

Service Campaign 9B3: Exhaust Gas Recirculation (EGR) Valve Assembly & Gasket Replacement – Dealer Best Practice

September 25, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-080H published	09/25/2024

Description of Campaign

The exhaust gas recirculation (EGR) valve assembly in certain vehicles may contain a sensor that was contaminated with solder flux during manufacturing, which could potentially result in an electrical short. An electrical short within the EGR valve could lead to a Malfunction Indicator lamp (MIL) illumination (P0405, P0642, P0652, P0404/P049D/P240F).

The California Air Resources Board has determined that these vehicles may be releasing air pollutants which exceed Federal and California standards.

Affected Vehicles (Certain)

- 2024MY Tucson (NX4) equipped with Theta 2.5 GDI and produced 01/17/2024 – 02/22/2024
- 2024MY Sonata (DN8) equipped with Theta 2.5 GDI and produced 02/06/2024 – 02/16/2024
- 2024MY Sonata Hybrid (DN8 HEV) equipped with Nu 2.0 GDI and produced 02/06/2024 – 02/24/2024

Repair Process/Information

- Refer to **TSB 24-01-080H** (or latest version) for replacement of the EGR valve assembly & gasket.
- **Technician Certification Requirements:** Hyundai Expert (or higher) is required.

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.

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 parts, equipment, and tools 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.
- **All vehicles will require replacement of the EGR valve & gaskets are 100%.**
- **Every vehicle needs to have an emission sticker** under the hood included after the inspection.
- **A proof of correction card will also need to be provided to affected vehicles in certain states. Please refer to TSB for applicable states.**
- 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.

Warranty Information

- Per **TSB 24-01-080H** (or latest version), this service campaign pays the following:
 - Labor:
 - 0.5 M/H for replacement of the EGR Valve Assembly/Gasket Replacement (Sonata Hybrid ONLY)
 - 2.4 M/H for replacement of the EGR Valve Assembly/Gasket Replacement (Sonata ONLY)
 - 2.5 M/H for replacement of the EGR Valve Assembly/Gasket Replacement (Tucson ONLY)
 - Parts:
 - Dealer will be reimbursed for the EGR valve assembly and EGR pipe (all models).
 - For Tucson/Sonata ONLY – dealer will also be reimbursed for the following:
 - Crankshaft position Sensor (CKPS)
 - EGR Service Kit
 - Coolant (QTY: 5 quarts if Sonata, 6 if Tucson)
- **Photos:** The time above includes taking a picture as noted below.
 - Taking a photo of the newly installed EGR valve capturing the production stamp with the last 6 digits of the VIN and the date of repair on a piece of paper.

Parts Information

- Refer to **TSB 24-01-080H** (or latest version) for the complete list of required parts.
 - The following parts numbers will require **a valid campaign 9B3 VIN** to order the part:
 - 28400-2J310QQH
 - 28400-2S000QQH
 - 28492-2J000QQH
 - 28493-2S040QQH
 - 28751-2S001QQH
 - 28751-2S002QQH
 - 28493-2S030QQH
 - 39180-2S000QQH
- **Vehicle Emission – Proof of Correction Card (NP050-09006):** Dealers from certain states referred to in ‘Remarks’ section are required to provide a card to customers as proof of the vehicle completing the campaign.

Part Name	Part Number	Qty	Figure	Remarks
Campaign Sticker	NP001-SC9B3	1		Apply to all vehicles regardless of state.
Vehicle Emission Recall - Proof of Correction Card	NP050-09006	1		Order only for states: CA, CO, CT, DE, ME, MD, MA, NJ, NY, OR, PA, RI, VT, WA

Customer Talk Tracks

1. **For customers 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 exhaust gas recirculation valve assembly and gasket needs to be replaced to avoid a potential electrical short or malfunction. 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 Customers:** *“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 exhaust gas recirculation valve assembly and gasket needs to be replaced to avoid a potential electrical short or malfunction. 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 vehicle’s exhaust gas recirculation valve assembly and gasket needs to be replaced to avoid a potential electrical short or malfunction. 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 parts in stock to complete this campaign?

- Yes
- No** – Please order the parts from your corresponding PDC as necessary. If possible, place order 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 must be consulted and provide approval before proceeding with any repairs on their vehicle.

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 (Expert level or above) to complete this campaign?

- Yes
- No** – Please ensure a technician with a Hyundai Expert (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**
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Customer FAQs

Q1: What is the issue?

A1: The exhaust gas recirculation (“EGR”) valve assembly in certain Hyundai vehicles may contain a sensor that was contaminated with solder flux during manufacturing, which could potentially result in an electrical short. An electrical short within the EGR valve could lead to a malfunction of the EGR valve or crank position sensor, both of which reside on the same power circuit, resulting in Malfunction Indicator Lamp illumination (P0405, P0642, P0652, P0404/P049D/P240F).

Q2: What are the affected vehicles?

A2: Affected vehicle model/model years include the following:

- 2024-25MY Tucson (NX4) equipped with Theta 2.5 GDI and produced 01/17/2024 – 02/22/2024
- 2024-25MY Sonata (DN8) equipped with Theta 2.5 GDI and produced 02/06/2024 – 02/16/2024
- 2024-25MY Sonata Hybrid (DN8 HEV) equipped with Nu 2.0 GDI and produced 02/06/2024 – 02/24/2024

Q3: Why is this campaign being provided to me?

These vehicles may be releasing air pollutants which exceed Federal and California standards. These standards were established to protect your health and welfare from the dangers of air pollution.

Q4: Are you a California registered owner or one from Colorado, 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.

Q5: What if the repair is not completed?

A5: 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.

Q6: What will be done during service at the dealer?

A6: The service procedure requires replacing the EGR valve(s) and gasket(s).

Q7: When will affected customer(s) be notified of this campaign?

A7: Customers will be notified via First Class Mail in October 2024.

Contact Reference

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



Directions for Proof of Emissions Card

NOTE: This step is only for vehicles registered in California, Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington:

The completed card must be given to the vehicle owner upon Campaign completion.

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, Colorado, 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 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 “Santa Fe”
5. Enter the vehicle’s VIN Number
6. Enter “9B2”
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. 1	Make 2	Model Year 3	Body Type 4	Vehicle Identification Number 5
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Manufacturer: **2** _____ Recall Number: **6** _____

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 **7** _____ Address, City, State and Zip **8** _____

Date **9** _____ Dealership’s Authorized Signature **10** _____

Return this certificate to DMV only when required – otherwise retain for your records.

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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 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	