

# TECHNET TIMES

NEW THINKING.  
NEW POSSIBILITIES.

**HYUNDAI**

**VOL. 24, ISSUE 03**

PUBLISHED BY THE NATIONAL SERVICE TRAINING & SUPPORT DEPARTMENT

## INSIDE THIS ISSUE...

page01

Hyundai's Car  
Care Parts

page02

2015 Genesis  
Blue Link Voice  
Commands

page04

Searching for DTC  
and Keywords on  
the Hyundai Service  
Website

page05

Blue Link Dealer  
Diagnostic Guide

page06

TechNet Times  
Success Story:  
Electric Seat Heater  
Element Diagnosis

page08

TACS and Internet  
Explorer 8

page09

Fix-It-Right:  
2011-2014MY YF  
Sonata Steering  
Calibration

page12

8-Speed  
Transmission  
Installation:

## Hyundai's Car Care Parts



Car Care brake pads & rotors, Hyundai's second line of parts, were made available to Hyundai Dealers in July of last year and, since then, the top selling dealerships have seen a 30% increase in brake business year over year. Not only is it good for the bottom line, but it will lend itself nicely to the retention of your customers. The Car Care Parts offer a lower priced option, the warranty period on these parts is the first 12 months from installation date or 12,000 miles, whichever occurs first, they

are classed as A or B parts, and are recommended by Hyundai.

These parts are targeted toward price sensitive customers with vehicles that are 3-10 years old. Active customers due for brake service, but decline may be persuaded by the availability of Car Care parts. If your Service Consultants are not offering this option regularly, you could be losing potential brake jobs; since the Car Care parts are priced about 25% lower than the OE parts.

continued on page 3

# 2015 Genesis Blue Link Voice Commands

Some Blue Link Intelligent Voice Recognition (IVR) commands in the 2015 Genesis (DH) are different than other Blue Link equipped Hyundai models after enrollment. Pre-enrollment, Vehicle Report should only be used.

Some changes include, 'Help', 'Blue Link Maintenance Complete' and others can only be used for the new 2015 Genesis (DH). Please refer to TSB #14-BE-006 for



more information regarding Blue Link IVR command changes. Please ensure you follow the procedure when performing a Pre-Delivery Inspections and other Blue

Link pre-enrollment related activities.

Refer to the table below for acceptable Blue Link commands during enrolled and not enrolled states (provisioning). The Intelligent Voice Recognition (IVR) system gives access to voice response menu services.

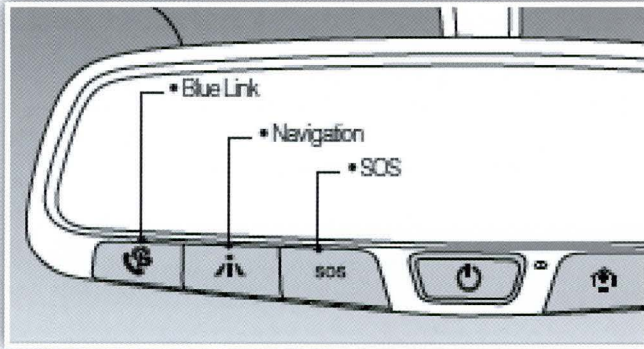
## IVR Commands

Press the Blue Link button to access to voice-response menu:

Provisioning State	15 MY Genesis DH IVR Options	All other Blue Link Equipped IVR Options	Notes
Not enrolled	Vehicle Report	Vehicle Report	Start vehicle with all DTC codes cleared and GDS scan tool disconnected. (Refer to 12-BE-05-2 for details). System will respond with "Blue Link Inspection Command Received"
Enrolled	Service Link	Service Link	Schedule service appointment
	Roadside Assistance	Roadside Assistance	Enhanced Roadside Assistance
	Blue Link Account Assistance	N/A	Account assistance
	Help	N/A	Repeats menu options
	Blue Link Service Complete	Blue Link Service Complete	Start vehicle with all DTC codes cleared and GDS scan tool disconnected. (Refer to 12-BE-05-2 for details)
	Blue Link Maintenance Complete	N/A	Use after any maintenance is completed

## Press The Navigation Button For Navigation-Related Services:

**Navigation Demo (POI Search by voice command):** This feature is available on all Blue Link equipped vehicles except the 15 MY Genesis Sedan (DH). The middle Navigation button on the rearview mirror can be used to demonstrate POI (Point of Interest) searches.



**Google Local Search:** Currently, this feature is for 15 MY Genesis Sedan (DH) only. Press the center Navigation button on the review mirror for Destination Search. (Destination Search Powered by Google).



The Destination Search screen will appear on the display.

