

# Service Campaign 982: Engine Monitoring Logic - Dealer Best Practice

## April 20, 2022

Updates to this Document	Date
<ul style="list-style-type: none"> <li>TSB/Remedy Available</li> </ul>	04/20/2022

### \*\*\*IMPORTANT Retail Vehicles\*\*\*

Dealers must perform this Service Campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access the "Vehicle Information" screen via WEBDCS to identify open campaigns.

### Description of Campaign:

Hyundai is conducting a service campaign to further enhance the knock sensor software to detect abnormal engine bearing noise before potentially severe engine damage occurs on certain 2017-2018 model year Sonata Hybrid/Plug-In vehicles.

### NOTICE

Applicable vehicles with previous ECU Update under Campaign 966 will need new ECU Update to revise the engine monitoring logic to meet Campaign 982 requirements.

### Affected Vehicles:

- Certain 2017-18MY Sonata Hybrid/Plug-In (LF HEV/PHEV) vehicles with Nu 2.0L GDI engines.

### Remedy Information:

Update the knock sensor software to detect abnormal engine bearing noise before potentially severe engine damage occurs. Refer to TSB 15-GI-001 for additional tablet-based Mobile GDS ECU update information.

- Estimated Repair Time:** 0.3 M/H
- Recommended Technician Training Level:** Certified Service Technician with 6 months or more of experience repairing Hyundai vehicles with the GDS.

### Recommended Alternative Transportation:

Alternate transportation is not needed unless the update is performed with other repairs that would require it.

### Best Practice Checklist:



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



**Reception:** Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



**Reception:** Did you explain to customer the warranty requirements?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- Yes



No

**Repair:** Did you provide the customer with an eMPI?

Yes

No



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

Yes

No



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

Yes

No

**Warranty:**

- **NOTE 1:** Submit claim on Campaign Claim Entry Screen
- **NOTE 2:** If a part that is not covered by this campaign is found in need of replacement while performing this campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

MY / Engine / Model	Op Code	Operation	Op Time	Causal P/N	Nature	Cause
17-18MY Nu 2.0L GDI Sonata Hybrid/Plug-In (LF HEV/PHEV)	20D008R0	<b>ECM UPGRADE</b>	0.3 M/H	39161-2EEB1	E13	ZZ3

**Customer Notification**

Owners are expected to be mailed notification letters regarding this campaign in May 2022.

**Parts:**

No parts needed for this campaign.

**Customer FAQ:**

**Q1: What is the purpose of the ECM update?**

**A1:** The ECM update will help detect abnormal engine bearing noise before potentially severe engine damage occurs on the vehicle.

**Q2: What will be done during the campaign service at the dealership?**

**A2:** The dealer will perform a knock sensor software update on the vehicle to further enhance the Knock Sensor Detection System (KSDS) logic.

**Q3: If abnormal engine bearing noise is detected, what will happen to my vehicle?**

**A3:** The Malfunction Indicator Lamp (MIL) will blink continuously, and the vehicle will be placed in Engine Protection Mode allowing the customer to drive to the nearest Hyundai dealer for diagnosis and repair.

DTC P132600 will also be recorded in the ECM. The vehicle can continue to be operated for a limited time in Engine Protection Mode, but it will accelerate slower and have a reduced maximum speed. Engine RPMs will be limited to approximately 1800-2000 RPM.

**Contact Reference**

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety 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 HELPREP 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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall /Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) -Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	