Service Campaign 966: ENGINE MONITORING LOGIC - Dealer Best Practice (TSB# 21-01-023H-4)

December 21, 2021

Updates to this Document	Date
• TSB # 21-01-023H-4 – Adding new models as specified below: ○ 2018 Tucson (TL) 2.0L ○ 2018-2019 Elantra GT (PD) 2.0L ○ 2018 Sonata Hybrid/Plug-in Hybrid (LF HEV/PHEV) 2.0L	12/21/2021

*****IMPORTANT Retail Vehicles*****

Dealers must perform this Service Campaign on all affected vehicles 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 "Vehicle Information" screen via WEBDCS to identify open campaigns.

Affected Vehicles

- Certain 2010-2012 MY Santa Fe (CM) vehicles with Theta II 2.4L MPI engines
- Certain 2012-2017 MY Veloster (FS) vehicles with Gamma 1.6L GDI engines
- Certain 2010-2013 MY Tucson (LM) vehicles with Theta II 2.4L MPI engines
- Certain 2011-2015 MY Sonata Hybrid (YF HEV) vehicles with Theta II 2.4L MPI Atkinson engines
- Certain 2014 MY Elantra Coupe (JK) vehicles with Nu 2.0L GDI engines
- Certain 2014-2016 MY Elantra (MD) vehicles with Nu 2.0L GDI engines
- Certain 2014-2015 MY Tucson (LM) vehicles with Nu 2.0L GDI engines
- Certain 2014-2017 MY Elantra GT (GD) vehicles with Nu 2.0L GDI engines
- Certain 2016-2018 MY Sonata Hybrid & Plug-in Hybrid (LF HEV/PHEV) with Nu 2.0L GDI engines
- Certain 2016-2018 MY Tucson (TL) vehicles with Nu 2.0L GDI engines
- Certain 2018-2019 MY Elantra GT (PD) vehicles with Nu 2.0L GDI engines

Description

Hyundai is conducting a service campaign to enhance the knock sensor software to detect abnormal engine bearing noise before potentially severe engine damage occurs. If abnormal engine bearing noise is detected, the Malfunction Indicator Lamp (MIL) will blink continuously, and the vehicle will be placed in Engine Protection Mode allowing the customer to drive to the nearest Hyundai dealer for diagnosis and repair. In addition, DTC P132600 will be recorded in the ECM. The vehicle can continue to be operated for a limited time in Engine Protection Mode, but it will accelerate slower and have a reduced maximum speed. Engine RPMs will be limited to approximately 1800-2000 RPM.

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.

- ***Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:***

- ***Minimum Certified Level Certification***
- Be prepared to put customers in an SRC or alternative transportation, if needed.

Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC, alternative vehicle, shuttle, or rideshare 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.

- Please refer to **TSB #21-01-023H-4** for complete service procedures.
- If voltage is below 12 volts as per the GDS warning, then select Back and run the engine at least 15 minutes to reach an adequate battery state of charge to prevent ECU Update failure. Cycle the ignition **OFF/ON** before retrying ECU update again.
- **You must initially perform all GDS ECU Updates in Auto Mode.**
  - If the ECU Update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.
- **PLEASE NOTE:**
  - If the Automatic ECU Upgrade process fails, **cycle the ignition key to OFF for at least 30 seconds to reset the control unit.** Then resume programming using the Manual ECU Upgrade processes.
  - After the ECU Upgrade process shows 100% complete, **cycle the ignition key again to OFF for at least 30 seconds to reset the control unit.** This step is important for establishing normal powertrain communication and to prevent system errors.
- Refer to TSB **15-GI-001** for additional tablet-based Mobile GDS ECU update information.
- Clear DTC(s) present after the ECU update.
- **REMINDER Upon Completion of Service Procedures:** After the software has updated, check for Diagnostic Trouble Codes in the ALL menus and erase any DTCs. Reprogram the customer's radio preset stations, if necessary.

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

Reconnect – Follow up for customer satisfaction.

Parts

No parts needed for this campaign.

Warranty

MY / Engine / Model	Op Code	Operation	Op Time	Causal P/N	Nature	Cause
10-12MY Theta II 2.4L MPI **Santa Fe (CM)**	10D021R0	ECM UPGRADE	0.3 M/H	39104-2G341	E13	ZZ3
12-17MY Gamma 1.6L GDI **Veloster (FS)**	10D021R1			39110-2BBH3		
10-13MY Theta II 2.4L MPI **Tucson (LM)**	10D021R2			39106-2G800		
11-15MY Theta II 2.4L MPI **Sonata Hybrid (YF HEV)**	10D021R3			39105-2G910		
14MY Nu 2.0L GDI **Elantra Coupe (JK)**	10D021R4			39137-2EJA0		
14-16MY Nu 2.0L GDI **Elantra (MD)**	10D021R5			39135-2EMA0		
14-15MY Nu 2.0L GDI **Tucson (LM)**	10D021R6			39137-2ELC0		
14-17MY Nu 2.0L GDI **Elantra GT (GD)**	10D021R7			39137-2EGB0		
16-18MY Nu 2.0L GDI **Sonata Hybrid/Plug-In (LF HEV/PHEV)**	10D021R8			39161-2EEB0		
16-18 MY Nu 2.0L GDI **Tucson (TL)**	10D021R9			39133-2ETA0		
18-19MY Nu 2.0L GDI **Elantra GT (PD)**	10D021RA			39131-2EPE0		

Customer Notification

On an ongoing basis, letters have been/are being mailed to affected owners that this campaign applies to their vehicle(s) as additional models are added to the campaign.

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

Hyundai Motor America

Hyundai Assurance Car Care

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: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: • 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, non-campaign related
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	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

Appendix

Updates To This Document	Date
• **TSB Update # 21-01-023H-3** for adding additional models: 1. 2010 MY Santa Fe (CM) 2.4L 2. 2014-2017 MY Elantra GT (GD) 2.0L 3. 2016-2017 MY Sonata Hybrid & Plug-in Hybrid (LF HEV/PHEV) 2.0L • 4. 2016-2017 MY Tucson (TL) 2.0L	10/26/21
• **TSB Update # 21-01-023H-2** for adding additional models and GDS event numbers for those models: 1. 2010-2013 MY Tucson (LM) 2.4L (Event # 690) 2. 2011-2015 MY Sonata Hybrid (YF HEV) 2.4L (Event # 713) 3. 2014 MY Elantra Coupe (JK) 2.0L (Event # 717) 4. 2014-2016 MY Elantra (MD) 2.0L (Event # 715) • 5. 2014-2015 MY Tucson (LM) 2.0L (Event # 625)	09/02/21
• TSB Update # 21-01-023H-1 due to revisions made for ECU update event #663 and the required 30 second Key Off sequence after the ECU update progress has completed	05/11/21
• TSB Launch # 21-01-023H	03/30/21