

Service Campaign 990: HECU Module Dark Current Measurement and Replacement - Dealer Best Practice

June 01, 2023

Document Topic	Date
• Service Campaign 990: TSB 23-01-036H-1 has been published; supersedes TSB 23-01-036H	06/01/2023

Description of Campaign:

Certain Hyundai Elantra, Sonata, and Santa Fe vehicles may exhibit the Electronic Parking Brake (EPB) warning light on due to brake fluid entering the HECU (Hydraulic Electronic Control Unit) electrical connector. DTC C1501 (EPB Switch Failure) may be present, but EPB performance remains unaffected.

Affected Vehicles (certain):

- 2022MY Elantra (CN7A) equipped with 2.0L engines produced 12/09/2021 - 02/14/2022 (VINs beginning with "5NP").
- 2022MY Sonata (DN8A) equipped with 1.6T and 2.5L engines produced 12/01/2021 - 04/12/2022 (VINs beginning with "5NP").
- 2022MY Santa Fe (TMA) equipped with 2.5L and 2.5T engines produced 11/30/2021 - 03/21/2022 (VINs beginning with "5NM").

Repair Information:

Inspect the HECU by measuring the dark current at the junction box, and if necessary replace it.

- Recommended Technician Training Level: [Hyundai Expert Service Technician \(or above\)](#)

Recommended Alternative Transportation:

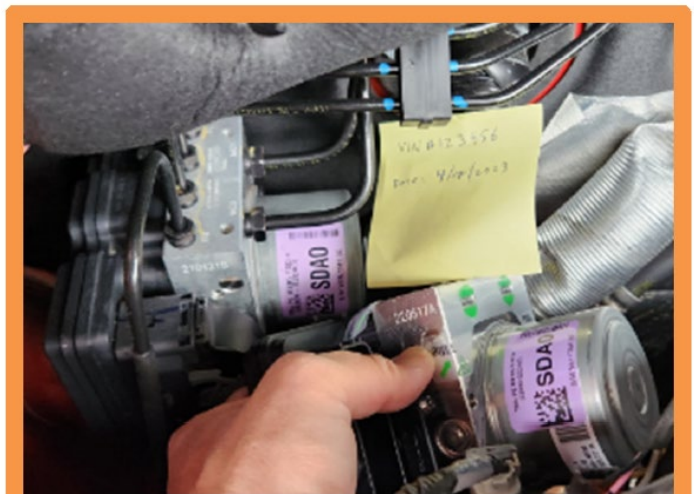
A Service Rental Car (SRC) is recommended if HECU replacement is required.

Warranty Information:

This campaign pays 0.3 M/H for the HECU inspection and 1.5 M/H for the inspection & HECU replacement.

Op time includes pictures using STUI and uploading as portrayed in **TSB 23-01-036H-1 (or latest version)**. **If the necessary pictures are not included, the claim will be subject to debit.**

- **Picture 1 (inspection):** Must include the dark current measurement and junction box open along with a piece of paper displaying the last 6 digits of the VIN and date of the repair.
Picture 2 (if HECU replacement required): Must include the newly installed HECU along with the removed original HECU with the last 6 digits of the VIN and date of the repair.



Acceptable Photos of Multimeter Reading (Left) & New HECU Installed with Removed HECU (Right)

Please refer to TSB 23-01-036H-1 (or latest version) for additional details.

Parts Information:

- Please refer to TSB 23-01-036H-1 (or latest version) for the latest parts information.
- Please consider the following:
 - **HECU Unit Assemblies (various part numbers):** On CSP (Critical Parts Supply), VIN restrictive. Dealer will require a valid service campaign 990 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the campaign receive priority part allocation.
 - **Multimeter DT-830D+ (HK589-DT830QQH):** Each dealer was previously shipped 1 multimeter for this campaign, with arrivals at dealerships starting 05/03/23.



Customer Mailing:

Owners of the affected vehicles are expected to be notified via First Class mail starting by end of June 2023 of a repair available for their vehicle.

Customer Talk Tracks:

“As a regular practice, every visit to our Hyundai dealership we check your VIN number to see if your vehicle has any open campaigns or recalls. We did confirm that your vehicle has an open service campaign which requires we inspect the Hydraulic Electronic Control Unit (HECU) to verify if a fluid leak exists. In some cases, vehicles may exhibit the Electronic Parking Brake (EPB) warning light on due to brake fluid entering the HECU (Hydraulic Electronic Control Unit) electrical connector. Even if a fluid leak is present, the operation of the Electric Parking Brake (EPB) operation is not affected. If the inspection reveals that there is a leak, we will replace the HECU for you at no cost and provide you with a Service Rental Car (SRC) if needed.”

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Reservation: Did you explain the total time to preform repair to each customer?

- Yes
- No



Readiness: Were the appropriate parts ordered as per **TSB 23-01-036H-1** (or latest version) if replacement of the HECU was needed? A valid 990 VIN is required to obtain part.

- Yes – Inspection not passed, ordered by VIN.
- No – Inspection passed



Readiness: Has the dealer received the 1 multimeter (HK589-DT830QQH) provided free of charge?

- Yes
- No



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Is the Technician a Hyundai Expert Service Technician (or above)?

- Yes
- No



Repair: Was a picture taken of the multimeter reading of the HECU inspection & if necessary, the new HECU installed alongside with the removed original HECU with the last 6 digits of the VIN and date of repair **per TSB 23-01-036H-1** (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

[Contact Reference](#)

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important 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 HELPREPLine	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"> 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	



Appendix

Historical	Date
<ul style="list-style-type: none">Service Campaign 990: TSB 23-01-036H-1 has been published & campaign resumed; supersedes existing TSB 23-01-036H	06/01/2023
<ul style="list-style-type: none">Service Campaign 990: Temporarily suspended	05/24/2023
<ul style="list-style-type: none">Service Campaign 990: TSB 23-01-036H has been published	05/04/2023