

# Service Campaign 967:IVT Damper Clutch Logic Update -Dealer Best Practice

March 13, 2023

Document Topic	Date
<ul style="list-style-type: none"> <li>Service Campaign 967: TSB 23-01-006H has been published</li> </ul>	03/13/2023

## Description of Campaign:

Certain Elantra (CN7/CN7a) vehicles equipped with the 2.0L MPI and Intelligent Variable Transmission (IVT) need an update to the damper clutch logic to address a potential engine stall condition immediately following Forward Collision Avoidance (FCA) activation under specific operating conditions at low engine RPM and low vehicle speeds. In the event a low-speed stall does occur, the engine can immediately be restarted.

## Applicable Vehicles:

- Certain 2021MY Elantra vehicles equipped with 2.0L MPI engines equipped with IVT

## Repair Information:

- Update the Transmission Control Unit (TCU) software via the GDS.
  - Recommended Technician Training Level:** **Hyundai Certified Technician (or above)** with one (1) or more years experiencing repairing Hyundai vehicles using the GDS
  - Important:** For vehicles in the following states: **California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington.** Please ensure a proof of correction card is provided to the customer to illustrate that this campaign has been completed for this vehicle. Refer to TSB 23-01-006H (or latest version) for further details on filling out the card.

**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.

## Warranty Information:

This campaign pays 0.4 M/H for updating the TCU and installing the campaign sticker.

- Op time includes taking a STUI picture and uploading as portrayed in **TSB 23-01-006H (or latest version)**. The STUI picture must include the installed campaign sticker under the hood along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **If not included, the claim will be subject to debit.**



**Acceptable STUI Photo of Campaign Sticker Installed on Vehicle**

Please refer to TSB 23-01-006H (or latest version) for additional details.

## Parts Information:

- Please refer to **TSB 23-01-006H (or latest version)** for the latest parts information.
- Please consider the following:
  - **Campaign Sticker (00305-SC967)**: Each dealer was shipped 5 pcs. of the sticker for the start of this campaign. If additional are needed, dealer may order from its facing PDC.
  - **Vehicle Emission – Proof of Correction Card (NP050-09006)**: Dealers from certain states referred to in the TSB need to provide a card to customers as proof of the vehicle completing the campaign.

## Customer Mailing:

- Owners of the subject vehicles are expected to be notified via First Class mail starting in April 2023.

## Customer Talk Tracks

Sample: “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 software update will be performed to your vehicles Transmission Control Unit (TCU) to update the damper clutch logic to address a potential engine stall condition immediately following Forward Collision Avoidance (FCA) activation under specific operation conditions at low engine RPM and low vehicles speeds.”

This update is needed to ensure your vehicle has the latest vehicle update regarding emissions and will ensure your vehicle’s full protection under the emissions warranty.

## 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-SC967) 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 23-01-006H (or latest version)**?

- 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 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



**Repair:** Was a **STUI** picture taken of installed campaign sticker (alongside the vehicle's emission label) with the last 6 digits of the VIN and date of repair per **TSB 23-01-006H (or latest version)**?

- Yes
- No



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

- Yes
- No

### [FAQs:](#)

#### **Q1: What if this repair is not completed?**

**A1:** Having this repair completed helps prevent a potential engine stall of the vehicle. 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 April 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.



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"> <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
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall /Campaign Website</b>	<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	
<b>Campaign Central</b>	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	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
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>	



## Appendix

Historical Reference	Date
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