



**Hyundai**  
Assurance Car Care



# Recall 191 Dealer Best Practice

Date: April 21, 2020

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

Subject: Recall 191: Nexo (FE)/ Sonata (DN8) Remote Smart Parking Assist (Remedy Available) v2 TSB #20-01-019H

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Update with Remedy Available: Recall 191: Nexo (FE)/ Sonata (DN8) Remote Smart Parking Assist (Remedy Available) v2 TSB #20-01-019H</li> </ul>	04/21/20

## \*\*\* Dealer Stock and Retail Vehicles \*\*

Dealers must perform this Recall 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 safety recall in the United States to reprogram the Remote Smart Parking Assist ("RSPA") software in model year 2020 Nexo (FE) and Sonata (DN8) vehicles produced by Hyundai Motor Company ("HMC") and Hyundai Motor Manufacturing Alabama ("HMMA"), respectively.

The affected vehicles include:

- Certain 2020MY Sonata (DN8)
- Certain 2020MY Nexo (FE)

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

### Description

Certain 2020 model year Sonata and certain 2020 Nexo vehicles may potentially have a Fail-Safe logic error when using the Remote Smart Parking Assist (RSPA) function. As such, when the RSPA function is used these vehicles may continue to move in the last commanded direction even while a system malfunction is detected.

The TSB describes the procedure to update the vehicle's ECU Fail-Safe control software.

### Service Action



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

- If the vehicle has a digital key, remind the customer to bring their key fob for the service.



**Readiness** – Review this announcement and the accompanying FAQs 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.

- This campaign can be completed quickly and does not require a hoist.



**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.



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- Check the ROM ID of the vehicle's ECU and reference the ROM ID Information Table before attempting any updates. Any attempt to update using an incorrect ROM ID may cause the ECU to be inoperative.
- Ensure the GDS Mobile and the vehicle's battery are **fully charged**. Run the engine to charge the battery if necessary before attempting any updates.
- Turn off all lamps and do not leave the head lamp switch in auto mode. Turn off all accessories (including heater, A/C, blower, radio, seat warmer, defroster, etc.). **Do not allow the battery to be discharged during update.**
- **Do not update using Manual Mode unless the Auto Mode fails.**
- Perform update with the ignition switch in the ON position.
- **During the Update:**
  - Do not touch the GDS buttons ('Back', 'Home', etc) while performing the update
  - Be careful not to disconnect any cables connected to the vehicle or scan tool
  - Do not start the engine
  - Do not turn off the ignition switch unless specifically directed by the GDS Mobile
  - Various warning message may appear in the instrument cluster during the update. This is normal.
  - Clear any DTCs after the update.



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



**Reconnect** – Follow up for customer satisfaction.

### Parts

No additional parts are required for this campaign.

### Customer Notification

This recall has been posted with NHTSA. Hyundai will begin mailing owner notifications beginning in June 2020.

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

Hyundai Motor America



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## Customer FAQ

**Q1: What is the issue?**

**A1:** The RSPA feature in the subject vehicles is programmed with a “fail-safe” mode that will prevent vehicle movement upon detection of a system malfunction during normal operation. In limited instances, an error in the RSPA software programming could cause the vehicle to continue to move in its last commanded direction even while a system malfunction is detected.

**Q2: What are the affected vehicles?**

**A2:** Approximately 11,709 model year 2020 Hyundai Sonata vehicles produced between August 16, 2019 and February 18, 2020 by HMMA, and 161 model year 2020 Hyundai Nexo vehicles produced between October 22, 2019 and March 10, 2020 by Hyundai Motor Company.

**Q3: What is the safety concern?**

**A3:** Unintended movement of an unoccupied vehicle could increase the risk of a crash and injury to bystanders.

**Q4: Have there been any accidents or injuries?**

**A4:** Hyundai is not aware of any accidents or injuries related to this condition in the U.S. market.

**Q5: What will be done during the recall service at the dealer?**

**A5:** Hyundai plans to notify owners to return their vehicles to a Hyundai dealer for reprogramming of the RSPA software. The remedy procedure will be performed at no charge. This procedure will be performed at no charge. In addition, Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

**Q6: When will owners be notified?**

**A6:** Owners will be mailed notification letters beginning in early June 2020.



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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	1-844-371-3808	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
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	<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
Campaign Central	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>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. 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	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software
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>