

## Dealer Notification

### Recall Campaign 301: Hybrid Power Control Unit (HPCU) Software Update (Remedy Available)

May 15, 2026

Document Topic	Date
<ul style="list-style-type: none"> <li>Technical Service Bulletin (TSB) 26-01-047H published on HMA Tech Info</li> </ul>	05/15/2026



**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 Elantra Hybrid (CN7 HEV) vehicles may have a Hybrid Power Control Unit (HPCU) that may overheat under high electrical loads. In most cases, a "no start" condition or reduced power "Limp Mode" with the malfunction indicator lamp (MIL) illuminated may occur while driving. In limited cases, the HPCU may overheat, resulting in localized thermal damage to the HPCU assembly and internal components. Overheating of the HPCU could increase the risk of a fire.

## Applicable Vehicles (Certain)

- 2026MY Elantra Hybrid (CN7 HEV) produced 10/31/2023 – 12/31/2025
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMH”

## Remedy Information

Follow the service procedure outlined in **TSB 26-01-047H** to update the HPCU software.

- Recommended Technician Certification/Requirements:** Hyundai Specialist (or higher)

## Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer’s visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

## Other Key Notes:

- All vehicles that complete this update will require the application of an Emissions Label under the hood upon completion of the repair procedure. Please refer to TSB for more details.
- A Proof of Correction card must also be provided to affected customers in applicable states. Please refer to the TSB for the list of required states.
- If a customer arrives at the dealership without an appointment, it is recommended that the dealer offer alternative transportation.

## Parts Information

Refer to **TSB 26-01-047H** for the latest parts information.

- Emissions Label (P/N NP001-HYUEM)** - Dealers may order from their facing PDC.

**2. Vehicle Emission – Proof of Correction Card (NP050-09006):** Dealers may order from their facing PDC.

**NOTE:** Dealers from certain states referred to in ‘Remarks’ section are required to provide a card to customers as proof of the campaign completion.

Part Name	Part Number	Figure	Remarks
Hyundai Emissions Label	NP001-HYUEM		Apply to all vehicles regardless of state.
Vehicle Emission Recall - Proof of Correction Card	NP050-09006		Order only for states: CA, CO, CT, DE, ME, MD, MA, NJ, NY, OR, PA, RI, VT, WA

**Warranty Information**

Per **TSB 26-01-047H** (or latest version), this service procedure includes:

- 0.6 M/H – HPCU Software Update & Emissions Label Application
- **Digital Documentation:**
  - This TSB includes repair validation photos. Op times include VIN, mileage, and photo capture of the ECU Update “Success” result screen as outlined in the Digital Documentation Policy. [If the required digital documentation picture is not provided, the claim is subject to debit.](#)

**Sample Customer Talk Tracks**

**1. For Customers on the phone:**

*“I reviewed your vehicle for any open campaigns or recalls and found there is an open recall 301 for which a remedy is available. The recall provides instructions to update the Hybrid Power Control Unit (HPCU) software. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist you scheduling an appointment for this recall to be completed.”*

**2. For Customers at a dealership in the service lane:**

*“During your visit today, I found there is an open recall 301 for which a remedy is available. The recall provides instructions to update Hybrid Power Control Unit (HPCU) software. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist with getting this recall completed on your vehicle recall.”*

**3. For Customers concerned with the performance of their vehicle:**

*“If you experience any concern(s) related to the performance of your vehicle such a Malfunction Indicator Lamp (MIL) ON or a “No Start” condition, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation.”*

**Best Practice Checklist**

- **Reservation:** Has WebDCS been referenced for additional open campaigns or recalls?
  - Yes
  - No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are the applicable parts, tools, and equipment on-hand and ready to perform the repair procedure?
  - Yes
  - No** – Please ensure any necessary parts, tools, and equipment are on hand before any repair work.

- **Reception:** Has the customer provided their authorization to perform repairs?
  - Yes
  - No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
  - Has the customer been informed of the expected repair duration and a timeframe for status updates?
    - Yes
    - No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
  - Has the customer been offered alternative transportation?
    - Yes
    - No** - If customers do not feel comfortable operating their vehicle until the remedy is completed, alternative transportation should be offered. Customers should also be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the visit.
- **Repair:** Does the Technician meet the recommended training requirements to complete this campaign?
  - Yes
  - No** – Please reference the “Remedy Information” section on page 1 and ensure a qualified technician performs the service procedure.
- **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.
  - Yes
  - No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

## **Anticipated FAQs**

### **Q1: What is the issue?**

**A1:** Certain Elantra Hybrid (CN7 HEV) vehicles may have a Hybrid Power Control Unit (HPCU) that may overheat under high electrical loads. In most cases, a "no start" condition or reduced power "Limp Mode" with the malfunction indicator lamp (MIL) illuminated may occur while driving, followed by a progressive reduction of motive power over time. In limited cases, the HPCU may overheat, resulting in localized thermal damage to the HPCU assembly and internal components.

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

**A2:** Affected vehicles include the following:

- Certain 2026MY Elantra Hybrid (CN7 HEV) produced 10/31/2023 – 12/31/2025
  - Built by Hyundai Motor Company ("HMC") – VIN prefix "KMH"

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

**A3:** Overheating of the HPCU could increase the risk of a fire.

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

**A4:** As of the filing to NHTSA (05/14/26), Hyundai is aware of one (1) fire report in the U.S. There are no crashes or injuries attributable to this condition in the U.S.

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

**Dealer:** Yes. A "stop-sale" is being initiated for the involved vehicles in "Dealer Stock" status in compliance with federal regulations.

**Port:** Yes. A port "hold" has been initiated for the involved vehicles located at ports and vehicle processing centers.

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

**A6:** All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicle to a Hyundai dealer, where technicians will update the HPCU software. 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 March 2, 2026.

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

**A7:** Owners are planned to be notified via First Class Mail no later than July 13, 2026.

### **Q8: If a vehicle is registered in California, Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington, what is additionally required?**

**A8:** Due to those states adopting California emissions regulations, Hyundai dealers will provide a "Proof of Correction" certificate as verification that this repair has been completed. It is critical that this remains with the vehicle's records and is presented when registering, if requested.

## **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	<a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a> 1-800-545-4515	Parts ordering hotline
Special Service Tools	<a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a> 1-855-763-9199	For ordering SST parts
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	<a href="mailto:Support@xtime.com">Support@xtime.com</a> 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	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 recall or service campaigns
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	1-800-633-5151	Customers general questions, non-campaign related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	<a href="http://www.HyundaiDealer.com">Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in 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, select "Email Communication"</li> <li>4. Slide the toggle to "Advanced"</li> <li>5. Populate as many emails as desired in the "Parts Desk Email Field"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	<a href="http://www.HyundaiDealer.com">As applicable; www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car TSD: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software Insurance: <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

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