digits of the VIN date and of inspection and one (1) picture of the current “ROM ID” screen.
  - Inspection (2) + Software Update Verification (1) – 0.8 M/H - The time above for inspection includes taking two (2) pictures of the current transmission housing (top and bottom) alongside a piece of paper with the last six digits of the VIN and date of inspection and one (1) picture of the “ECU Update Complete” screen.
  - Inspection (2) + Replacement (1) + Software Update Verification (1) – 3.8 M/H and 4.1 M/H - The time above for inspection/ includes the pictures above, one (1) picture of the DCT installed capturing the serial number of the DCT next to a piece of paper with the last six digits of the VIN and date of repair in the photo, and one (1) picture of the “ECU Update Complete” screen.

## **Parts Information**



Per **TSB 24-01-055H-3** (or latest version), the following list of parts are to be used:

- Transmission
  - P/Ns 43000-2N112QQH (FWD vehicles) // P/N 43000-2N114QQH (AWD vehicles)
    - **If replacement of the transmission is required based on inspection, please submit a Prior Approval (PA) request for approval;** see TSB for additional details
    - Both transmissions include transmission fluid
    - Please note that these parts usually come with no TCU unit. However, there may be some special cases where the TCU unit will be included. In these cases, the TCU unit does not need to be transferred to the new transmission.
  - Kit (P/N RC263-DCTSK)
    - Please order this part number instead of the individual parts (not including transmission) listed in the TSB. It will trigger picking the individual listed contents/parts.

## **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 dual clutch transmission (DCT) which could result in damage to the transmission case or parking pawl due to current software installed. A damaged transmission case/parking pawl could result in noise within the transmission and/or allow for vehicle rollaway while in 'PARK'. As a remedy is available, you can bring your vehicle to a Hyundai dealer to have it applied at no cost to you. Should you need, we can also arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience. Would you like to make an appointment for this recall service?"*

### **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 dual clutch transmission (DCT) which could result in damage to the transmission case or parking pawl due to current software installed. A damaged transmission case/parking pawl could result in noise within the transmission and/or allow for vehicle rollaway while in 'PARK'. If time permits, we would like to perform this recall service for you. 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 inability to shift into park or shift into gear or unintended vehicle movement, do not attempt to drive the vehicle further until the remedy is applied and immediately reach out to your nearest Hyundai dealer for assistance."*

### **4. Software Update performed Over-the-Air (OTA)**

*"Thank you for your inquiry on performing the Over-the-Air update. This recall includes an option for wireless Over-the-Air (OTA) software update. A wireless OTA download will/has been sent to your vehicle for you to install at your convenience. Hyundai advises to complete the update as soon as possible to protect your vehicle."*

## **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.



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**Readiness:** Are required parts in stock to complete this recall?

- ☐ Yes
- ☐ **No** – Please ensure that the part is order only when the inspection fails. A transmission replacement is not needed for every vehicle.



**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 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 (Certified 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 24-01-055H-3** (or latest version)?

- ☐ Yes
- ☐ **No** – See TSB or sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements. Please also note that the campaign claim cannot be submitted without an approved Prior Approval (PA) number if a transmission replacement



**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 Dual Clutch Transmission ("DCT") in the subject vehicles could become damaged during normal operation due to Transmission Control Unit ("TCU") software logic that could inadvertently engage the clutches and damage the transmission case and/or parking pawl. A damaged transmission case and/or parking pawl may cause noise within the transmission and/or allow for vehicle rollaway in PARK.



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**Q2: What are the affected vehicles?**

A2: Affected vehicle model year/model includes 2024MY Santa Fe (MX5A) equipped with 8DCT produced from 04/23/2024 – 07/02/2024

**Q3: What is the safety concern?**

A3: Vehicle rollaway increases the risk of a crash and injury to occupants or bystanders.

**Q4: Have there been any accidents or injuries?**

A4: As of the date of this filing to NHTSA (07/08/2024), Hyundai has identified 45 unique incidents received from June 3, 2024, through June 27, 2024, related to the subject recall condition in the U.S. market. There are no crashes, fires, or alleged injuries in the U.S.

**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. **Port:** A port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers where identified.

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

A6: Hyundai recommends all affected owners to use the Electronic Parking Brake (“EPB”) when parking their vehicles to mitigate the risk of vehicle rollaway until the remedy is applied. 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 TCU inspected and software updated. In the event of damaged transmission, the Dual Clutch Transmission (DCT) will be replaced. Additionally, Hyundai will provide “Over-the-Air” (“OTA”) software updates for all eligible vehicles where owners have opted in to receive such updates via their Bluelink system; however, owners will still need to have the transmission physical inspected by a dealer for possible replacement. This remedy will be offered at no cost to owners for all affected customers.

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 of a remedy available for their vehicles?**

A7: Owners of the subject vehicles were notified via First Class mail starting August 26, 2024.

**Q8: How long will this Over-the-air (OTA) software update take to install?**

A8: Once started, the average time for the update is approximately 15 minutes.

**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<br>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<br>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><br>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                                                                                                                                                            |
| 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                             | <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                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                        |
| Campaign Central                                              | 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<br><b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software<br><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

| Document History                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <ul style="list-style-type: none"><li>Technical Service Bulletin (TSB) 24-01-055H-2:<ul style="list-style-type: none"><li>Additional Over-the-air (OTA) option to perform software (S/W) update – see ‘Remedy Information’ category (page 1)</li><li>An additional op code ending in ‘R5’ for vehicles where S/W is performed prior to arrival at the dealership (page 2)</li></ul></li><li>Provide additional clarification on the required pictures for recall 263 and also for the scenario of software already updated when vehicle comes to dealership (page 2)</li><li>Q&amp;A Updates on #6,#7, and created #8 (page 5)</li></ul> | 08/26/2024 |
| <ul style="list-style-type: none"><li>Technical Service Bulletin (TSB) 24-01-055H-1: Includes DCT replacement, parts, and updated warranty information</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 08/02/2024 |