

Service Campaign 983: DTC P17D249 Modular Clutch Actuator (MCA) TCU Update - Dealer Best Practice

December 13, 2022

Updates to this Document

- Update publication date and TSB#; correcting error in ROM ID table of TSB (22-01-041H-1)

Campaign Description:

A compliance software update is needed for DTC P17D249, a permanent DTC that affects the MCA (Modular Clutch Actuator). The software update allows the MCA to send the appropriate diagnostics status to the HPCU (Hybrid Power Control Unit) so the DTC can be cleared when the CARB drive cycle has been met. Certain vehicles may experience a check engine light.

Applicable Vehicles: Certain 2021-22MY Elantra Hybrid (CN7 HEV) vehicles equipped with 6-speed Double Clutch Transmissions and produced from 12/15/2020 – 11/26/2021

Repair Information:

Update the MCA compliance software so DTC P17D249 will be cleared once the CARB drive cycle conditions have been met.

- Labor time:** 0.4 M/H
- Recommended Technician Training Level:** **Hyundai Certified Technician (or above)** with one (1) or more years experience repairing Hyundai vehicles using the GDS
- Important:** For vehicles in the specified states below, please ensure a proof of correction card is provided to the customer to illustrate that this campaign has been completed for this vehicle.

For vehicles registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington:

VEHICLE EMISSION RECALL - PROOF OF CORRECTION CARD

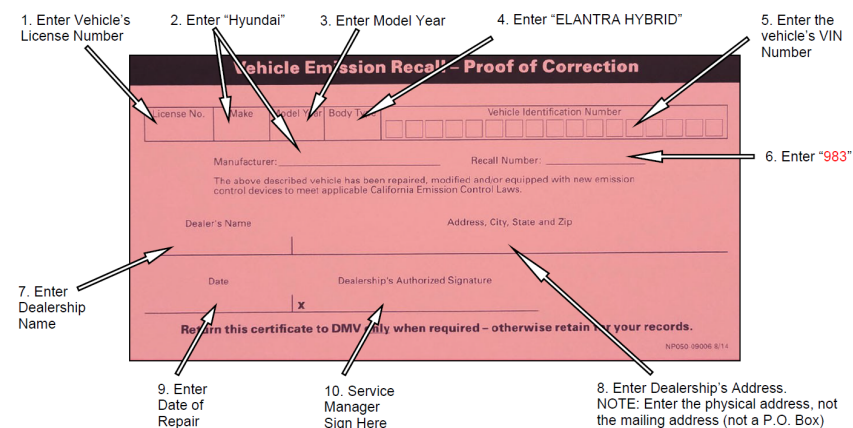
A Vehicle Emission Recall - Proof of Correction card must be filled out for all vehicles registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington. Residents of these states, who own an affected vehicle, will be required to possess a Vehicle Emission Recall - Proof of Correction card as evidence of voluntary service campaign completion, when they apply for vehicle registration renewal.

WHAT TO DO WITH THE CARD:

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 HYBRID"

5. Enter the vehicle's VIN Number

6. Enter "983"

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.

NPSG 38006 6/19



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Recommended Alternative Transportation: It is recommended that the customer is provided a Service Rental Car (SRC) during the visit if the software update is performed in conjunction with other repairs.

Customer Talk Tracks

"During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open service campaign. A compliance software update is needed for DTC P17D249, so that the DTC can be cleared when the CARB driver cycle has been met for emissions testing.

During your visit today we will perform a software update. May we proceed with completion of the service campaign during today's visit?"

Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls and review the customer's repair history for additional needs?

- ☐ Yes
- ☐ No



Readiness: Is the campaign sticker (00305-SC983) in stock? Is the proof of correction card on-hand to provide to the customer after repairs are completed if from one of the specified states mentioned in the **TSB 22-01-041H-1**?

- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA



Reception: Did you get permission from the customer to perform the eMPI and review all declined services and additional recommended maintenance?

- ☐ Yes
- ☐ No



Reception: Did you explain to the customer the expected repair time and an expectation for a status update?

- ☐ Yes
- ☐ No



Reception: Did you explain to customer the warranty requirements?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation if requested?

