Hyundai Assurance Car Care

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

March 03, 2026

Document Topic	Date
• Revised Technical Service Bulletin (TSB) **26-01-013H-1** posted on HMA Tech Info: ○ To include 2015MY Sonata (LFA) vehicles, along with a new software event (1383) and associated GDS, Warranty, ROM ID, and Manual Mode Password information.	03/03/2026

Campaign Description

Certain Santa Fe (TMA), Santa Fe Sport (AN), 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
- 2015-2019MY Sonata (LFA) produced from 05/01/2014 – 09/30/2019
- 2018-2021MY Tucson (TL) produced from 01/30/2018 – 02/04/2021
- 2017-2018MY Santa Fe Sport (AN) produced from 06/20/2016 – 04/19/2018

Repair Process/Information

Follow the service procedure in **TSB 26-01-013H-1** (or latest version) to update the Engine Control Module (ECM).

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

Recommended Alternative Transportation

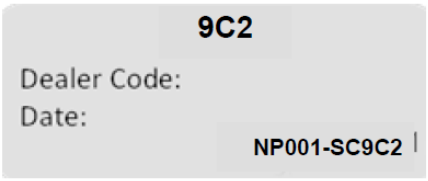
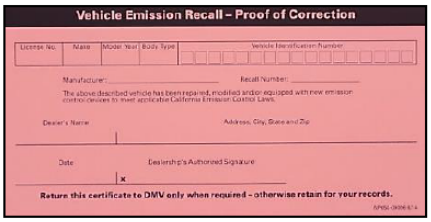
A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, an SRC may be necessary based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the customer's visit. If an SRC 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.
- **Provide the customer the proof of correction card if the state requires it (see TSB for certain states).**
- 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 26-01-013H-1** (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.

Model	Part Name	Part Number	Figure	Remarks
Santa Fe (TMA) Santa Fe Sport (DMA) Sonata (LFA) Tucson (TL)	Campaign Sticker	NP001-SC9C2		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

Warranty Information

Per **TSB 26-01-013H** (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:
  - Claims are subject to review after submission. Please note a picture of the ECU update being completed is required. If it found that the pictures are not compliant with requested ones per TSB, claim is subject to debit.

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."*

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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 necessary tools, parts, and equipment (if applicable) available?

- ☐ 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 noted 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 26-01-013H-1** (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.

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FAQs

Q1: What is the issue?
A1: Certain Santa Fe (TMA), Santa Fe Sport (AN), 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 2015-2019MY Sonata (LFA) produced from 05/01/2014 – 09/30/2019
- Certain 2018-2021MY Tucson (TL) produced from 01/30/2018 – 02/04/2021
- Certain 2017-2018MY Santa Fe Sport (AN) produced from 06/20/2016 – 04/19/2018

Q3: Why is this campaign being provided to me?
A3: These vehicles may exhibit elevated engine-out emissions, 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 notified via First Class Mail starting March 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: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: • 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 recall or service campaigns
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, non-campaign related
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	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
• Revised Technical Service Bulletin (TSB) **26-01-013H-1** posted on HMA Tech Info: • To include 2015MY Sonata (LFA) vehicles, along with a new software event (1383) and associated GDS, Warranty, ROM ID, and Manual Mode Password information.	03/03/2026
• **Revised Technical Service Bulletin (TSB) 26-01-013H posted on HMA Tech Info:** ○ **Includes 2016-2017MY Sonata (LFA) and 2017-2018MY Santa Fe Sport (AN) vehicles, along with 3 new software events (1367, 1372, & 1373) and associated GDS, Warranty, ROM ID, and Manual Mode Password information.** ○ **Added 16-17MY Sonata (LFA) & 17-18MY Santa Fe Sport (AN) in indicated areas**	02/05/2026
• **Revised Technical Service Bulletin (TSB) 25-01-087H-1 posted on HMA Tech Info**: ○ Include 2018MY Sonata (LFA) and Tucson (TL) vehicles & associated software events, GDS, Warranty, ROM IDs, & Password Info (see TSB for details) ○ Added 18MY in indicated areas below (pages 1 & 4)	12/15/2025
• **Technical Service Bulletin (TSB) 25-01-087H published on HMA Tech Info**	11/25/2025