myHyundai Care

HYUNDAI

# Dealer Notification

## Service Campaign 9C7: ECM Software Update for Logic Improvement – Dealer Notification

**October 08, 2026**

| Document Topic | Date |
|---|---|
| • Technical Service Bulletin (TSB) **26-01-081H** posted on Hyundai Tech Info | 10/08/2026 |

## Campaign Description

Certain Santa Fe Hybrid (TM HEV), Santa Fe Plug-in Hybrid (TM PHEV), Tucson Hybrid (NX4 HEV), and Tucson Plug-in Hybrid (NX4 PHEV) vehicles may experience intake air line freezing and Exhaust Gas Recirculation (EGR) valve corrosion due to excessive condensation accumulating within the EGR system. This condition can lead to drivability concerns related to the following DTCs:

- **P040400**: (Exhaust Gas Recirculation Control Circuit Range)
- **P049D00**: (EGR 'A' Control Position Exceeded Learning Limit)
- **P047100**: (Exhaust Pressure Sensor 'A' Circuit Range/Performance)
- **P012800**: Coolant Thermostat (Coolant Temperature below Thermostat Regulation Temperature)
- **P262B00**: (Control Module Power Off Timer Performance)
- **P050C00**: Cold Start Engine Coolant Temperature Performance
- **P1DFD00**: (EVAP System Purge Pump Target Speed)
- **P2DFD00**: (EVAP System Purge Pump Performance)
- **P112000**: (Inlet Metering Valve – Malfunction)
- **P033500:** (Crankshaft Position Sensor A)

## Affected Vehicles (Certain)

- 2021 – 2022 Santa Fe Hybrid (TM HEV) produced from 12/18/2020 – 09/28/2022
- 2023 Santa Fe Hybrid (TMA) produced from 10/10/2022 – 12/29/2023
- 2022 – 2023 Santa Fe Plug-in Hybrid (TM PHEV) produced from 05/13/2021 – 09/14/2023
- 2022 – 2024 Tucson Hybrid (NX4 HEV) produced from 01/20/2021 – 07/08/2024
- 2022 – 2024 Tucson Plug-In Hybrid produced from (NX4 PHEV) 06/30/2021 – 07/05/2024

## Repair Process/Information

- Refer to **TSB 26-01-081H** (or latest version) to perform a software update for the Engine Control Module (ECM)**.**
  - **Recommended Service Technician Training Level:** Hyundai Certified Service Technician

## Recommended Alternative Transportation

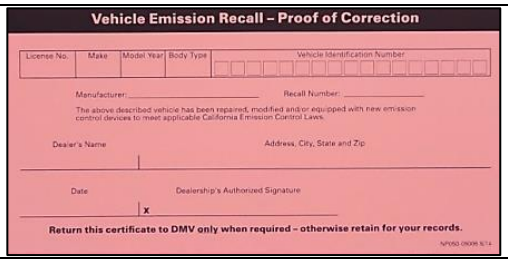
A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires to be kept overnight. In addition, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

## 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 26-01-081H** (or latest version) for parts information.
- **Campaign Sticker (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 'Remarks' section are required to provide a card to customers as proof of the vehicle completing the campaign.

| Part Number | Part Name | Figure | Remarks |
|---|---|---|---|
| Campaign Sticker | 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 |

## Warranty Information

- Per **TSB 26-01-081H** (or latest version), the campaign pays the following:
  - Labor
    - 0.4 M/H for ECM Software Update & Emissions Labels 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 #1389 or 1390 (depending on model) being completed is required.

## 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**: Vehicles may experience intake airline freezing and Exhaust Gas Recirculation (EGR) valve corrosion due to excessive condensation accumulating within the EGR system. This condition can lead to drivability concerns related to the various DTCs.

**Q2: What are the affected vehicles?**
**A2:** Affected vehicle models/model years include:

- Certain 2021 – 2022 Santa Fe Hybrid (TM HEV) produced from 12/18/2020 – 09/28/2022
- Certain 2023 Santa Fe Hybrid (TMA) produced from 10/10/2022 – 12/29/2023
- Certain 2022 – 2023 Santa Fe Plug-in Hybrid (TM PHEV) produced from 05/13/2021 – 09/14/2023
- Certain 2022 – 2024 Tucson Hybrid (NX4 HEV) produced from 01/20/2021 – 07/08/2024
- Certain 2022 – 2024 Tucson Plug-In Hybrid produced from (NX4 PHEV) produced from 06/30/2021 – 07/05/2024

**Q3: Why is Hyundai providing this campaign?**
**A3**: These campaign is being provided to ensure the affected Hyundai vehicles have the latest Engine Control Module (ECM) software and address potential drivability concerns.

**Q4: Are you a California registered owner or one from Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, 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 Engine Control Module (ECM) 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 affected customer(s) be notified of this campaign?**
A6: Customers are planned to be notified of this campaign via First Class Mail starting November 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<br>1-800-545-4515 | Parts ordering hotline |
| Special Service Tools | hyundaitools@hmausa.com<br>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<br>1-866-984-6355 | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| AutoLoop Technical Support | Support@autoloop.com<br>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<br>2. Under the menu at the top left, select "Configure"<br>3. Under the dealership tab, select "Email Communication"<br>4. Slide the toggle to "Advanced"<br>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<br>TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software<br>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 |
| NHTSA Website | www.safercar.gov |

## Appendix

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