



Recall 203 Dealer Best Practice

Date: June 11, 2021

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

Subject: Recall 203 –2.0 Nu MPI Engine – Piston Oil Ring - Remedy Not Yet Available v2

Updates To This Document	Date
<ul style="list-style-type: none"> Remedy Not Yet Available – Updated production dates and count of affected vehicles. 	06/11/21

***** IMPORTANT Dealer Stock and Retail Vehicles *****

As required by federal law, dealer must not deliver new vehicle for sale or for lease to customers until all open recalls have been performed. Dealers should also perform all open recalls on used vehicles, demo, and rental vehicle prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access Hyundai Motor America’s “Warranty Vehicle Information Screen (VIS)” via WEBDCS to identify open Campaigns.

******A ‘stop sale’ has been initiated by Hyundai Motor America (“HMA”) for Recall Campaign 203 for the affected vehicles listed below currently in Dealer’s stock inventory.******

Affected Vehicles

- Certain 2019-2020 Hyundai Elantra vehicles equipped with 2.0-litre “NU” MPI engines and produced from November 1, 2018 through July 6, 2020 by Hyundai Motor Company in South Korea for sale in the U.S. Market
- Certain 2019-2021 Hyundai Kona vehicles equipped with 2.0-litre “NU” MPI engines and produced from November 3, 2018 through September 1, 2020 by Hyundai Motor Company in South Korea for sale in the U.S. Market
- Certain 2019-2021 Hyundai Veloster vehicles equipped with 2.0-litre “NU” MPI engines and produced from November 2, 2018 through May 27, 2020 by Hyundai Motor Company in South Korea for sale in the U.S. Market

Description

Hyundai is initiating a new recall campaign 203, a safety recall to address a condition involving engine failures resulting in a vehicle stall and/or fire in certain model year 2019-2020 Hyundai Elantra, 2019-2021 Hyundai Kona, and 2019-2021 Hyundai Veloster vehicles equipped with 2.0-liter “Nu” MPI engines and produced for sale in the U.S. and Canada. Hyundai is initiating this action to ensure the safety and compliance of its vehicles.

The engines in the subject vehicles may have been assembled using piston oil rings that were produced with inconsistent heat treating by the piston oil ring supplier resulting in excessive oil ring hardness. Excessive hardness can cause chipping of the piston oil ring’s outer periphery, which could lead to scuffing of the engine’s cylinder bore. A damaged cylinder bore could create accelerated oil consumption, which may then cause abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. Continual operation of the vehicle in this condition could result in a seized connecting rod bearing, which could cause damage to the engine block and eventually stall the vehicle. In limited instances, a seized connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces, could increase the risk of a fire.

Important Note

If there are affected vehicles in Dealer’s stock inventory, vehicles must be held at dealership and not sold until a remedy has been related by HMA. Dealer will forfeit incentives if vehicles with an open recall are sold to customers. Please ensure that all Dealer stock vehicles have had all recalls completed prior to sale to customer.



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.

- **Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed, until a remedy is available.**



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.

- **Remedy is currently under development.**



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

Parts information, if applicable, will be provided once a remedy is available.

Customer Notification

NHTSA has posted this recall. Owners will be mailed notification letters in late June 2021.

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

Hyundai Motor America



Q&A

Q&A: Recall 203 – Nu Engine Piston Oil Ring

Q1: What is the issue?

A1: The engines in the subject vehicles may have been assembled using piston oil rings that were produced with inconsistent nitride heat treating by the piston oil ring supplier resulting in excessive oil ring hardness. Excessive hardness can cause chipping of the piston oil ring's outer periphery, which could lead to abnormal scuffing of the engine's cylinder bore. A damaged cylinder bore could create accelerated oil consumption, which may then cause abnormal knocking noise from the engine and/or illumination of the oil pressure warning light.

Q2: What are the affected vehicles?

A2: The subject vehicles include:

- 55,838 model year 2019-2020 Hyundai Elantra vehicles equipped with 2.0-litre "Nu" MPI engines and produced from November 1, 2018 through July 6, 2020 by Hyundai Motor Company in South Korea for sale in the U.S. market.
- 95,223 model year 2019-2021 Hyundai Kona vehicles equipped with 2.0-litre "Nu" MPI engines and produced from November 3, 2018 through September 1, 2020 by Hyundai Motor Company in South Korea for sale in the U.S. market.
- 7,432 model year 2019-2021 Hyundai Veloster vehicles equipped with 2.0-litre "Nu" MPI engines and produced from November 2, 2018 through May 27, 2020 by Hyundai Motor Company in South Korea for sale in the U.S. market.

Q3: What is the safety concern?

A3: Continual operation of the vehicle in this condition could result in a seized connecting rod bearing, which could cause damage to the engine block and eventually stall the vehicle. In limited instances, a connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces, could increase the risk of a fire.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing, Hyundai is not aware of any confirmed crashes or injuries attributable to the recall condition. Five (5) vehicle fires with an undetermined root cause have been confirmed in the U.S. market.

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

A5: Hyundai Motor America plans to notify owners of affected vehicles to return their vehicles to their Hyundai dealers for an engine inspection test to determine the presence of damage on the cylinder bore and piston skirt. If abnormalities relating to damage is found, the engine will be replaced with a new one.

As an added level of protection, all affected vehicles will receive an enhanced engine control software update containing a new Piston Noise Sensing System ("PNSS") program. The PNSS continuously monitors engine vibrations for unusual patterns potentially indicating an abnormal condition with the engine, such as a damaged cylinder bore and/or piston skirt, which could lead to an engine failure. The PNSS is currently under development and will be applied when available.

The remedy procedure will be performed at no charge. 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 late June 2021.



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	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	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	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

Updates To This Document	Date
<ul style="list-style-type: none">Remedy Not Yet Available	05/03/21