



# Service Campaign 960 Dealer Best Practice

Date: May 1, 2020

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

Subject: Service Campaign 960: MULTI-ECU UPDATE – HIGH VOLTAGE MONITORING LOGIC (TSB #20-01-018H) – v1

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Initial Communications</li> </ul>	5/1/20

### \*\*\* Dealer Stock and Retail Vehicles \*\*\*

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

### Affected Vehicles

Hyundai is conducting a Service Campaign related to a Multi-ECU Update of selected systems for high voltage battery monitoring logic.

The affected vehicles include:

- 2019MY-2020MY Kona Electric (OS EV)

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

### Description

This service campaign provides instructions to perform a High Voltage Battery inspection and perform a Multi-ECU Update.

For vehicles with more than 22,500 miles, assume a "PASS" result and proceed to perform a Multi-ECU Update of the following systems below to update the high voltage battery monitoring logic.

For vehicles less than 22,500 miles, please refer to the following for a "PASS" or "NO PASS" result.

- If the result of the battery inspection is "NO PASS", this campaign cannot currently be completed. Perform TSB# 20-EE-001H and then return to complete the Multi-ECU Update of the below four (4) systems once the battery has been replaced.
- If the result of the battery inspection is "PASS", proceed to perform a Multi-ECU Update of the following systems to update the high voltage battery monitoring logic:
  - BMS (Battery Management System)
  - IGPM (Integrated Gateway Power Module)
  - MCU (Motor Control Unit)
  - VCULDC (Vehicle Control Unit & Low DC-DC Converter)

### 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.



**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.

- Make sure to review the warnings prior to performing the campaign.
  - ✓ The 12v battery voltage check is critical for this Multi- ECU update as it will draw down the 12v battery for 40 minutes at ignition on.
  - ✓ Stock vehicles are prone to low battery condition, so it is best to operate a stock vehicle at ready on for 20 minutes prior to starting the Multi- ECU update.
  - ✓ This will ensure 12v battery will be charged to an adequate level, preventing potential update failure or controller damage.



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



**Reconnect** – Follow up for customer satisfaction.

## Parts

No additional parts are required to perform this campaign.

## Customer Notification

Hyundai will notify owners of the vehicles described above in June 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	<a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a>	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	<a href="mailto:Support@xtime.com">Support@xtime.com</a> 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> 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 <b>recall or service campaigns</b>
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>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software
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>