

Service Campaign 9C3: Engine Replacement for Coolant Leak – Dealer Notification

October 20, 2025

Document Topic	Date
<ul style="list-style-type: none"> • Technical Service Bulletin (TSB) 25-01-052H published on HMA Tech Info 	10/20/2025

Campaign Description

Certain 2025MY Santa Cruz (NXT) and Santa Fe (MX5A) vehicles equipped with the 2.5T-GDI Theta III engine may exhibit coolant residue on the back side (exhaust side) of the engine caused by a crack in the cylinder block.

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

Affected Vehicles (Certain)

- 2025MY Santa Cruz (NXT) produced from 02/04/2025 and built from Hyundai Motor Manufacturing Alabama (“HMMA”)
- 2025MY Santa Fe (MX5A) produced from 12/13/2024 – 01/25/2025 and built from Hyundai Motor Manufacturing Alabama (“HMMA”)

Repair Information

Follow the service procedure in **TSB 25-01-052H** (or latest version) to replace the Complete Engine Sub-Assembly on affected vehicles.

- **Technician Certification Requirement(s): Hyundai Certified or higher** that has successfully completed the Engine Diagnostics Instructor Led Class (SVCDENGINEDIAG224_1524) or equivalent
- **Please note that there is no Prior Approval (PA) request required to order the engine for this recall.**

Recommended Alternative Transportation

A Service Rental Car (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

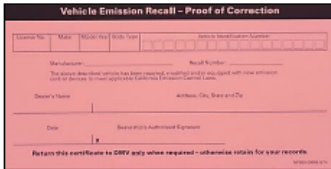
- **All vehicles will require engine replacement.**
- **All vehicles requires the application of an emission sticker** under the hood included.
- **If applicable (per state), please provide the customer with the proof of correction as specified in TSB 25-01-052H for physical proof of the campaign completed by the dealership.**
- 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 parts, tools, and equipment (if applicable) 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.
- Update the customer if the original estimated wait time is exceeded.

Parts Information

Please refer to **TSB 25-01-052H (or latest version)** for the latest parts information.

- **Please note that there is no Prior Approval (PA) request required to order the engine for this recall.**
- **Please note that a valid Campaign 9C3 VIN is required for ordering the engine.**

- Please ensure any Hyundai OEM Authorized coolant is available.
- **Campaign Sticker (P/N NP001-SC9C3):**
 - Dealer may order from its facing PDC.
 - A valid Campaign 9C3 VIN is required for parts ordering.
- **Vehicle Emission – Proof of Correction Card (NP050-09006):**
 - Dealer may order from its facing PDC.
 - Dealers from certain states referred to in ‘Remarks’ section of TSB (and noted below) are required to provide a card to customers as proof of the vehicle completing the campaign.

Campaign Sticker	NP001-SC9C3	<p style="text-align: center;">9C3</p> <p>Dealer Code: Date: NP001-SC9C3</p>	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

Special Service Tools Information

Refer to **TSB 25-01-052H (or latest version)** for the latest special service tools information.

- Refer to Snap-on Contact Information:
 - Website: Hyundaiessentialtools.com
 - E-mail: Hyundaitools@snapon.com
 - Phone: 1-855-763-9199

Warranty Information

Refer to **TSB 25-01-052H (or latest version)** for the latest warranty information.

This service campaign pays for the following parts & labor per op code as specified in the TSB:

- Parts:
 - Complete Engine Assembly – Sub Kit (includes Engine Oil & service kit parts) – QTY: 1
 - A/C Discharge O-Ring (Compressor Side) – QTY: 1
 - A/C Suction O-Ring (Compressor Side) – QTY: 1
 - Pink Coolant – QTY: 2 (in gallons)
- Labor:
 - Engine Sub-Assembly Replacement (Wheel Alignment Adjustment Included); reimbursement depends if 2WD/4WD vehicle

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 affects certain 2025 model year Santa Cruz (NXT) and Santa Fe (MX5A) vehicles equipped with the 2.5 Turbo-GDI Theta III engines. These engines may lose coolant caused by a crack. A repair is now available to replace the sub-assembly. This repair will be provided at **no cost to you** and, if necessary, we would like to offer you alternative transportation while we service 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 service campaign. This service campaign affects certain 2025 model year Santa Cruz (NXT) and Santa Fe (MX5A) vehicles equipped with the 2.5 Turbo-GDI Theta III engine. These engines may lose coolant caused by a crack. A repair is now available to replace the sub-assembly. This repair will be provided at **no cost to you** and, if necessary, we would like to offer you alternative transportation while we service your vehicle. We apologize for the inconvenience.”*

3. **For Customers over the phone:** *“While I have you on the line and am verifying your current appointment, I ran your VIN and found that your vehicle has an open service campaign. This service campaign affects certain 2025 model year Santa Cruz (NXT) and Santa Fe (MX5A) vehicles equipped with the 2.5 Turbo-GDI Theta III engine. These engines may lose coolant caused by a crack. A repair is now available to replace the sub-assembly. This repair will be provided at **no cost to you**. We can offer alternative 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: Does the dealer have the related parts, sticker, card (if required per state), tools, and fluids available if the customer has scheduled an appointment in advance?

- Yes
- No** – Please ensure the dealer has the available materials to perform the repair especially if the customer has scheduled 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 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 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 their vehicle needs to be kept overnight. In addition, an SRC may be required based on repair procedure duration 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 to complete this campaign?

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

Were the appropriate pictures taken as outlined in **TSB 25-01-052H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be compensated. See TSB for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



Return: Do 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 their vehicle.

FAQs

Q1: What is the issue?

A1: Certain 2025MY Santa Cruz (NXT) and Santa Fe (MX5A) vehicles equipped with the 2.5T-GDI Theta III engine may exhibit coolant seepage on the back side (exhaust side) of the engine caused by a crack in the cylinder block.

Q2: What are the affected vehicles?

A2: The following vehicles include the following:

- Certain 2025MY Santa Cruz (NXT) produced from 02/04/2025 built from Hyundai Motor Manufacturing Alabama (“HMMA”)
- Certain 2025MY Santa Fe (MX5A) produced from 12/13/2024 – 01/25/2025 built from Hyundai Motor Manufacturing Alabama (“HMMA”)

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. It may also potentially impact emissions/fuel economy.

Q4: Are you a registered California 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 regulations, the customer’s Hyundai dealer will also provide a “Proof of Correction” certificate as verification that this repair has been completed. It must be retained for the customer’s records and presented when registering the customer’s vehicle if the state requests it.

Q5: What will be done during service at the dealer?

A5: Your Hyundai dealer will replace the complete Engine Sub-Assembly **at no cost** to the customer.

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

A6: Customers will be notified via First Class Mail in November 2025.

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
Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
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	