

Service Campaign /w Customer Notification 9C2: ECM Update – Theta II Emissions Logic Improvement

November 25, 2025

| Document Topic | Date |
|--|------------|
| • Technical Service Bulletin (TSB) 25-01-087H posted on HMA Tech Info | 11/25/2025 |

Campaign Description

Certain Santa Fe (TMA), Sonata (LFA) and Tucson (TL) vehicles equipped with Theta II engines may exhibit elevated engine-out emissions.

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

Affected Vehicles (Certain)

- 2019-2020MY Santa Fe (TMA) produced from 05/23/2018 - 08/23/2021
- 2019MY Sonata (LFA) produced from 07/23/2018 - 09/30/2019
- 2019-2021MY Tucson (TL) produced from 01/30/2018 - 02/04/2021

Repair Process/Information

Follow the service procedure in **TSB 25-01-087H** (or latest version) to update the Engine Control Module (ECM) to address this condition.

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

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 will require a software update of the Engine Control Module (ECM).**
- **All vehicles require the application of an emissions sticker under the hood 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, equipment, sticks/card (as necessary) 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.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

Parts Information

- Refer to **TSB 25-01-087H** (or latest version) for the latest parts information.
- **Campaign Sticker (P/N NP001-SC9C2)** – 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 |
|--|--|-------------|--------|--|
| Santa Fe (TMA) Santa Fe Sport (DMA) | Campaign Sticker | NP001-SC9C2 | | Apply to all vehicles regardless of state |
| Sonata (LFA) Tucson (TL) | 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 |

Warranty Information

Per **TSB 25-01-087H** (or latest version), this service campaign pays the following:

- Labor:
 - 0.4 M/H for THETA II ECU Software Update (only with campaign 9C2 OPEN)
 - 0.2 M/H for Admin + Emissions Label Application (only use with both campaign 9C2 & campaign 953 open)
- Digital Documentation:
 - Refer to **TSB 25-01-087H** for the claim attachment requirements.

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 emissions logic within the Engine Control Module (ECM). This service, of course, will be provided at **no cost 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 Customers at a dealership in the service lane:** *“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 emissions logic within the Engine Control Module (ECM). This service, of course, will be provided at **no cost 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 emissions logic within the Engine Control Module (ECM). 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.”*
4. **For Hyundai customers with a concern:** *“If your vehicle experiences a check engine light, please reach out to your nearest Hyundai dealership for assistance to schedule an appointment.”*

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 orders from your facing PDC the stickers & cards (if applicable).



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.

Reception: 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.

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 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.

Repair: Were the appropriate pictures taken as outlined in **TSB 25-01-087H** (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 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.



FAQs

Q1: What is the issue?

A1: Certain Santa Fe (TMA), Sonata (LFA) and Tucson (TL) vehicles equipped with Theta II engines may exhibit elevated engine-out emissions.

Q2: What are the affected vehicles?

A2: The following vehicles include the following:

- Certain 2019-2020MY Santa Fe (TMA) produced from 05/23/2018 - 08/23/2021
- Certain 2019MY Sonata (LFA) produced from 07/23/2018 - 09/30/2019
- Certain 2019-2021MY Tucson (TL) produced from 01/30/2018 - 02/04/2021

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: The dealership will update the Engine Control Module (ECM) software **at no cost** to the customer.

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

A6: Customers are expected to be notified via First Class Mail starting January 2026.

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) - 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 | |