

# **Service Campaign 9B1: ECU Update & Check Valve/Fuel Tank Inspection and Replacement – Dealer Best Practice**

November 13, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-020H published	11/13/2024

## **Campaign Description**

Certain 2021-2023MY Sonata (DN8) and 2020-2022MY Sonata (DN8A) vehicles may have Diagnostic Trouble Code (DTC) P0451 stored in the Electronic Control Unit (ECU).

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

## **Affected Vehicles (Certain)**

- 2021-23MY Sonata (DN8) equipped with 1.6T engines produced 04/02/2021 – 10/07/2023 (VIN starts with KMH)
- 2020-22MY Sonata (DN8A) equipped with 1.6T engines produced 10/22/2019 – 02/17/2022 (VIN starts with 5NM)

## **Repair Process/Information**

- Refer to **TSB 24-01-020H** (or latest version) to perform the necessary inspection(s) and perform the ECU upgrade, and if necessary, replace the check valve, and/or fuel tank.
  - **Recommended Service Technician Training Level:** Hyundai Expert (or higher) is required.

## **GDS Information**

- **System Selection:** Engine
- **Event #:** 1167 - DN8(A) ECU UPGRADE AND FUEL TANK EXPANSION CHECK (\*or use a later available event as listed in the GDS ECU Update screen if one is available).

## **Necessary Tools/Equipment**

- **Air Bleeding Tool (09580-3D100)** – This essential tool was already previously sent to dealers.
- **Pressurization Adapter (KQ234-C6104FFF)** – Tool was previously sent to dealers as part of previous TSBs 21-EM-003H and 23-EM-007H as this was a required tool for those TSBs.

## **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.

## **Other Notes/Recommendations**

- 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.
- **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 24-01-020H** (or latest version), the campaign pays the following:
  - 0.4 M/H for check valve inspection (GOOD), ECU Update, & Sticker Application
  - 0.9 M/H for check valve inspection (NO GOOD), Fuel Tank Band Gap Inspection ( $\leq 25\text{mm}$ ), Check Valve Replacement, ECU Update, and Sticker Application
  - 2.0 M/H for check valve inspection (NO GOOD), Fuel Tank Band Gap Inspection ( $> 25\text{mm}$ ), Fuel Pump Service Cover Inspection (GOOD), Check Valve/Fuel tank & related Parts replacements, ECU Update, & Sticker Application
  - 0.6 M/H for Check Valve Inspection (NO GOOD), Fuel Tank Band Gap Inspection ( $> 25\text{mm}$ ), Fuel Pump Service Cover (NO GOOD), Open Techline Case
- **Photos:** Refer to the TSB for the specific picture(s) required according to the operations performed.

## Parts Information

- Refer to **TSB 24-01-020H** (or latest version) for parts information.
  - **Check Valve Part Number 28918-2M430QQH**
    - Requires a valid campaign 9B1 VIN to be ordered
    - Only needs to be ordered if fails the check valve inspection
- **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 Number	Part Name	Figure	Remarks
Campaign Sticker	NP001-SC9B1		Apply to all vehicles regardless of state
Vehicle Emission Recall - Proof of Correction Card	NP050-09006		Order only for states: CA, CO, CT, DE, MA, MD, ME, NJ, NY, OR, PA, RI, VT, WA

## Customer Talk Tracks

1. *For Customers with an appointment, but campaign is 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 Engine Control Unit logic to be updated . 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 Engine Control Unit logic to be updated. 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 Engine Control Unit logic to be updated. 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 part(s) from your corresponding PDC if necessary based on the inspection result(s). Also, ensure a functioning GDS is on-hand to complete the software update.



**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.

**Reception:** 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.

**Reception:** 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 an Expert level (or higher) completes this repair.

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 24-01-020H**?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). 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 must sign the final invoice upon dealer delivery of the vehicle back to the customer.

## **FAQs**

### **Q1: What is the issue?**

A1: Subject vehicles may have DTC P0451 stored in the ECU. This may be the result of excessive fuel tank swelling and pressure.

### **Q2: What are the affected vehicles?**

A2: Affected vehicle model/model years include:

- Certain 2021–2023MY Sonata (DN8) equipped with 1.6T engines produced 04/02/2021–10/07/2023 built by Hyundai Motor Company (HMC)
- Certain 2020–2022MY Sonata (DN8A) equipped with 1.6T engines produced 10/22/2019–02/17/2022 built by Hyundai Motor Manufacturing Alabama (HMMA).

### **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?**

A3: The service procedure requires inspection of the vehicle’s check valve and if necessary, inspection of the fuel tank band. In addition, a software update to the Engine Control Module (ECM) will be required.

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

A4: Customers are expected to be notified of this campaign in December 2024.

## **Contact Reference**

Please see the list below 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 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"> <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
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	<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	
Campaign Central	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>	