

Service Campaign 9C9: ECU Update for Lambda II Emissions Improvement – Dealer Notification

February 02, 2026

Document Topic	Date
<ul style="list-style-type: none"> • Technical Service Bulletin (TSB) 26-01-010H published on HMA Tech Info 	02/02/2026

Campaign Description

Certain Palisade (LX2) vehicles equipped with 3.8L GDI Lambda II engines may not meet engine-out NOx (Nitrogen Oxides) and Particulate Matter (PM) emission standards. The service procedure provides an update to the emission logic within the Engine Control Module (ECM) to improve engine-out NOx and PM emissions, so they are within permissible specifications. Additionally, improvements to reduce noise during engine start, and enhanced thermostat logic, are also included in the updated ECM software.

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

Affected Vehicles (Certain)

- 2020–2025MY Palisade (LX2) equipped with 3.8L GDI Lambda II produced 04/10/2019 – 06/16/2025 built by Hyundai Motor Company (“HMC”)

Repair Information

- Follow the service procedure in **TSB 26-01-010H** (or latest version) to update the emission logic within the Engine Control Module (ECM).
 - **Recommended Service Technician Training Level: 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 require the software update.**
- **An emissions label is required for every vehicle.**
- **A proof of correction card is only required for certain states as specified in the TSB. Please provide to the customer if required by your state. See TSB for specific states.**
- 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, and stickers 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 26-01-010H** (or latest version) for parts information.
- **Campaign Sticker (P/N NP001-SC9C9)** – 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 Number	Part Name	Figure	Remarks
Campaign Sticker	NP001-SC9C9		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

Special Service Tools (SST)

- **VCI 3 tool (G0VHNN06) OR VCI 2 tool (G1XDDMN001)** - Please refer to **TSB 26-01-010H** for description and ordering information
 - Refer to Snap-on Contact Information
 - Website: Hyundaiessentialtools.com
 - E-mail: Hyundaitools@snapon.com
 - Phone: 1-855-763-9199

***NOTE:** VCI 2 can NO longer be ordered. Either VCI may be used depending on dealer’s availability of the tool.

Warranty Information

- Per **TSB 26-01-010H** (or latest version), the service campaign pays for the following:
 - Labor
 - 0.4 M/H for Software Update & Sticker Application
 - **Digital Documentation:**
 - Claims are subject to review after submission. If the submitted pictures are found to be non-compliant with TSB direction, claims are subject to debit.

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.

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 campaign that we would like to take care of for you while you are here today. This service campaign requires the emissions logic within the Engine Control Module (ECM) to be updated. 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 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 campaign requires the emissions logic within the Engine Control Module (ECM) to be updated. 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 see that your vehicle has an open campaign. This campaign requires the emissions logic within the Engine Control Module (ECM) 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 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 decline 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 required tools, parts, and materials on hand to complete the repair procedure?

- Yes
- No** – It is highly recommended to order the necessary tools, parts, and materials ahead of time to save time perform repair efficiently for the optimal customer experience.



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 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 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 (noted above) to complete this campaign?

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



Were the appropriate picture(s) taken as outlined in **TSB 26-01-010H**?

- 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 delivering the vehicle back to the customer.

FAQs

Q1: What is the issue?

A1: Certain Palisade (LX2) vehicles equipped with 3.8L GDI Lambda II engines may not meet engine-out NOx (Nitrogen Oxides) and Particulate Matter (PM) emission standards. In other words, they are outside permissible specifications.

Q2: What are the affected vehicles?

A2: Affected vehicle model/model years include:

- Certain 2020–2025MY Palisade (LX2) equipped with 3.8L GDI Lambda II produced 04/10/2019 – 06/16/2025

Q3: Why is this campaign being provided to me?

A3: The campaign is to help update the vehicles to the latest software to ensure the (Nitrogen Oxides) and Particulate Matter (PM) emission standards are within permissible specifications. 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 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 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 update the emissions logic within the Engine Control Module (ECM).

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

A6: Customers are expected to be notified via First Class Mail starting February 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
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(GeneralQuestions)	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 > DocumentsLibrary > 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	
NHTSAWebsite	www.safercar.gov	



Appendix

Document Topic	Date
• Technical Service Bulletin (TSB) 26-01-010H published on HMA Tech Info	02/02/2025