## Hyundai's Car Care Parts

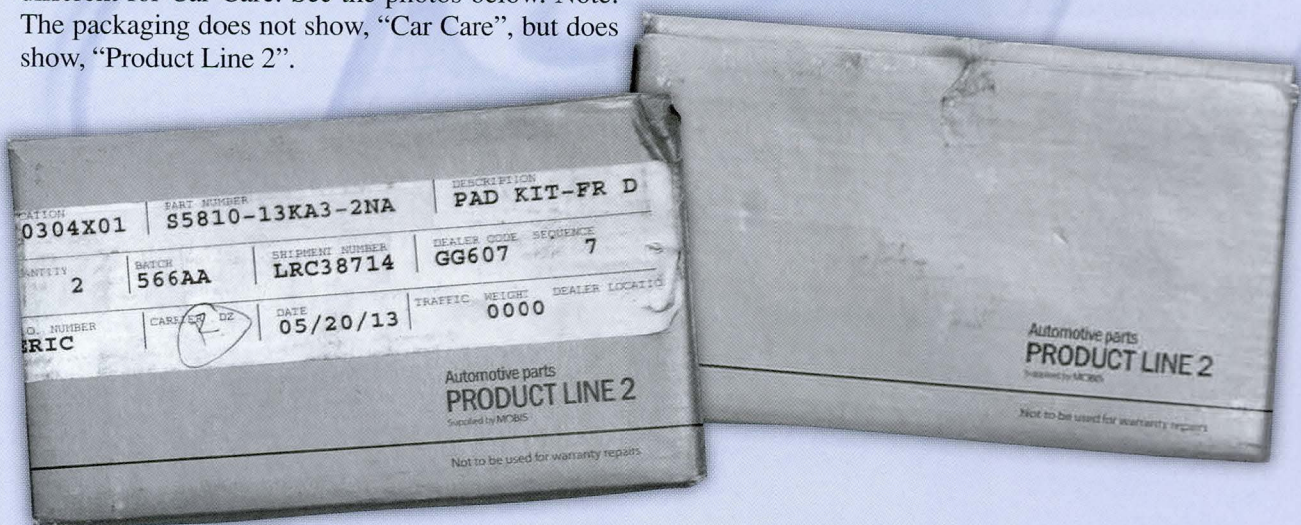
continued from page 1

With the cost savings, Care Car brake pads make a high quality, economical alternative to our OE pads. The Car Care pads come with all the necessary hardware, and the rotors can be turned, if service limits allow.

There are a couple of ways to determine whether parts are Car Care or OE. The packaging is distinctly different for Car Care. See the photos below. Note: The packaging does not show, "Car Care", but does show, "Product Line 2".

In addition to different packaging, Car Care part numbers all begin with "S".

Has your dealership started using Car Care parts as an alternative when appropriate? If not, you may be losing some work. Make sure the guys in the Service drive are using all the tools at their disposal to sustain your workload.



# Searching for DTC and Keywords on the Hyundai Service Website

Did you know you can search for DTC and keywords on the Hyundai Service Website at [www.hyundaitechinfo.com](http://www.hyundaitechinfo.com). This will let you determine if there is a corresponding TSB for your condition.

1. Open the website and select TSB.
2. Select model and year
3. Enter the search word (or DTC) and click on Search.

## DTC

Hyundai Service Website

Home | Detail Search | VIN Search | Ve

Service Information Technical Training

New Items Shop ETM DTC TSB Fix It Right Symptom Replace C

SONATA HYBRID(YF HEV) [2012] P0A2D Search Reset

TSB(1)

- 13-AT-017 EV MOTOR TEMPERATURE SENSOR DTC P0A2B, P0A2C, P0A2D, P0A2F

## Keyword:

Hyundai Service Website

Home | Detail Search | VIN Search | Ver

Service Information Technical Training

New Items Shop ETM DTC TSB Fix It Right Symptom Replace Cc

GENESIS COUPE(BK) [2010-2013] fluid level Search Reset

TSB(5)

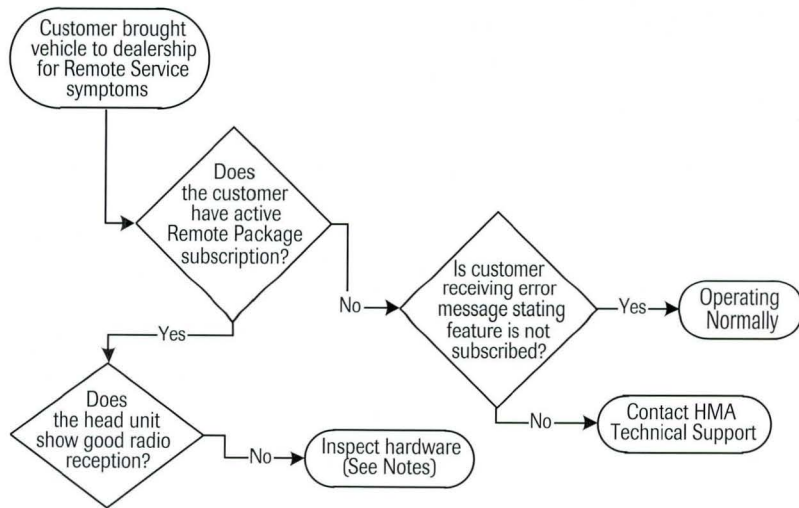
- 12-AT-004-1 8-SPEED AUTOMATIC TRANSMISSION FLUID LEVEL
- 09-AT-001 GENESIS COUPE V6 AND GENESIS V8 AUTOMATIC TRANSMISSION FLUID L
- 06-40-016 AUTOMATIC TRANSAXLE FLUID LEVEL
- 06-40-014 AUTOMATIC TRANSAXLE STALL TEST PROCEDURE
- 04-50-010 DRUM BRAKE WHEEL CYLINDER BRAKE FLUID LEAKAGE INSPECTION PRO

**NOTE:** For many DTCs, there is service information that will pop up in the GDS HTSS application. When the HTSS popup displays after a DTC search in the GDS, then you can save manual search time by logging into HTSS and simply clicking the various links that display.

