

Dealer Notification

Service Campaign 9D1: ECM Software Update for T-GDI Emissions Improvement

August 20, 2026

Document Topic	Date
Technical Service Bulletin (TSB) 26-01-027H posted on Hyundai Tech Info	08/20/2026

Campaign Description

Certain Kona (OS) vehicles equipped with the 1.6T-GDI engine may exhibit elevated engine-out emissions that may not meet engine-out NOx (Nitrogen Oxides) and Particulate Matter (PM) emission standards.

Affected Vehicles (Certain)

- 2021MY Kona (OS) equipped with 1.6 T-GDI produced 05/14/2020 – 03/10/2021

Repair Process/Information

Follow the service procedures in **TSB 26-01-027H** (or latest version) to update the Engine Control Module (ECM).

- Recommended Technician Certification/Requirements:** Hyundai Certified (or better)

Recommended Alternative Transportation

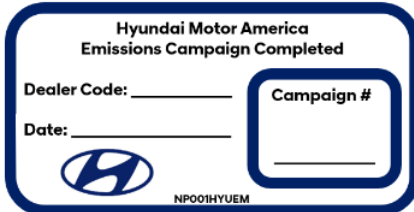
A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership for an extended period of time. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer's visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

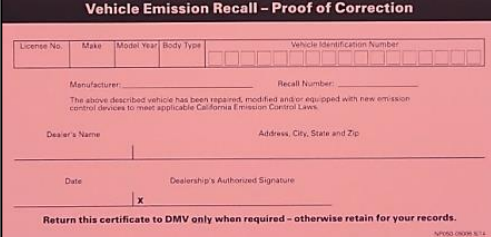
Other Notes/Recommendations

- Every vehicle must have an emission sticker installed under the hood once repairs are completed.**
- A Proof of Correction card must also be provided to affected customers in applicable states. Please refer to the TSB for the list of required states.**
- Always confirm whether the customer has time for additional services if they were originally scheduled for a different repair or maintenance item.

Parts Information

- Refer to **TSB 26-01-027H** (or latest version) for up-to-date parts information.
- Campaign Sticker (P/N NP001-HYUEM) – Retailer may order from facing PDC.**
- Vehicle Emission – Proof of Correction Card (NP050-09006):** Dealers in the states identified in the "Remarks" section are required to provide customers with a Proof of Correction card upon completion of the campaign.

Part Number	Part Name	Figure	Remarks
Emissions Label	NP001-HYUEM		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
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Warranty Information

Per **TSB 26-01-027H (or latest version)**, this service procedure includes:

- **Labor**
 - 0.4 M/H – ECM Software Update & Emissions Sticker Application
- **Digital Documentation:**
 - This TSB includes a repair validation photo. Op times include VIN, mileage, and repair validation photo(s) as outlined in the Digital Documentation Policy. A photo of the ECU Update “Success” screen of the GDS event being completed is required.

Sample Customer Talk Tracks

1. For Customers over the phone: *“I reviewed your vehicle for any open campaigns or recalls and found that there is an open campaign for your vehicle. This service campaign requires a software update for 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**. If you do not feel comfortable operating your vehicle until the repair is completed, we can offer you a loaner vehicle or other alternative transportation options at **NO cost to you**. Please let me know if I can assist you in scheduling an appointment for this campaign to be completed.”*

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 for the Engine Control Module (ECM). This service will be provided **at NO cost to you**. If you do not feel comfortable operating your vehicle until the repair is completed, we can offer you a loaner vehicle or other alternative transportation options **at NO cost to you**.”*

3. For Customers concerned with the performance of their vehicle:

“If you experience any concern(s) related to the performance of your vehicle such as Malfunction Indicator Lamp (MIL) appearing on the dashboard, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle, we can offer alternative transportation.”

Best Practice Checklist

- **Reservation:**

Has WebDCS been referenced for additional open campaigns or recalls?

☐ Yes

☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:**

Are the applicable parts, tools, and equipment on-hand and ready to perform the service procedure?

☐ Yes

☐ **No** – Please ensure any necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:**

Has the customer provided their authorization to perform repairs?

☐ Yes

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

Has the customer been offered alternative transportation?

- ☐ Yes
- ☐ **No** – Please provide the customer a loaner vehicle (if available) and if necessary, alternative transportation, while the remedy is being implemented.

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 after repairs are completed.

- **Repair:**

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

- ☐ Yes
- ☐ **No** – Please reference the “Remedy Information” section on this document and ensure a qualified technician performs the service procedure.

- **Return:**

Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.

- ☐ Yes
- ☐ **No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

Anticipated FAQs

Q1: What is the issue?

A1: Subject vehicles equipped with the 1.6T-GDI engine may exhibit elevated engine-out emissions that may not meet engine-out NOx (Nitrogen Oxides) and Particulate Matter (PM) emission standards.

Q2: What are the affected vehicles?

A2: Affected vehicle model/model years include:

- Certain 2021MY Kona (OS) equipped with 1.6 T-GDI engines produced 05/14/2020 – 03/10/2021

Q3: Why is this campaign being issued?

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: If a vehicle is registered in California, Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington, what is additionally required?

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: Your Hyundai dealer will update the emissions logic within the Engine Control Module (ECM). In addition, an emission label will be installed under the hood and if necessary, a proof of correction card will be provided to the customer.

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

A6: Customers are planned to be notified of this campaign via First Class Mail in October 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	hyundaistools@hmausa.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: 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	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	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > 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, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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

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