

Service Campaign 9A7: Central Communication Unit Logic Update for Wi-Fi Hotspot Improvement – Dealer Best Practice

February 21, 2024

Document Topic (yellow highlights are updated areas)	Date
<ul style="list-style-type: none"> Additional Over-the-Air (OTA) option available in the ‘Service Procedure Information’ & Customer Talk Tracks. Update Q&A section (#3, #4, & #6) 	02/21/2024

Campaign Description

On certain 2024MY Kona (SX2) vehicles the Central Communication Unit (CCU) is not providing the Wi-Fi Hotspot setting information, specifically, the Mac address. Follow the service procedure to update the software of the Central Communication Unit (CCU) in order to resolve this condition.

Affected Vehicles (Certain)

- 2024MY Kona (SX2) produced from 6/19/2023 – 11/25/2023

Service Procedure Information

There are now 2 options for the customer to complete this campaign: 1) At the dealer through the GDS, & 2) Over-the-Air (OTA) where the customer can complete on his/her own if he/she has an active subscription to Hyundai Bluelink. For option 2, a visit to the dealer is not required.


If utilizing option 1:

- Refer to **TSB 24-01-014H** (or latest version) for repair procedure information.
- Recommended Service Technician Training Level:** Hyundai Certified (or higher)
 - Ethernet Cable Connection Required for Over-the-Air (OTA) Software Updates:** See **TSB 23-GI-006H** (or latest version) for information on configuring the tablet’s connection settings for the GDS and ECI (Ethernet Communication Interface) module to enable Over-The-Air (OTA) Software updates.
 - ECI Module must be used and connected prior to configuring tablet’s connection settings in order for GDS to communicate with the vehicle via ethernet cable.

In general, refer to **TSB 23-GI-012H** (or latest version) for Hyundai Over-the-Air (OTA) software update introduction and customer communication information.

GDS Event & Tool Information (for Option 1 ONLY)

- Two (2) GDS events to update:
 - #1066 – SX2 ICE CCU Logic Improvement (Wifi Hotspot) (Unit 1)
 - #1067 – SX2 ICE CCU Logic Improvement (Wifi Hotspot) (Unit 1)
- Required tool - ECI Module:**
 - Hyundai ECI Package: Part # G0XDDMN052
 - Each dealer was previously shipped an ECI kit as an essential tool.
 - Contact GIT America if additional tool is required or for further support at 888-437-0308.
 - This tool is required to perform both GDS events.**

Tool Name	Tool #	Figure
Ethernet Communication Interface (ECI)	G0XDDMN052	

Service Tips/Training

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If customer schedules an appointment in advance, ensure the appropriate tools and equipment are on-hand to perform any related repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide some help.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires to be kept overnight. In addition, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information (Campaign Completed at dealership ONLY – Option 1)

- This service campaign pays 0.5 M/H for updating the Central Communication Unit (CCU) on the vehicle.
 - The time includes taking a screenshot of the 'ECU Update Complete' screen and uploading.
- **Photos:** Refer to **TSB 24-01-014H** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

Parts Information

- **NOTE:** No parts are required for this service campaign to be performed, however, as a reminder, a fully charged GDS tablet with latest software updates and an ECI module (Hyundai ECI Package: Part # G0XDDMN052) are required to perform the updates.

Customer Talk Tracks

1. *"I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign requires the vehicle's Central Communication Logic to be updated to improve the vehicle's Wi-Fi hotspot connectivity. This service, of course, will be provided at no charge to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience."*
2. *"OTA technology uses wireless communication to deliver the latest software to your vehicle's systems."*



These, OTA updates enable your vehicle to have the latest software over time, providing essential safety, performance, and feature enhancements efficiently and securely.”

3. *‘This service campaign includes an option for wireless Over-the-Air* (OTA) Software Update. A wireless OTA download will/has been sent to your vehicle for you to install at your convenience.’*
4. *“For Walk-In Customer: “During your visit today, I checked your vehicle for any open campaign or recalls and found that your vehicle has an open campaign. This service campaign requires the vehicle’s Central Communication Logic to be updated to improve the vehicle’s Wi-Fi hotspot connectivity. This service, of course, will be provided at no charge to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”*
5. *“For customers over the phone: “While I have you on the line and verifying your current appointment, I ran your VIN and see that your vehicle has an open campaign. This service campaign requires the vehicle’s Central Communication Logic to be updated to improve the vehicle’s Wi-Fi hotspot connectivity. If time permits, we can address this campaign during your current appointment, and it will be at no cost to you. Should you need, we can arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”*

Best Practice Checklist (for Option 1)



Reservation: Did you check WebDCS for additional campaigns or recalls? Did you check for any decline services from previous visits?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership. Also ask customer if he/she would like to have any of the previous declined services performed.



Readiness: Are the required tools (GDS, ECI Module) on-hand to complete this campaign?

- Yes
- No** – Place an order for any additional tool(s) to service the customer during their appointment.



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

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation if requested?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements (Certified level or above) to complete this campaign?

- Yes
- No** – Please ensure a technician with a Certified level (or higher) completes this repair.



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Repair: Were the appropriate photos taken as outlined in **TSB 24-01-014H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage and appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-014H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No** – Customer should be signing the final invoice upon delivery of the vehicle.



Customer FAQs

Q1: What is the issue?

A1: For the subject vehicles, the Central Communication Unit (CCU) is not providing the Wi-Fi Hotspot setting information. In particular, the Mac address is missing.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2024MY Kona (SX2) produced 6/1/2023 – 10/5/2023 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market.

Q3: What will be done during service at the Hyundai dealership?

A3: The service procedure requires updating the software of the Central Communication Unit (CCU) to resolve this condition. In addition, affected customers who have not yet completed the campaign will be sent a letter to notify them of the of the Over-the-Air (OTA) option available to them to complete the update on their own.

Q4: What if I already paid for a part replacement/repair out-of-pocket already related to this condition or service campaign?:

A4: Please file a claim at <https://owners.hyundaiusa.com/us/en/contact-us/campaign> or contact Hyundai Motor America at 1-855-371-9460.

Q5: When will affected owners be notified of this campaign?

A5: Owners of the subject vehicles will be notified via First Class Mail in March 2024.

Q6: How long will this software update take to install?

A6: Once started, the average time to update is approximately 15-25 minutes.

Contact Reference

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers. Please see the following list on the next page for commonly referred to contacts.

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 HELP 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 <u>recall or service campaigns</u>
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	



Appendix

Document Topic	Date
<ul style="list-style-type: none">Technical Service Bulletin (24-01-014H) published on Hyundai Tech Info	02/06/2024