# Blue Link Dealer Diagnostic Guide

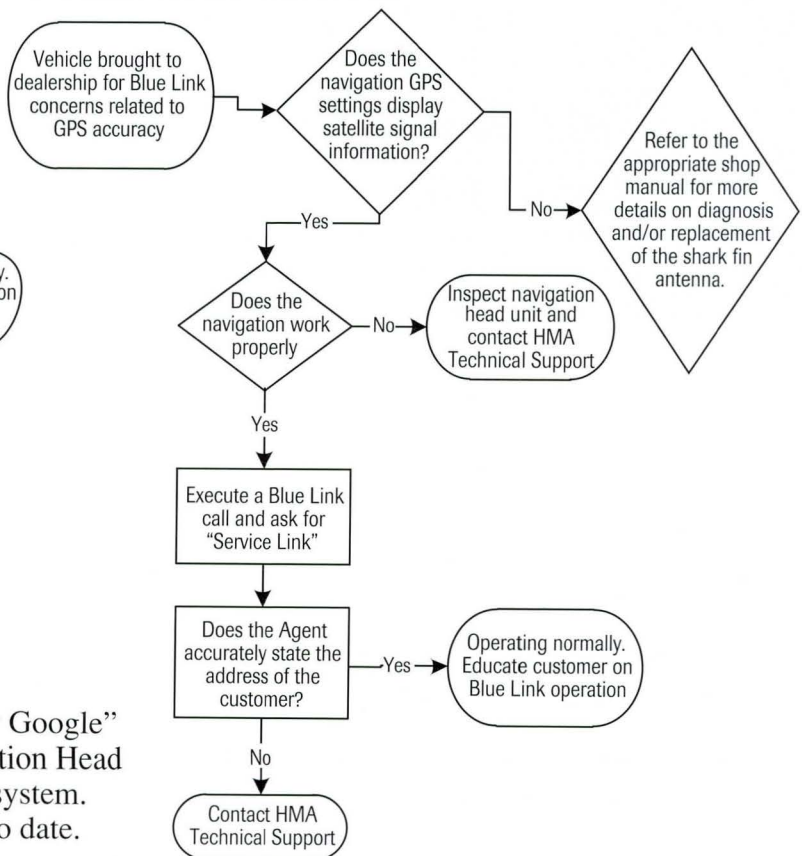
This article provides information to assist in the diagnosis of the Blue Link System on the 15 MY Genesis (DH). Please refer to the provided flow charts for more details.

## Diagnostic Flow Chart: REMOTE SERVICES



**NOTE:** Reference the applicable shop manual for any Blue Link related hardware inspections.

## Diagnostic Flow Chart: GPS LOCATION SERVICES

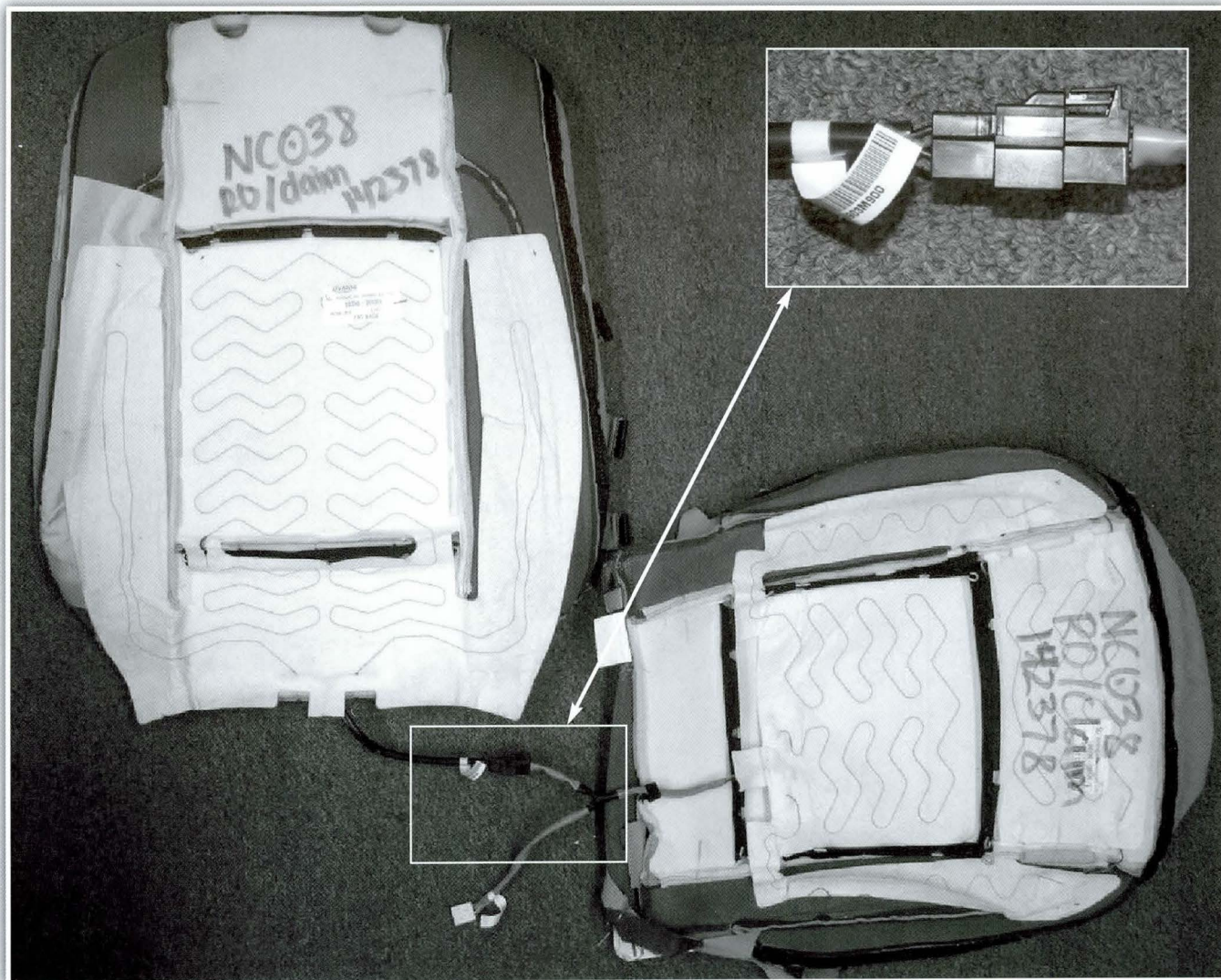


**NOTE:** "Destination Search Powered by Google" uses data from Google, while the Navigation Head Unit utilizes data integrated in the radio system. Therefore Google data may be more up to date.

