



Service Campaign 9A9: TCU Logic Update and IVT Replacement – Dealer Best Practice **February 23, 2024**

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 24-01-018H published 	02/23/2024

Campaign Description

Certain 2020-2021MY Accent (HC) vehicles may experience an illuminated warning light due to the following Diagnostic Trouble Codes (DTC) listed below:

- TCU DTC Codes: P0730, P0731, P0741, P0867, P1603

Follow the procedure in **TSB 24-01-018H** (or latest version) to perform the TCU update, and, if necessary, replace the IVT (Intelligent Variable Transmission) to resolve this condition.

Affected Vehicles (Certain)

- 2020-2021MY Accent (HC) equipped with Intelligent Variable Transmission (IVT)

Repair Process/Information

- Refer to **TSB 24-01-018H** (or latest version) for repair procedure information.
- Recommended Service Technician Training Level:** Hyundai Certified (or higher)

GDS Information:

- System Selection: TRANSMISSION CONTROL UNIT (TCU).
- Event #679: 679.HC 1.6 MPI – IVT Driving Performance Improvement
 *Use a later available event as listed in the GDS TCU Update screen if one is available).

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

- This service campaign pays for the following scenarios:
 - **Scenario 1:** 0.3 M/H for inspection of any DTC codes, TCU Update/transmission relearn logic, and confirming DTC P1603 does not appear
 - **Scenario 2:** 3.2 M/H for inspection of any DTC codes, IVT replacement (if the particular DTC codes mentioned above appear), TCU Update and transmission relearn logic
 - **Scenario 3:** 3.3M/H for inspection of any DTC codes, TCU Update/transmission relearn logic, DTC code P1603 appears, IVT Replacement, and transmission relearn logic performed again
- Op codes submitted with a Reman transmission replaced will include 7 quarts of fluid for reimbursement.
- All op codes with IVT replacement will include reimbursement of the transmission.

Parts Information

- Refer to **TSB 24-01-018H** (or latest version) for parts information.
 - **NOTE:** Use reman part number whenever possible. If the reman unit is not available, use the non-reman 'QQH' part.
 - **NOTE:** Fluid is required for reman units only.

MODEL	PART NAME	BEFORE	QTY	AFTER	
Accent (HC)	IVT	48000-2H001	1	48000-2H001QQH	48000-2H001QQHRM*
	SP-CVT1	N/A	7 qt.	N/A	00232-19081**

Customer Talk Tracks

1. *For customer with an appointment, but campaign not part of originally scheduled services: “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 Transmission Control Unit to be updated and if necessary, replace the transmission. 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. *“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 Transmission Control Unit to be updated and if necessary, replace the transmission. 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.”*
3. *“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 Transmission Control Unit to be updated and if necessary, replace the transmission. 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



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 parts & equipment in stock to complete this campaign?

- Yes
- No** – Please order the part from your corresponding PDC and obtain the transmission fluid as necessary. Please also ensure a functioning GDS is on-hand to complete the software update. If possible, place order(s) for item ahead of time if customer has made an appointment in advance.



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** - Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the repair being completed on his/her vehicle. 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.



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.



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

- Yes
- No**



Customer FAQs

Q1: What is the issue?

A1: Certain 2020-2021MY Accent (HC) vehicles may experience an illuminated warning light due to certain Diagnostic Trouble Codes (DTC).

Q2: What are the affected vehicles?

A2: Certain 2020-2021MY Accent (HC) equipped with IVT.

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

A3: The service procedure requires updating the software of the Transmission Control Unit (TCU) to improve the vehicle's driving performance, and, if necessary, replacing the IVT (Intelligent Variable Transmission) to resolve this condition.

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.

Q4: When will affected customer(s) be notified of this campaign?

A4: Customers will be notified via First Class Mail in March 2024.

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	