

Service Campaign 9B6: HCU Update for Cruise Control Logic Improvement: Dealer Notification January 16, 2025

Document Topic	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 25-01-003H published	01/16/2025

Campaign Description

Certain Elantra Hybrid (CN7 HEV) vehicles may exhibit an intermittent condition where the cruise control set speed could gradually increase when the driver releases the cruise control set speed adjustment switch. The cruise control set speed is clearly displayed on the instrument cluster, provides visual indication to the driver when the set speed is adjusted, and remains adjustable by the driver at all times. The cruise control can be cancelled by normal methods, either by pressing the cruise control switch or depressing the brake pedal.

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

Affected Vehicles (Certain)

- 2021–2023MY Elantra Hybrid (CN7 HEV) produced from 12/23/2020 – 10/28/2023

Repair Process/Information

Follow the service procedure in **TSB 25-01-003H** (or latest version) to update the Hybrid Control Unit Low Voltage DC/DC Converter (HCULDC) system software.

- Technician Certification Requirements:** Hyundai Certified (or higher)

GDS Information

- System Selection: HCULDC (Hybrid Control Unit Low Voltage DC/DC Converter)
- Event: #1139 - CN7 HEV HCULDC LOGIC IMPROVEMENT
(or use a later available event as listed in the GDS HCULDC Update screen if one is available).

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.
- 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.


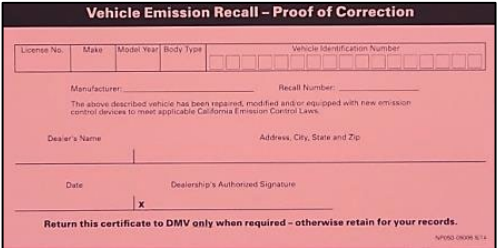
Warranty Information

Per **TSB 25-01-003H** (or latest version), this service campaign pays the following:

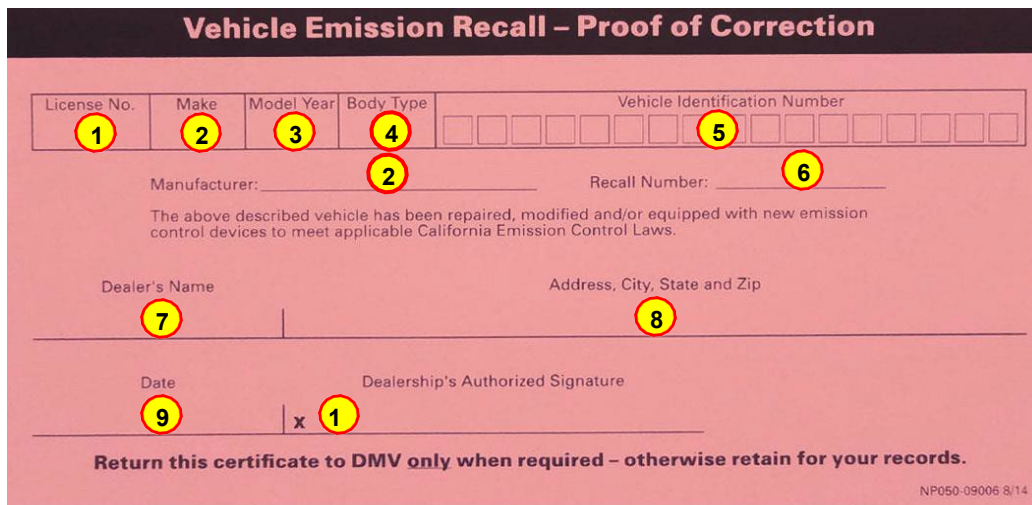
- Labor:
 - 0.4 M/H for HCU software update & campaign sticker installation
- Photos:
 - Refer to **TSB 25-01-003H** for the required pictures to be taken. Includes sample photos.

Parts Information

- Refer to **TSB 24-01-003H** (or latest version) for the latest parts information.
- Campaign Sticker (P/N NP001-SC9B6)** – Dealers 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	Figure	Remarks
Campaign Sticker	NP001-SC9B6		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

Proof of Emissions Card Information



Vehicle Emission Recall – Proof of Correction

License No. **1** Make **2** Model Year **3** Body Type **4** Vehicle Identification Number **5**

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 **1**

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

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Applicable States: his step is only for vehicles registered in California, Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont & 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.**

Labeling

1. Enter Vehicle's License Number
2. Enter "Hyundai"
3. Enter Model Year
4. Enter Model (i.e. Elantra Hybrid)
5. Enter the vehicle's VIN Number
6. Enter Campaign Number (9B6)
7. Enter Dealership Name
8. Enter Dealership's Address
9. Enter Date of Repair
10. Service Manager Sign Here

NOTE: Enter the physical address, not the mailing address (not a P.O. Box)

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 Hybrid Control Unit for Cruise Control 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 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 Hybrid Control Unit for Cruise Control 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 Hybrid Control Unit for Cruise Control 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 declined 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 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 explain to the customer the expected repair time based on the repair and set the 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 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 remedy being completed on his/her vehicle and/or if it needs to be kept overnight. In addition, a SRC may be required based on the recall 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 or above) to complete this campaign?

- Yes
- No** – Please ensure a technician with the recommended training level requirement(s) completes this repair.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 25-01-003H** (or latest version)?

- 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 delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: Certain 2021–2023MY Elantra Hybrid (CN7 HEV) vehicles may exhibit an intermittent condition where the cruise control set speed could gradually increase when the driver releases the cruise control set speed adjustment switch. The cruise control set speed is clearly displayed on the instrument cluster, provides visual indication to the driver when the set speed is adjusted, and remains adjustable by the driver at all times. The cruise control can be cancelled by normal methods, either by pressing the cruise control switch or depressing the brake pedal.

Q2: What are the affected vehicles?

A2: The following vehicles include certain 2021-2023 model year Elantra Hybrid (CN7 HEV) produced from 12/23/2020 – 10/28/2023.

Q3: Why is this campaign being provided to me?

A3: 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 dealer will perform a software update to the vehicle’s Hybrid Control Unit Low Voltage DC/DC Converter (HCULDC) system.

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

A7: Customers will be notified via First Class Mail in February 2025.

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.

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	