## TECHNET TIMES SUCCESS STORY:

# Electric Seat Heater Element Diagnosis

**Condition:** Customer brings in a 2014 Genesis and says that the seat heater is non-operational.



Picture showing the connection between the seat bottom and seat back covers

### Background:

The seat heater system is comprised of two heating elements; one in the seat back cover, and one in the seat cushion cover. The two heating elements are wired in series and joined with a 2 pin connector. If one of the heating elements is faulty, the entire system will not function.

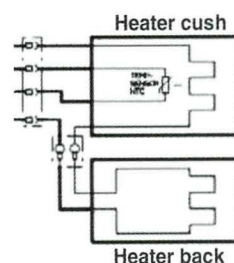
To check each heating element, it is necessary to disconnect the 2 pin connector and check the resistance of each separately.

### Recommendations:

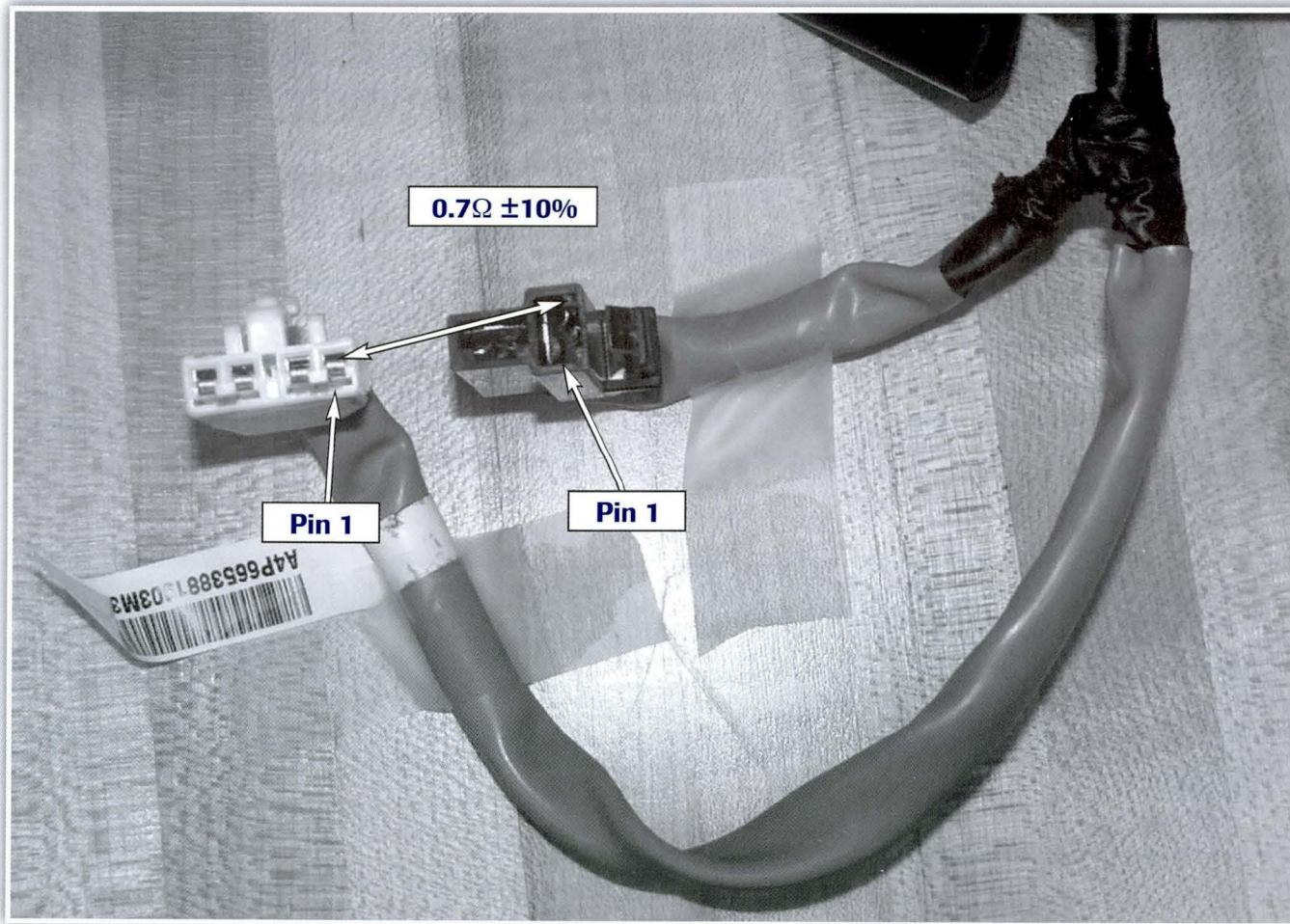
Check the resistance of each heating element separately.

