



Service Campaign 968 Dealer Best Practice

Date: November 16, 2021

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

Subject: Service Campaign 968: ECM SOFTWARE UPDATE – OBD-II FUEL SYSTEM READINESS MONITOR DIAGNOSIS (TSB #21-01-064H) v1

Updates To This Document	Date
<ul style="list-style-type: none"> Initial Communications to Dealers: TSB# 21-01-064H Launch 	11/16/21

***** Retail Vehicles *****

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

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Warranty Vehicle Information Screen (VIS)" via WEBDCS to identify open Campaigns.

Affected Vehicles

Certain 2017 ~ 2019MY Elantra (AD/ADA) equipped with 2.0L engine.

Description

This update includes information related to Electronic Control Module (ECM) software to revise control logic for completion of OBD-II Fuel System Readiness Monitor diagnosis.

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, if any, 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.

- **Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:** **Hyundai Certified Service Technician with six or more months experience repairing Hyundai vehicles with the GDS.**
- 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.

- Refer to **TSB# 20-01-064H** for all inspection and service procedures.
- **You must initially perform GDS-M ECM Update in Auto Mode.** If the ECM Update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.

- **GDS Vehicle Battery Voltage Warning:**

- If voltage is below 12 volts as per the below GDS warning, then select Back and run the engine at least 20 minutes to ensure an adequate battery state of charge for reliable update results. Turn ignition back on, and then retry the ECU update again.

- **For All Vehicles:** Fill in the information on the 00305-SC968 Campaign Sticker and apply onto the hood in the area next to the VEHICLE EMISSION CONTROL INFORMATION label as shown in the TSB.

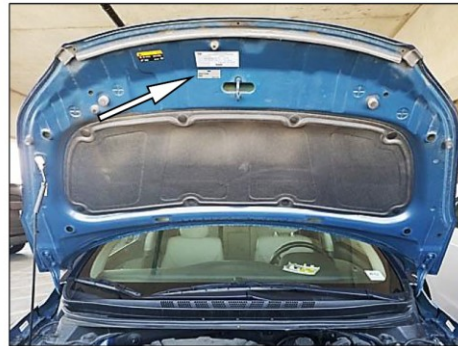
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For All Vehicles:

Fill in the information on the 00305-SC968 Campaign Sticker and apply onto the hood in the area next to the VEHICLE EMISSION CONTROL INFORMATION label as shown.

Be sure to clean the mounting surface to ensure proper label adhesion.

The campaign procedure is complete.

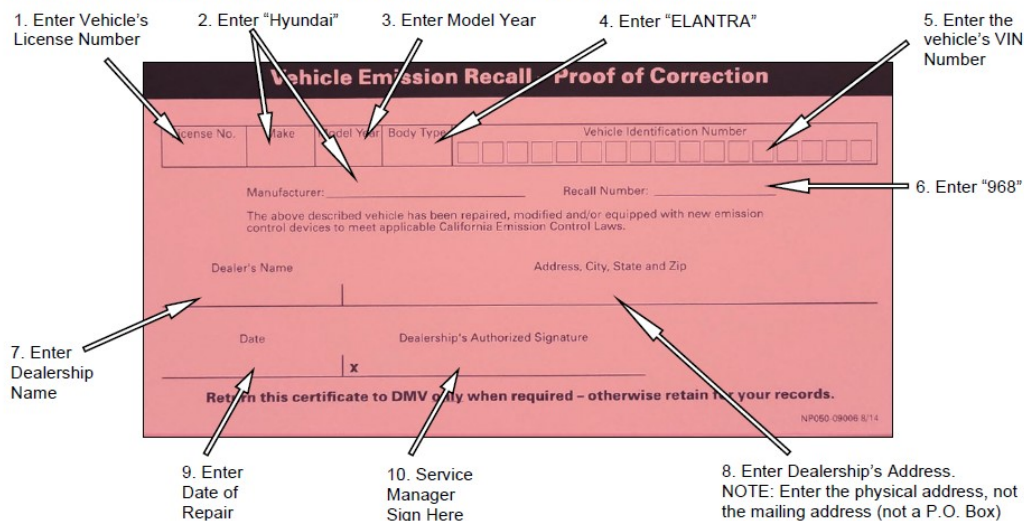


Return – Review all completed campaigns and repairs to answer any customer questions. Also, schedule the customer's next service.

- Make sure to completely fill out the **Vehicle Emission Recall – Proof of Correction** card that should be given to the owner of the vehicle upon completion of the Campaign. **Please note this card is to be completed ONLY for those vehicles registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington. Please see TSB on page 6 for details.**
- The Vehicle Emission Recall - Proof of Correction card must be completed by the Dealership's Service Manager using a permanent ink pen. A fine point pen is recommended. When filling in the information, copy the information directly from the vehicle, not from the repair order. **ALL INFORMATION MUST BE PRINTED AND NEAT.**

The copy of the card shown below indicates the areas to be filled in. Each area must be filled in.

The completely filled out Vehicle Emission Recall - Proof of Correction card should be given to the owner of the vehicle upon completion of the Campaign.



1. Enter Vehicle's License Number

2. Enter "Hyundai"

3. Enter Model Year

4. Enter "ELANTRA"

5. Enter the vehicle's VIN Number

6. Enter "968"

7. Enter Dealership Name

8. Enter Dealership's Address. NOTE: Enter the physical address, not the mailing address (not a P.O. Box)

9. Enter Date of Repair

10. Service Manager Sign Here

Vehicle Emission Recall - Proof of Correction

License No. Make Model Year Body Type Vehicle Identification Number

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

Return this certificate to DMV only when required - otherwise retain for your records.

NPO50 09006 8/14



Reconnect – Follow up for customer satisfaction.

Parts

Dealers were sent an initial shipment of 10 campaign stickers for the start of this campaign. Additional campaign stickers and proof of correction cards can be ordered from your facing PDC.

Part Name	Part Number	Qty.	Figure	Remarks
Campaign Sticker	00305-SC968	1		Apply to all vehicles regardless of state
Vehicle Emission Recall-Proof of Correction Card	NP050-09006	1		Order only for States: CA, CT, DE, MA, MD, ME, NJ, NY, OR, PA, RI, VT, WA

Note: Dealers have been sent 10 campaign stickers for the start of this campaign. Additional can be ordered through its facing PDC.

Warranty

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature	Cause
Elantra (AD/ADA)	10D057R1	ECM UPGRADE, STICKER, & PROOF CARD	0.4 M/H	39171-2EFC0	I3T	ZZ3

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this campaign is found in need of replacement while performing Service Campaign 968 and the affected part is still under warranty, submit a separate warranty claim using the same Repair Order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to performing the work.

Customer Notification

Letters will be mailed to affected owners after campaign launch.

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	PA@hmausa.com	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 recall or service campaigns
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"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
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	