

DCT Brochure Dealer Best Practice

Date: May 15, 2020

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

Subject: DCT Brochure - 2015-2017 model year Sonata Eco vehicles, 2016-2017 model year Tucson vehicles, and 2016-2017 model year Veloster vehicles equipped with a Dual Clutch Transmission

Description

An informational brochure about the Dual Clutch Transmission was sent to Class Members of 2015-2017 model year Sonata Eco vehicles, 2016-2017 model year Tucson vehicles, and 2016-2017 model year Veloster vehicles equipped with a Dual Clutch Transmission.

Class Members may be bringing in this brochure due to a note advising them to come in to the dealership for a "Free Software Upgrade". The majority of Class Members may have already had the software update performed. If a Class Member presents this brochure and requests an update, follow the service procedures as outlined in this dealer best practices.

You can view a copy of the brochure in the Appendix section and/or get a copy of the brochure at HyundaiDealer.com under Service>Campaign Central>Class Actions>Class Action –DCT.

Service Action



Reservation – Class Members are able to make an appointment with an authorized Hyundai Dealer for an inspection of their class vehicle.



Readiness – For information on the DCT Class Action Settlement, please refer to the DCT Class Action Dealer Best Practice found under Campaign Central on HyundaiDealer.com. You can also go to DCTSettlement.HyundaiUSA.com to review the settlement.



Reception –Provide SRC or an alternative vehicle, as needed.



Repair – If a customer is experiencing a concern related to the DCT brochure, review the following based on the campaign status of the vehicle.

1. Check the customers VIN number for any open campaigns

- a. If vehicle has an open campaign:
 - Inform the customer that their vehicle is eligible for a software update.
 - Make an appointment to have the campaign completed
 - Follow the applicable TSB to perform the update procedure and use corresponding OP code for payment.
- b. If all campaigns have been complete on the vehicle:
 - Inform the customer that their vehicle has already been updated \ (on the campaign completion date) with the latest software and there is no need to make an appointment to visit the dealer.
 - Inform the customer to check the box on the brochure stating the software has been updated.
- c. If the vehicle is not eligible for a campaign:
 - Inform the customer that their vehicle has the latest software from the factory and there is no need to make an appointment to visit the dealer.
 - Inform the customer to check the box on the brochure stating the software has been updated.





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



Reconnect – Follow up for customer satisfaction.

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

Hyundai Motor America




Key Contact Information		
Customer Support	Contact Information	Description
DCT Class Action Settlement	1-866-944-7620	Customer questions or concerns related to the DCT Class Action
DCT Class Action Settlement Website	DCTSettlement.HyundaiUSA.com	Updated information related to the DCT Class Action
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

Appendix

DCT Brochure

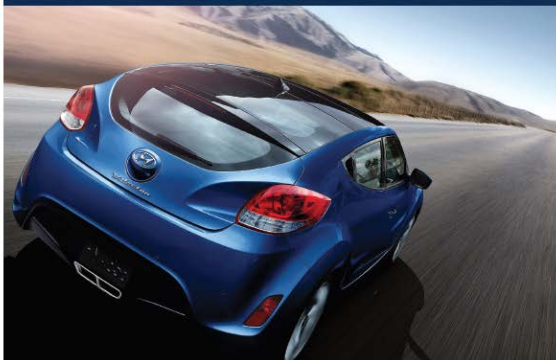
If you should experience any issues, please contact your local Hyundai dealer.



Should you have any questions regarding the information contained in this pamphlet, please contact the Hyundai Customer Care Center at 800-633-5151.


Thank you for choosing Hyundai.

PLEASE KEEP THIS BROCHURE IN YOUR HYUNDAI'S GLOVEBOX WITH YOUR OWNER'S MANUAL



INFORMATION ABOUT THE DUAL CLUTCH TRANSMISSION IN YOUR HYUNDAI VEHICLE

2015-2017 model year Sonata Eco vehicles, 2016-2017 model year Tucson vehicles, and 2016-2017 model year Veloster vehicles equipped with a Dual Clutch Transmission




7-Speed Dual Clutch Transmission Operation

Your Hyundai vehicle is equipped with a 7-speed dual clutch transmission ("DCT"). The DCT offers greater fuel economy than other transmission types.

The DCT gives the driving feel of a manual transmission, yet provides the ease of a fully automatic transmission. The DCT also offers a choice between fully automatic operation and manual gear change, which allows the driver who prefers a more hands-on experience to opt for greater involvement through using the gear lever.

The DCT incorporates a dry-type dual clutch mechanism, which is what allows for better acceleration performance and increased fuel efficiency while driving. The DCT provides a direct driving feeling that may feel different from a conventional automatic transmission. On the next page is a list of normal operating conditions of the DCT and what you can expect when driving your vehicle.



Characteristics of a DCT

- Shifts are sometimes more noticeable, and a light vibration can be felt as the transmission shaft speed is matched with the engine shaft speed.
- When rapidly accelerating from a lower vehicle speed, the engine rpm may increase dramatically and a **delayed acceleration may occur** as a result of clutch slip as the DCT selects the correct gear.
- When accelerating from a stop on an incline, press the accelerator smoothly and gradually to avoid any shudder feeling or jerkiness.
- When you turn the engine on and off, you may hear clicking sounds as the system goes through a regular self-test.
- When traveling at a lower speed, if you release the accelerator pedal quickly, you may feel engine braking before the transmission changes gears. This engine braking feeling is similar to operating a manual transmission at low speed.
- When driving downhill, you may wish to move the gear shift lever to Manual Shift mode and downshift to a lower gear in order to control your speed without using the brake pedal excessively.

These are all normal operating conditions and do not indicate a problem.



► FREE SOFTWARE UPGRADE

Hyundai has launched a free software upgrade for your vehicle which will provide for a smoother driving experience. Both the Engine Control Module and the Transmission Control Module will receive an update. The update will improve your vehicle's engine and transmission response time when driving at low speeds.

Please take your vehicle to a Hyundai dealership to receive this software upgrade. This upgrade will be performed **FREE OF CHARGE**.

If you have already had this software upgrade performed on your vehicle, check the box below and keep this brochure in your glove box for future reference.

Software Upgrade Completed