The resistance for each component should be:

Seat Cushion	$0.7\Omega \pm 10\%$
Seat Back	$0.8\Omega \pm 10\%$

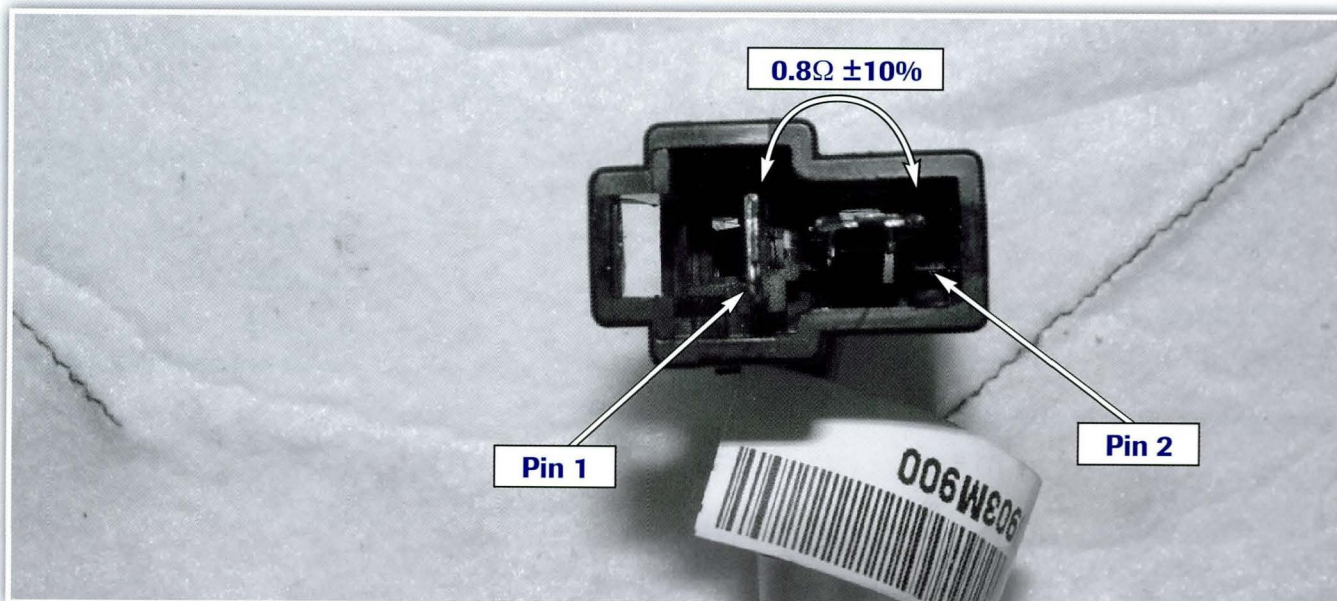


### Resistance Checking Method for Seat Cushion Heater Element:



Picture of the seat bottom cushion connectors

### Resistance Checking Method for Seat Back Heater Element



Picture of seat back connector

# TACS and Internet Explorer 8

In order to take HMA web training on TACS, the learner must use Internet Explorer 8. Many learners have updated their browsers to IE 9 or IE10, however this does not prevent them from taking web courses. With a couple of simple keystrokes, the learner can run in IE8 “compatible” mode.

Here are the instructions for users who have newer IE browsers:

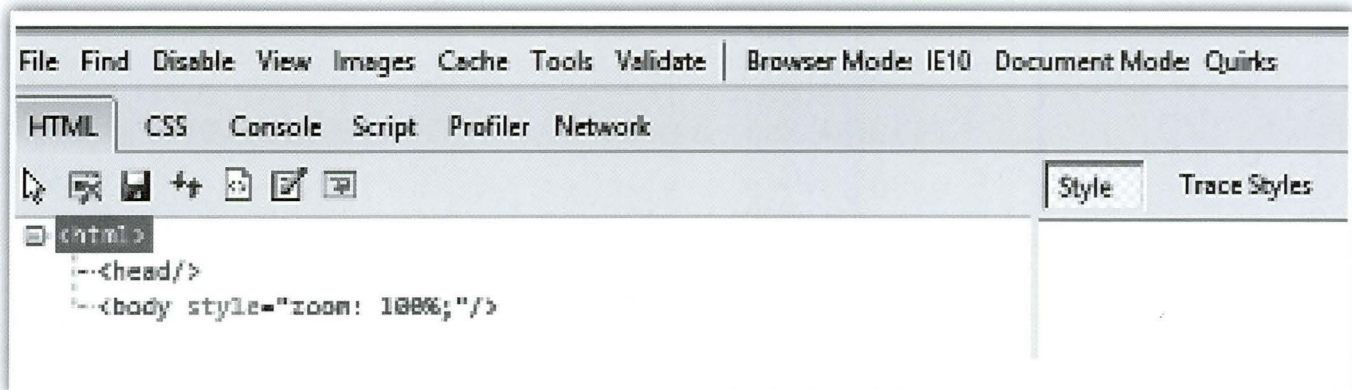
## Changing Browser Mode to IE8:

1. Launch your IE browser
2. Press **[F12]** on the Internet Explorer.  
The developer tools window will open, (portion shown below. See figure 1)

