



Service Campaign T5B Dealer Best Practice

Date: June 24, 2020

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Service Campaign T5B: 20MY Elantra (AD/ADa) ECU & TCU UPDATE AND IVT REPLACEMENT (TSB #20-01-028H) – v1

Updates To This Document	Date
Initial Communications	6/24/20

*** Dealer Stock and Retail Vehicles ***

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a Service Campaign related to the ECU and TCU update, and, if necessary, replacing the IVT (Intelligent Variable Transmission).

The affected vehicles include:

- Certain 20MY Elantra (AD/ADa) vehicles

Hyundai is initiating this action to ensure the quality of its vehicles and the continued satisfaction of Hyundai customers.

Description

Certain vehicles may experience an illuminated warning light due to Diagnostic Trouble Codes (DTC). This service campaign provides information on the procedures to perform the ECU and TCU update, and, if necessary, replace the IVT (Intelligent Variable Transmission) to resolve this condition.

- TCU DTC Codes: P0730, P0731, P0741, P0867, P1603
- ECU DTC Codes: P0106, P0068, P0101

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



Readiness – Review this announcement and the accompanying FAQs, if any, with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Use event numbers as stated in the TSB or a later available event as listed in the GDS ECU Update screen if one is available.
- Read and familiarize with Section “C” in the TSB before starting ECU & TCU update process. Take a picture of the IVT Pressure Compensation Code sticker located on top of the transmission bell housing for reference when performing TCU learning.
- You must initially perform GDS ECU Update in Auto Mode.
 - If the ECU Update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.
- PLEASE NOTE:
 1. Verify the vehicle battery has reasonable charge.
 - GDS Vehicle Battery Voltage Warning: When the vehicle battery is lower than 12 volts, the GDS-M will trigger a Low Battery Voltage Warning. Follow the steps as outlined in the TSB if this warning occurs.
 2. When performing this update, please do the following:
 - Turn off all lamps (Do not leave head lamp switch in auto mode.), and all accessories.
 - Perform update with the ignition switch in the ON position.
 - Do not disconnect any cables connected to the vehicle or scan tool during update.
 - Do not start the engine during update.
 - Do not turn off the ignition switch during update.
- Do not apply accelerator pedal, brakes, or operate shift level during P range learning.
- If an IVT replacement is needed, a Prior Approval (PA) is not required to complete this campaign.



Return – Review all completed campaigns and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

Please review the Parts and GDS information as stated in the TSB.

Customer Notification

None

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

Hyundai Motor America



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com	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: 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 <u>recall</u> or <u>service campaigns</u>
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</u> related
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	1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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	www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software
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