

Service Campaign 9D4: CCU Software Update for OTA Initialization – Dealer Notification

April 30, 2026

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 26-01-034H-1 published on Hyundai Tech Info 	04/30/2026

Campaign Description

Certain Palisade (LX3) and Palisade Hybrid (LX3 HEV) vehicles may experience Over-the-Air (OTA) update failures due to outdated Central Communication Unit (CCU) software.

Affected Vehicles (Certain)

- 2026MY Palisade (LX3) produced from 05/07/2025 – 09/22/2025
- 2026MY Palisade Hybrid (LX3 HEV) produced from 08/27/2025 – 11/22/2025

Repair Process/Information

Follow the service procedure in **TSB 26-01-034H-1** (or latest version) to perform a software update for the Central Communication Unit (CCU).

- 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

- If a customer arrives at the dealership without an appointment, it is recommended that the dealer offer alternative transportation.
- Always confirm whether the customer has time for additional services if they were originally scheduled for a different repair or maintenance item.
- Offer SRC assistance to customers with scheduling conflicts.

Warranty Information

Per **TSB 26-01-034H-1** (or latest version), this service campaign pays the following:

- Labor:
 - 0.4 M/H for CCU Software Update (AP, MCU)
 - 0.6 M/H for CCU Software Update (AP, MCU, FoD)

Customer Talk Tracks

- 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 provides instructions to perform a software update for the CCU. 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."*
- 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 provides instructions to perform a software update for the CCU. 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 provides instructions to perform a software update for the CCU. 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 customer if he/she would like to have any of the previous declined services performed.

Readiness: Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?

- Yes
- No** – Ensure a functioning GDS is on-hand to complete the software update.

Reception: Has the customer been informed of the expected repair duration and a timeframe for status updates?

- Yes
- No** – Customers are to be informed of estimated repair duration and pick-up times when repairs are completed.

Reception: Has the customer provided authorization to perform repairs?

- Yes
- No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.

Reception: Did you offer the customer Alternative Transportation if requested?

- Yes
- No** – Offer SRC assistance to customers with scheduling conflicts. If an SRC is unavailable, alternative options such as a third-party rental or rideshare service may be offered.

Repair: Does the Technician meet the recommended training requirements to complete this campaign?

- Yes
- No** – Please reference the Repair Procedure/Information section and ensure a qualified technician performs the repair.

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

- Yes
- No** – The customer must sign the final invoice upon return of the vehicle at the time of delivery.

FAQs

Q1: What is the issue?

A1: Certain Palisade (LX3) and Palisade Hybrid (LX3 HEV) vehicles may experience Over-the-Air (OTA) update failures due to outdated Central Communication Unit (CCU) software.

Q2: What are the affected vehicles?

A2: The following vehicles include the following:

- 2026MY Palisade (LX3) produced from 5/07/2025 – 09/22/2025
- 2026MY Palisade Hybrid (LX3 HEV) produced from 08/27/2025 – 11/22/2025

Q3: What will be done during service at the dealer?

A3: The software for the CCU will be updated.

Q4: When will the affected customer(s) be notified of this campaign?

A4: Customers are expected to be notified of this campaign via First Class Mail in June 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
WarrantyHELP 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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" Populate as many e-mails as desired in the "PARTS DESK EMAILFIELD" 	
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	

Appendix

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• Technical Service Bulletin (TSB) 26-01-034H-1 published on Hyundai Tech Info	04/30/2026