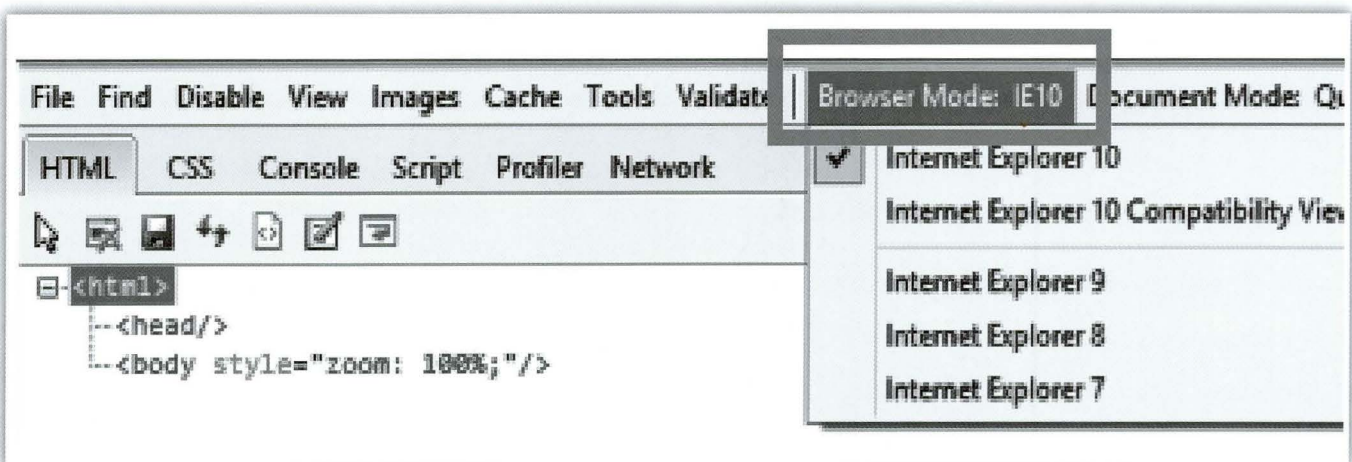
3. Click on the **[Browser Mode IE10]** tab.  
**Note: Your current version of IE will display on the tab.**

After clicking, all the previous versions of Internet Explorer such as, IE9, IE8 and IE7 will display in a drop down. (See figure 2)

4. Choose **[Internet Explorer 8]**.  
The screen will reload.
5. Complete the desired web course. After closing the browser, the system will automatically reset to the previous browser (whatever the learner was using – IE9 or IE10 mode).



▲ Figure 1



▲ Figure 2





# Fix-It-Right

## 2011~2014MY YF SONATA STEERING CALIBRATION

**DESCRIPTION:** The Motor Drive Power Steering (MDPS) has a feature to allow for slight adjustments in steering effort. This article describes the procedure to change MDPS calibration using GDS to suit the driver's preference on 2011~2013 model year Sonata (YF) vehicles. 2014 models can be changed using the vehicle's Driver Selectable Steering Mode feature described below.

### APPLICABLE VEHICLES:

- 2011~2014MY Sonata (YF) vehicles.

### NOTES:

- 2011~2013MY Sonata GLS and Limited trim models come standard with "GLS" calibration.
- 2011~2013MY Sonata SE trim models come standard with "SE" calibration.

- 2014MY Sonata features DSSM (Driver Selectable Steering Mode).
  - Pressing the DSSM button on the steering wheel cycles through a set of 3 calibrations ("Comfort", "Normal", and "Sport") within GLS, or SE *groups*. See table below.
  - 2014MY Sonata GLS and Limited trim models come standard with "GLS" calibration groups.
  - 2014MY Sonata SE trim models come standard with "SE" calibration groups.
- "GLS" calibrations are slightly lower steering effort than "SE" calibrations.

### CALIBRATION TABLE

MODEL YEAR	ADDITIONAL INFO	AVAILABLE CALIBRATIONS	NOTES
2011	All	1. Low 2. GLS 3. SE 4. High	"Low" is for drivers who prefer a slightly lower effort than "GLS." "High" is for drivers who prefer a slightly higher effort than "SE."
	Produced Sept. 23, 2011 and earlier		
2012	Produced Sept. 24, 2011 and later	1. GLS 2. SE 3. Sport	"Sport" is for drivers who prefer a slightly higher effort than "SE."
2013	ECU S/W No: 1207 and higher	1. Low 2. GLS 3. SE 4. High	"Low" is for drivers who prefer a slightly lower effort than "GLS." "High" is for drivers who prefer a slightly higher effort than "SE."
	ECU S/W No: Lower than 1207	1. GLS 2. SE 3. Sport	"Sport" is for drivers who prefer a slightly higher effort than "SE."
2014	All	1. GLS Comfort 2. GLS Normal 3. GLS Sport	If any GLS calibration is selected, pressing the DSSM button will cycle through calibrations #1~3.
		4. SE Comfort 5. SE Normal 6. SE Sport	If any SE calibration is selected, pressing the DSSM button will cycle through calibrations #4~6.

continued on page 10

## Fix-It-Right

continued from page 9

### WARRANTY INFORMATION: NON-WARRANTABLE

- Connect the USB cable between the GDS and the VCI.
- Connect the 16-pin DLC connector from the VCI into the DLC located under the driver's side dash.



**NOTICE:** Make sure the battery icon at the bottom right of the GDS laptop shows at least 50%; if not, charge the GDS or attach a battery charger.

