



Hyundai
Assurance Car Care



Service Campaign 959 Dealer Best Practice

Date: March 11, 2020

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Service Campaign 959: ECM UPDATE – FUEL INJECTION CONTROL LOGIC IMPROVEMENT (TSB #20-01-013H) – v1

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Initial communication to dealers. 	03/11/20

*** Retail Vehicles Only ***

Dealers must perform this Service Campaign whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a Service Campaign related to an Electronic Control Module (ECM) software update to revise the fuel injection control logic. The update is for the applicable model listed below with SULEV emissions certification only.

The affected vehicles include:

- 2014 ~ 2015MY Tucson (LM) 2.4L SULEV Emissions.

Hyundai is initiating this action to ensure the quality of its vehicles and the continued satisfaction of Hyundai customers.

Description

This service campaign is related to an Electronic Control Module (ECM) software update to revise the fuel injection control logic for IUVP.

A Campaign Sticker must be applied to all vehicles and an Emission Recall Proof of correction card completed in certain States as mentioned in the TSB.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- This campaign can be completed quickly and does not require a hoist.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Use Greeters, Porters and Service Consultants to bring vehicles to Technicians to make it easier for them to stay working in the bay.
- You must initially perform GDS ECU Update in Auto Mode. If the ECU Update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.
- Make sure the battery voltage does not fall below 12 volts. Keep a charger connected to the battery or run the vehicle for 20 minutes to ensure an adequate state of charge for reliable update results.



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- Make sure to put the campaign sticker on the inside of the hood Campaign Sticker (Please see TSB for application instructions)

959

Dealer Code:

Date:

00305 SC959



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.

- Service Manager must complete the Vehicle Emission Recall-Proof of Correction Card using permanent ink pen upon completion of the Campaign
- When filling in the information, copy the information directly from the vehicle, not from the repair order
- Give the completed Vehicle Emission Recall-Proof of Correction Card to the owner of the vehicle

Vehicle Emission Recall – Proof of Correction					
License No.	Make	Model Year	Body Type	Vehicle Identification Number	
				<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div>	
Manufacturer:			Recall Number:		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control laws.					
Dealer's Name:			Address, City, State and Zip		
Date:			Dealership's Authorized Signature		
			<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>		
Return this certificate to DMV only when required – otherwise retain for your records.					
NP953-09006 8/14					



Reconnect – Follow up for customer satisfaction.

Parts

Please review parts as outlined in the corresponding TSB (TSB #20-01-013H) which will be automatically shipped to dealers.

Customer Notification

Hyundai will notify owners of the vehicles described above in April 2020 and strongly encourage them to return their vehicles to their Hyundai dealers for the service procedure as soon as possible.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America



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 HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	1-844-371-3808	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 <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	<ol style="list-style-type: none"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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	www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software
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