

Service Campaign 968: ECM Software Update – OBD-II Fuel System Readiness Monitor Diagnosis – Dealer Notification

August 14, 2025

Document Topic	Date
<ul style="list-style-type: none"> Revised Technical Service Bulletin (TSB) 25-01-054H published on Hyundai Tech Info; supersedes TSB 21-01-064H with the following revision; see TSB for specific details In this document (updates in yellow) <ul style="list-style-type: none"> Revised TSB # 25-01-054H (pgs. 1-2) Revised Warranty Information (pg. 2) Updated Q&A (Q3/A3, Q4/A4, A6) (pg.4) 	08/14/2025

Campaign Description

Certain 2017-2019MY Elantra (AD, ADA) vehicles equipped with 2.0L ATK engines may be unable to complete diagnosis of the OBD-II Fuel System Readiness Monitor. This bulletin provides instructions to perform a software update for the Engine Control Module (ECM) to revise control logic.

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

Affected Vehicles (Certain)

- 2017-2029MY Elantra (AD, ADA) equipped with 2.0L ATK engines

Repair Process/Information

Follow the service procedure in **TSB 25-01-054H** (or latest version) to perform a software update for the Engine Control Module (ECM) to revise control logic.

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

GDS Information

- System Selection: Engine
- Event #688 – -AD(A) 2.0 ATK OBD Fuel System Readiness Diagnosis Improvement

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, an SRC may be necessary based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the customer’s visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Other Notes/Recommendations

- All vehicles require the application of an emissions sticker** under the hood and adjacent to the factory emissions label during service.
- If a customer arrives at the dealer with no appointment scheduled, it is recommended the dealer offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure the appropriate tools and equipment are on hand to perform any related repairs.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

Warranty Information

Per TSB 25-01-054H (or latest version), this service campaign pays the following:

- Labor:
 - 0.3 M/H for ECU Software ROM ID Check & Campaign Sticker Application (No update required)
 - 0.4 M/H for ECU Software Update and Campaign Sticker Application

Parts Information

- Refer to TSB 25-01-054H (or latest version) for the latest parts information.
- Campaign Sticker (P/N 03305-SC968) – Dealer may order from its facing PDC.
- Vehicle Emission – Proof of Correction Card (NP050-09006): Dealers from certain states referred to in the ‘Remarks’ section are required to provide a card to customers as proof the vehicle has completed the campaign.

Model	Part Name	Part Number	Figure	Remarks
Elantra (AD, ADA)	Campaign Sticker	00305-SC968		Apply to all vehicles regardless of state
	Vehicle Emission Recall - Proof of Correction Card	NP050-09006		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 the campaign is not part of the 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 a software update to the Engine Control Module (ECM) to revise control logic. 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 campaigns or recalls and found that your vehicle has an open campaign. This service campaign requires a software update to the Engine Control Module (ECM) to revise control logic. 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 found that your vehicle has an open campaign. This service campaign requires a software update to the Engine Control Module (ECM) to revise control logic. If time permits, we can address this campaign during your current appointment, and it will be at no cost to you. Should you need it, we can arrange for alternate transportation since this may prolong the stay of your vehicle in for 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 the customer if they would like to have any of the previously declined services performed.



Readiness: Are the GDS's, campaign emission stickers and proof of correction card (if applicable) readily available to perform repairs?

- Yes
- No** – It is highly recommended to order the necessary tools/parts ahead of time to save time perform repair efficiently for the optimal customer experience. Please place for stickers & cards (if applicable) from your facing PDC .



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any services 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 their 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 their vehicle needs to be kept overnight. In addition, an SRC may be required based on the duration of the repair procedure and any other additional work on the vehicle that may need to be addressed during the 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.



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

- Yes
- No** – Customer must sign the final invoice upon delivering the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: Certain 2017-2019MY Elantra (AD, ADA) vehicles equipped with 2.0L ATK engines may be unable to complete diagnosis of the OBD-II Fuel System Readiness Monitor. This bulletin provides instructions to perform a software update for the Engine Control Module (ECM) to revise control logic.

Q2: What are the affected vehicles?

A2: The following vehicles include the following:

- Certain 2017-2029MY Elantra (AD, ADA) equipped with 2.0L ATK engines

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 will be done during service at the dealer?

A5: A software update for the emissions logic within the Engine Control Module (ECM) for vehicles equipped with the (2.4L GDI) Theta II engine to improve combustion and fuel trim adaptations will be completed **at no cost** to the customer.

Q6: When will the affected customer(s) be notified of this campaign?

A6: Customers were previously notified via First Class Mail in **November 2021**.

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"> 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) – Tutorial	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	



Appendix

Document Topic	Date
<ul style="list-style-type: none">• Technical Service Bulletin (TSB) 25-01-054H published on Hyundai Tech Info; supersedes TSB 21-01-064H with the following revision:<ul style="list-style-type: none">○ Additional Op. Code (Page 2)○ Updated procedure○ Updated ROM IDs for 2019MY Elantra (AD, ADA) vehicles without immobilizers (Page 3)	11/16/2021