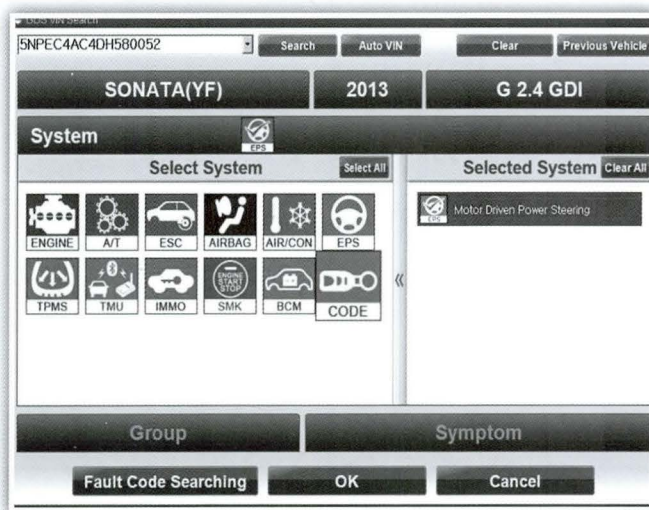
- Turn off all lights (Do not leave the headlight switch in auto mode) and all accessories (including heater/air conditioner/fan, audio, heated seats, rear defroster, etc.) to ensure the battery will not be discharged during the update.
- Perform the update with the ignition key in the ON position. (Turn ignition key to the ON position or press the Start-Stop button 2 times without depressing the brake pedal).
- Do not disconnect any cables connected to the vehicle or the GDS during the update.
- Do not start the engine or turn the ignition switch OFF during the update.

**NOTICE:** Confirm your GDS has the most recent version. If not, connect the GDS to an Internet port, open the GDS home page and select "Update". Refer to instructions on [hmaservice.com](http://hmaservice.com) if necessary.

If you encounter GDS related problems, call the GIT Helpline at 888-437-0308.

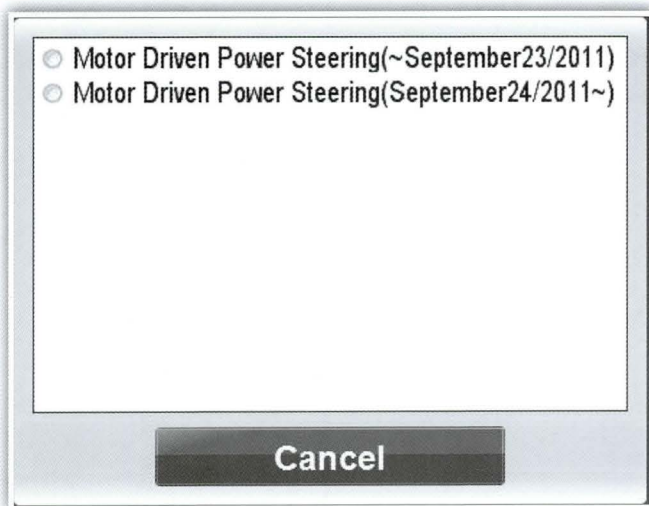
## SERVICE PROCEDURE:

- 1a. From the GDS VIN Search screen, select EPS system, then click OK.

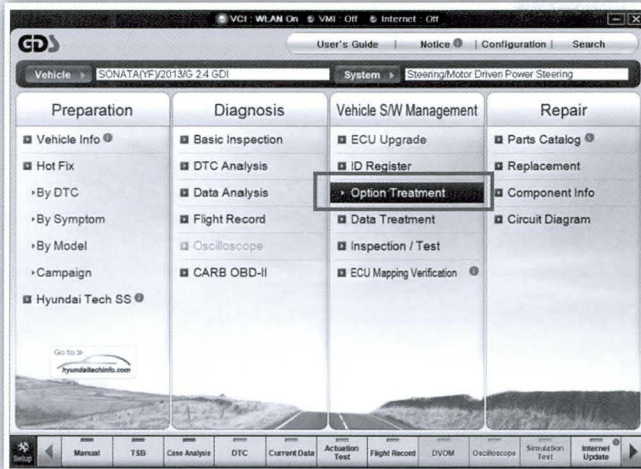


- 1b. **NOTE:** For 2012MY vehicles, when choosing the EPS system, the GDS will ask the user to select the production date range, as shown below. This will affect which calibration choices the user has, according to the Calibration Table on page 8.

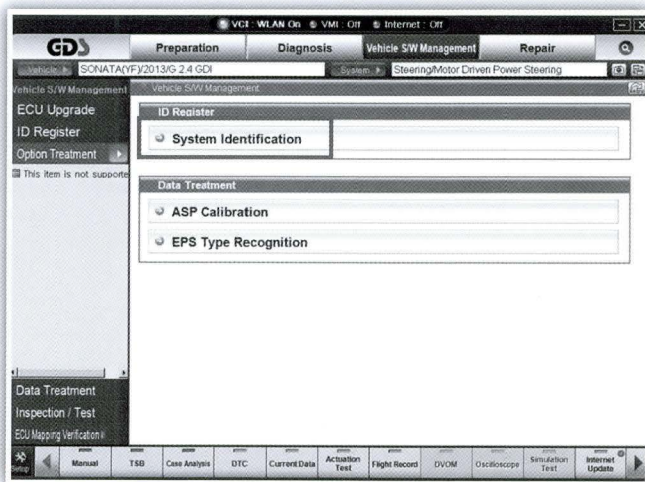
For other model years, the GDS will not ask for this production date range.



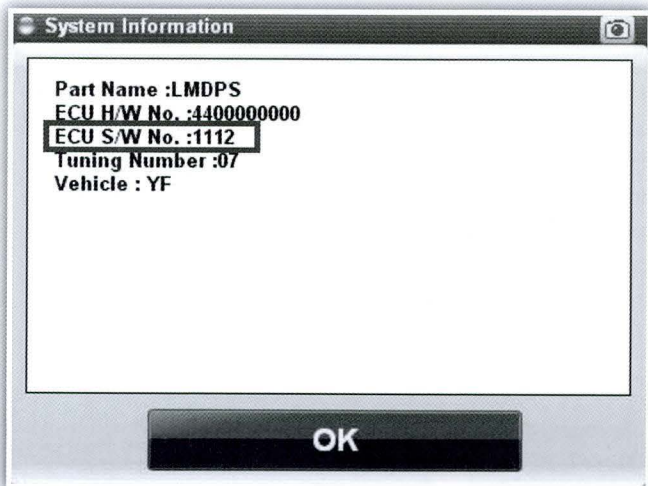
## 2. Select Option Treatment.