- ☐ Yes
- ☐ No



Repair: Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and also an adjusted promise time based on any additional services?

- ☐ Yes
- ☐ No



Repair: Is the Technician a Hyundai Certified Technician (or above) with one (1) or more years experience repairing Hyundai vehicles using the GDS?

- ☐ Yes
- ☐ No



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Repair: Was a **STUI** picture taken of installed campaign sticker (below the vehicle's emission label) with the last 6 digits of the VIN and date of repair per **TSB 22-01-041H-1**?

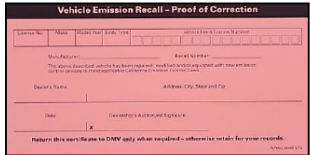
- ☐ Yes
☐ No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- ☐ Yes
☐ No

Parts Information:

PART NAME	PART NUMBER	QTY.	FIGURE	REMARKS
Campaign Sticker	00305-SC983	1	983 Dealer Code: Date: 00305 SC983	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

Warranty Information:

Model	Op Code	Operation	Op Time	Casual Part	Nature Code	Cause Code
Elantra Hybrid (CN7 HEV)	10D220R0	MCA UPDATE	0.4 M/H	41050-2B100	T72	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 the campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to the repair.

NOTE 3: A STUI picture of the installed label under the hood along with a piece of paper displaying the last 6 digits of the VIN and the date of the repair must be included and uploaded to STUI. If not included, claim will be subject to debit.

STUI Picture Requirement:



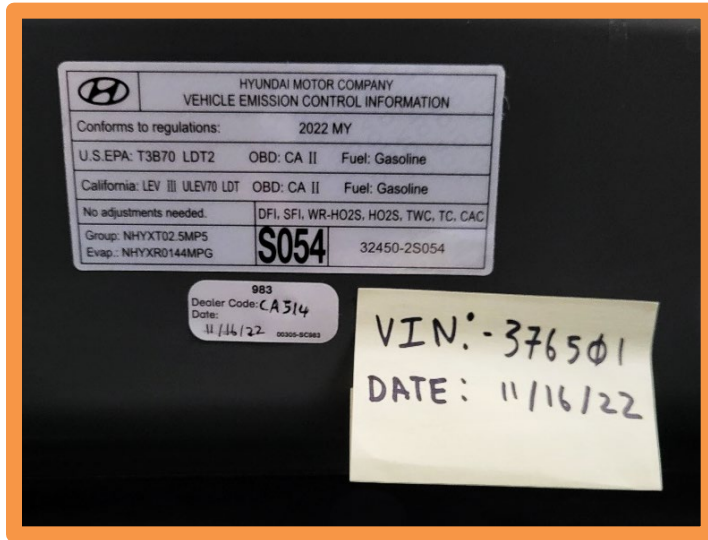
Ensure a STUI photo of the installed campaign sticker under the hood (below the vehicle's emission sticker) with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 22-01-041H-1.**

A STUI picture that does not have the last 6 digits of the VIN, date of repair, and installed campaign sticker are not acceptable.

An acceptable STUI photo of the installed campaign sticker:



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Customer FAQ:

Q1: What if this repair is not completed?

A1: Failure to have this service performed could cause your vehicle to fail an emissions inspection (SMOG check) when required under state law. It could also be considered a lack of proper maintenance.

Q2: How does this service update relate to my emissions warranty?

A2: Having this service update performed will help ensure your vehicle's full protection under the emissions warranty.

Q3: When will customers be notified about this service campaign?

A3: Owners will be notified beginning in December 2022/January 2023.

Q4: Are you a California registered owner or one from Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

A4: Because your state has adopted the California emissions regulation, your Hyundai dealer will also provide a "Proof of Correction" certificate as verification that this repair has been completed. It's critical that it is retained for your records and to be presented when registering your vehicle, if requested.

Contact Reference

Please see the following page for commonly referred to contacts.

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



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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, <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	- 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	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	



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Appendix

Historical Reference		Date
• Modular Clutch Actuator TCU Update (22-01-041H) – Repair Available		11/30/22
• Update publication date and TSB#, correcting error in ROM ID table of TSB (22-01-041H-1)		12/13/22