

Service Campaign 9B2: ECU Software Update for DTC P060547 – Dealer Best Practice

November 20, 2024

Document Topic	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 24-01-069H published	11/20/2024

Description of Campaign

Certain 2024MY Santa Fe (MX5A) vehicles equipped with a Theta 3, 2.5L T-GDI engine may exhibit DTC P060547 (Internal Control Module Read Only Memory [ROM] Error). The vehicle may be operating normally, other than a delayed oil level warning light/message caused by errors in the oil level calculation process.

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 Santa Fe (MX5A) equipped with Theta3, 2.5L T-GDI engine, produced 12/17/2023 – 2/2/2024

Repair Process/Information

- Refer to **TSB 24-01-069H** (or latest version) for repair procedure information to update the Engine Control Module (ECM) software logic.
- Technician Certification Requirements:** Hyundai Certified (or higher) is required.

GDS Information

- System Selection: ECU (ELECTRIC CONTROL UNIT)
- Event: #1088 - MX5a THETA3 2.5TGDI MIL ON DTC JUDGMENT LOGIC IMPROVEMENT (P060547) (or 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.
- All vehicles require the software update to be completed.**
- 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.

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

- Refer to **TSB 24-01-069H** (or latest version) for warranty claiming requirements.
- Refer to **TSB 24-01-069H** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

Parts Information

- Refer to **TSB 24-01-069H** (or latest version) for parts information.
- **Campaign Sticker (P/N NP001-SC9B2)** – Dealer may order from its facing PDC.
- **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-SC9B2	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 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 Module to be updated to improve the performance of the system’s engine oil level calculation process. 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 Module to be updated to improve the performance of the system’s engine oil level calculation process. 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 Engine Control Module to be updated to improve the performance of the system’s engine oil level calculation process. 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 labels/cards in stock to complete this campaign?

- Yes
- No** – Please order the labels/cards 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 (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**

FAQs

Q1: What is the issue?

A1: Certain 2024MY Santa Fe (MX5A) vehicles may be operating normally other than a delayed oil level warning light/message caused by errors in the oil level calculation process.

Q2: What are the affected vehicles?

A2: Certain 2024MY Santa Fe (MX5A) vehicles equipped with the Theta3, 2.5L T-GDI engine, produced 12/28/2023 – 03/25/2024.

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 a software update to the Engine Control Module (ECM).

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

A7: Customers are expected to be notified of this campaign no later than January 2025.

Contact Reference

Please see the following list of 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 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"> 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	