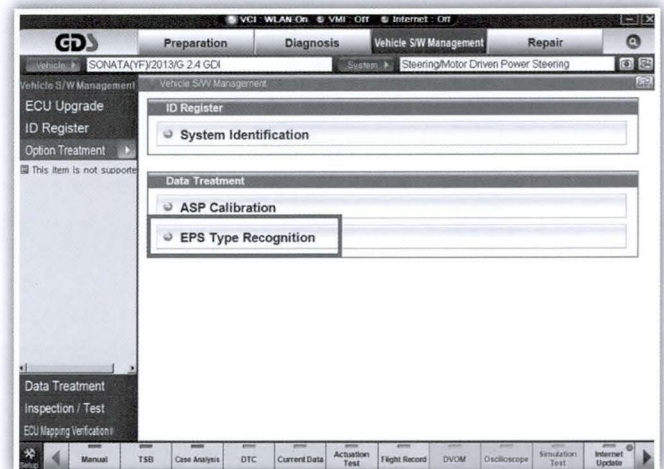
3a. It is optional to check the current ECU S/W No by selecting System Identification. The software number affects 2013MY vehicles, as described in the Calibration Table on page 9.



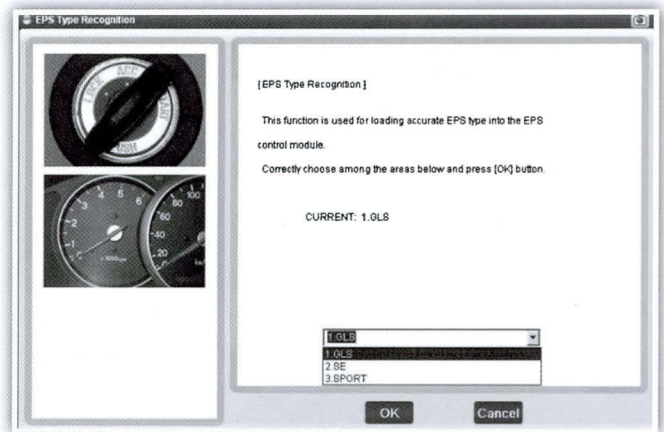
3b. The ECU S/W No. is displayed, below. Click "OK" to continue.



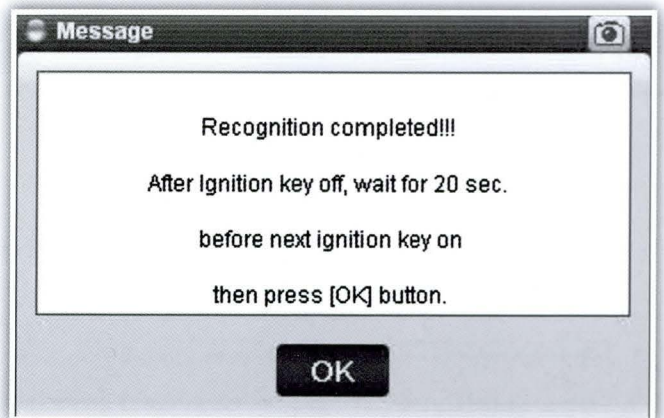
## 4. Select EPS Type Recognition.



5. This screen shows the current tuning selection. To change the tuning selection, use the drop-down menu to select between available calibrations. Click OK to confirm the selection.



6. Turn the ignition OFF for 20 seconds, then back on again, and click OK.



7. Start the engine and confirm normal operation to complete the procedure.

# TechNet *TIPS*

## 8-Speed Transmission Installation:

After installing an 8-speed transmission, the technician must perform the following procedures:

TSB	TITLE	COMMENT
14-AT-005	Fluid level check	Necessary for all transmissions
14-AT-008	Reset and relearn adaptive values	Necessary for all transmissions
14-AT-006	Oil pressure data transfer	Provides base solenoid values from factory dyno
14-AT-002	8LR/C cushion spring TCM update	Remanufactured with/without cushion spring
	P0841 TCM update *	Remanufactured with/without pressure switch

Comment: \*DTC P0841 after transmission installation indicates 14-AT-006 was not performed.

## TECHNET TIDBIT

The current GDS unit has a wireless card that is dedicated to communicating with the VCI unit. Using this card, or replacing it to gain internet access will prevent your GDS unit from communicating with the VCI. To gain wireless internet access for your GDS unit, a second wireless card must be added. Follow the card manufacturer's directions for installation and troubleshooting, if you install a second card. **NOTE: You must have internet access (either wired or wireless) for the GDS HTSS application to operate.**

### Other benefits of a second wireless card include:

- Automatic updates to your GDS operating system
- Network to your dealership's printers (if your dealer is suitably equipped) for printing warranty claims without docking the GDS.
- Reduces the need for the docking station to move all around the shop

## TechNet Times

Volume 24 Issue 3

June 2014

TechNet Times is published monthly by Hyundai Motor America's National Service Training & Support Department for Hyundai Dealership Technicians. The subjects covered in this publication are often one of a kind items, but they may help you to solve similar incidents. In all cases, the diagnostic procedures recommended in the Shop Manuals should always be performed first.

Please address all correspondence to:

Editor-TechNet Times  
National Service Training  
& Support Department  
Hyundai Motor America  
P.O. Box 20850  
10550 Talbert Avenue  
Fountain Valley, CA 92728-0850

© 2014 Hyundai Motor America