myHyundai Care

Dealer Notification

Service Campaign 9D8: Hybrid Warning Light On – HPCU Software Update – DTC P0C381C

October 01, 2026

Document Topic	Date
• **Technical Service Bulletin (TSB) 26-01-079H** posted on Hyundai Tech Info	10/01/2026

Campaign Description

Certain Palisade Hybrid (LX3 HEV) vehicles may display a Hybrid system warning light on the instrument cluster with Diagnostic Trouble Code (DTC) P0C381C when the vehicle is parked for long durations.

Affected Vehicles (Certain)

- 2027MY Palisade Hybrid (LX3 HEV) produced 06/01/2026 – 07/01/2026
  - Built by Hyundai Motor Company ("HMC") – VIN prefix "KM8"

Repair Process/Information

Follow the service procedure in **TSB 26-01-079H** (or latest version) to update the HPCU software.

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

Recommended Alternative Transportation

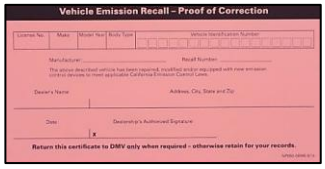
A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership for an extended period of time. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer's visit. 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

- Please refer to **TSB 26-01-079H** (or latest version) for the latest parts information.
- **Hyundai Emissions Label (P/N NP001-HYUEM) –** 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 the campaign.

Model	Part Name	Part Number	Figure	Remarks
All	Campaign Sticker	NP001-HYUEM		Apply to all vehicles regardless of State
All	Vehicle Emission Recall - Proof of Correction Card	NP050-09006		Order only for states: CA, CO, CT, DE, MA, MD, MA, MN, NJ, NV, NY, OR, PA, RI, VA VT, WA

Warranty Information

Per **TSB 26-01-079H (or latest version),** this service procedure includes:

- Labor
  - 0.4 M/H – HPCU 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 #1515 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 Hybrid Power Control Unit (HPCU). 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 Hybrid Power Control Unit (HPCU). 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: Certain Palisade Hybrid (LX3 HEV) vehicles may experience a condition of Hybrid system warning light ON with Diagnostic Trouble Code (DTC) P03C381C when the vehicle is parked for a long duration.

Q2: What are the affected vehicles?
A2: 2027MY Palisade Hybrid (LX3 HEV) produced 05/26/2026 – 07/01/2026

Q3: Why is Hyundai providing this campaign?
A3: This campaign is being provided to ensure the affected Hyundai vehicles have the latest HPCU software and improve detection logic for P0C381C. In addition, 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.

Q4: Are you a California registered owner or one from Colorado, Connecticut, Delaware, Maine, Massachusetts, Maryland, Minnesota, New Jersey, Nevada, New York, Oregon, Pennsylvania, Rhode Island, Virginia, 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 software for the Hybrid Power Control Unit (HPCU) will be updated to the latest version. 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 the affected customer(s) be notified of this campaign?
A6: Customers are planned to be notified of this campaign via First Class Mail in by end of calendar year 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 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	hyundaitools@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	https://autoservice.hyundaiusa.com/campaignhome	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 > 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, 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.
Safety Recall & Campaign Website	https://autoservice.hyundaiusa.com/campaignhome

Appendix

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