

Service Campaign 981: ECU/TCU Update - Drivability - Dealer Best Practice

May 25, 2023

Document Topic	Date
• Service Campaign 981: TSB 23-01-046H has been published	05/25/2023

Description of Campaign:

Certain 2022MY Santa Fe (TMa) 2.5L vehicles equipped with an 8-speed transmission will require an update to the ECU and TCU software to correct the ROM IDs and TCU software to optimize shift quality when accelerating.

Affected Vehicles:

- Certain 2022MY Santa Fe (TMa) 2.5L vehicles equipped /w 8-speed transmission produced 06/10/21 - 09/17/21.

Repair Information:

Update the ECU and TCU with current software and install the campaign sticker under the hood.

- **Recommended Technician Training Level:** **Hyundai Certified Technician (or above)** with six (6) or more months experience repairing Hyundai vehicles using the GDS
- **Important:** For vehicles in the following states - California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington - Please ensure a proof of correction card is provided to the customer to illustrate that this campaign has been completed for this vehicle. **Refer to TSB 23-01-046H (or latest version) for further details on filling out the card.**

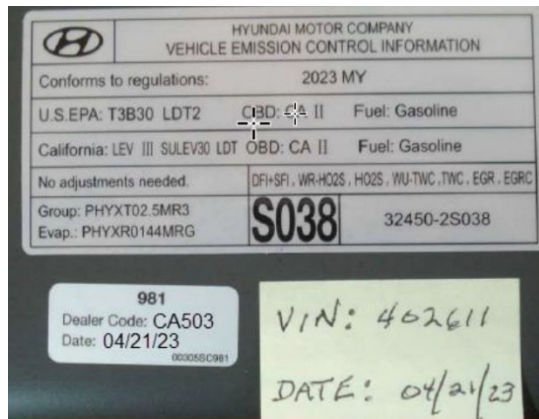
Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers if requested.

Warranty Information:

This campaign pays 0.6 M/H for updating ECU and TCU software and installing the campaign sticker.

Op time includes VIN and mileage validation. In addition, op time also includes campaign sticker validation as portrayed in **TSB 23-01-046H (or latest version)**. The STUI picture must include the installed campaign sticker under the hood along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **All claims submitted that have incomplete, illegible, or missing documentation are subject to debit.**

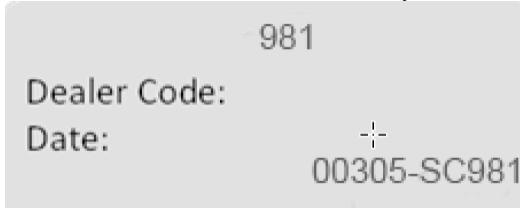


Acceptable STUI Photo validating "Part" installation of Campaign Sticker

Please refer to TSB 23-01-046H (or latest version) for additional details.

Parts Information:

- Please refer to **TSB 23-01-046H (or latest version)** for the latest parts information.
- Please consider the following:
 - **Campaign Sticker (00305-SC981):** Each dealer was shipped 5 pcs. of the sticker for the start of this campaign. The shipments are expected to arrive starting the morning of 05/26/23. If additional are needed, dealer may order from its facing PDC.



- **Vehicle Emission – Proof of Correction Card (NP050-09006):** Dealers from certain states referred to in the TSB need to provide a card to customers as proof of the dealer completing the campaign on the vehicle.

Vehicle Emission Recall – Proof of Correction

License No. Make Model Year Body Type Vehicle Identification Number

Manufacturer: Recall Number:

The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.

Dealer's Name Address, City, State and Zip

Date Dealership's Authorized Signature

Return this certificate to DMV only when required – otherwise retain for your records.

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Customer Mailing:

- Owners of the subject vehicles are expected to be notified via First Class mail starting in July 2023 or sooner.

Customer Talk Tracks

Sample: “During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open service campaign. A software update will be applied to the Engine Control Unit (ECU) and Transmission Control Unit (TCU). In addition, a campaign sticker will be applied to the underside of your hood to show the campaign has been completed. The update will optimize your vehicle’s transmission shift quality when accelerating.”

Best Practice Checklist:



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

- Yes
- No



Readiness: Is the campaign sticker (00305-SC981) in stock? Is the proof of correction card on-hand to provide to the customer after repairs are completed if from one of the specified states mentioned in the **TSB 23-01-046H** (or latest version)?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time and an expectation for a status update?

- Yes
- No



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



- Yes
- No



Repair: Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and also an adjusted promise time based on any additional services?

- Yes
- No



Repair: Is the technician “Hyundai Certified” (or above) with six (6) or more months experience repairing Hyundai vehicles using the GDS?

- Yes
- No



Repair: Was a **STUI** picture taken of the installed campaign sticker (alongside the vehicle’s emission label) with the last 6 digits of the VIN and date of repair per **TSB 23-01-046H (or latest version)**?

- Yes
- No



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

- Yes
- No

FAQs:

Q1: What if this repair is not completed?

A1: Failure to have this service performed could cause your vehicle to fail an emissions inspection (SMOG check) when required under state law. It could also be considered a lack of proper maintenance.

Q2: When will customers be notified about this service campaign?

A2: Owners of the subject vehicles are expected to be notified via First Class mail starting in July 2023 or sooner.

Q3: Are you a California registered owner or one from Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

A3: 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.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important emissions matter and continued commitment to Hyundai customers.



Dealer Support		
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 HELPREPLine	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		
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, <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 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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