



# Recall 239: Electric Power Control Unit (EPCU) Leak Inspection and Replacement - Dealer Best Practice

March 03, 2023

Updates to this Document	Date
<ul style="list-style-type: none"><li>Recall 239: TSB 23-01-018H has been published – Remedy Available</li></ul>	03/03/2023

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

**To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.**

## Recall Description:

On certain 2021MY Kona Electric (OS EV) vehicles, a low-conductivity coolant may leak inside the Electric Power Control Unit (EPCU) and may cause warning lights to illuminate and/or loss of motive power. The coolant leak is caused by insufficient sealing and housing cleaning omissions. **TSB 23-01-018H** provides the service procedure on how to inspect the leak and replace the EPCU if a leak is confirmed.

## Applicable Vehicles:

- Certain 2021MY Kona Electric (OS EV) produced from 06/18/2020 through 07/31/2020

## Remedy Information:

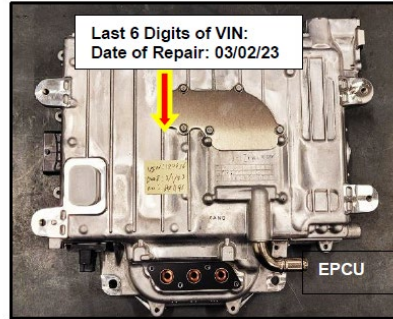
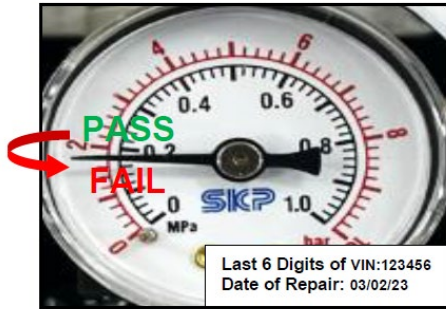
- Inspect the Electric Power Control Unit (EPCU) and replace the EPCU if the unit does not pass inspection.
  - Recommended Technician Training Level: Certified or above
  - Recommended Technician Training Courses: Hyundai EV Service Safety series and Kona New Model (SVCH20190SEVNMTW18\_806) web courses on Hyundai Learning Portal (HLP)

**Recommended Alternative Transportation:** Based on the time of the inspection/repair, a Service Rental Car (SRC) should be provided to the customer.

## Warranty Information:

This campaign pays 1.7 M/H for an EPCU inspection & 3.3 M/H for EPCU inspection and replacement.

- Op times include taking STUI pictures where necessary and uploading. The STUI photos must include the inspection result of the EPCU and new EPCU installed (if necessary, based on inspection) with a piece of paper displaying the last 6 digits of the VIN and date of the repair. *If not included, claim will be subject to debit.*
- Three (3) 2L bottles of BSC-2 coolant will also be reimbursed to the dealer when submitting claims for either the EPCU inspection and EPCU inspection/replacement.



**Acceptable STUI Photo of the Gauge for inspection & Replacement EPCU**

Please refer to TSB 23-01-018H (or latest version) for additional details.

**Parts Information:**

- Please refer to TSB 23-01-018H for the latest parts information.
- Please consider the following:
  - **EPCU Part Number 36601-0E170QQH:** On CSP (Critical Parts Supply). Dealer will require a valid recall 239 VIN to order the part.
  - **Special Service Tools below:**
    - 1K373-G5100QQH – Adapter Tool (Pressure Hose/Differential Pressure Hose)
    - KQ366-EV001QQH – Coolant Discharge Hose
    - 09580-3D100QQH – Air Bleeding Tool

**Key Notes:**

- 1) **On CSP and manual allocation.** The following tools have been provided to most dealers expected to perform the recall.
- 2) A valid recall VIN will be required when ordering the tools. The tools will be shipped out if it is determined that the dealership has not previously received 1 set of each.

**Customer Mailing:**

- Owners of the subject vehicles were previously notified via First Class mail of a remedy not available for their vehicle in early February 2023.
- **Update:** Owners of the subject vehicles are expected to be notified via First Class mail starting in late March 2023/early April 2023 of a remedy available for their vehicle.

**Customer Talk Track:**

**Sample:** “During your visit we checked to see if your vehicle has any open recalls. We found that Recall 239 for the electronic power control unit is open on your vehicle. We are going to inspect the electronic power control unit (EPCU) to determine if there is a leak or not. If a leak is present, we will replace the EPCU at no cost to you. The inspection and replacement of the EPCU, if necessary, is important as a leak inside the Electric Power Control Unit (EPCU) may cause warning lights to illuminate and/or loss of motive power, increasing the risk of a crash at certain speeds.

**Best Practice Checklist:**



**Reservation:** Did you check WebDCS for additional campaigns or recalls and review the customer’s repair history for additional needs?

- Yes
- No



**Readiness:** Does the dealership have the air bleeding tool, adapter tool (pressure hose/difference pressure hose),

coolant discharge hose, and three (3) 2L bottles of BSC-2 Coolant in stock as per **TSB 23-01-018H**?

- Yes
- No



**Reception:** Did you get permission from the customer to perform the eMPI and review all declined services and additional recommended maintenance?

- Yes
- No



**Reception:** Did you explain to the customer the expected repair time and an expectation for a status update?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No



**Repair:** Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and also an adjusted promise time based on any additional services?

- Yes
- No



**Repair:** Is the technician a Hyundai Certified technician (or above)?

- Yes
- No



**Repair:** Per **TSB 23-01-018H**, was a **STUI picture** taken for the inspection of the EPCU and if necessary, also in the event the EPCU needs?

- Yes
- No



**Return:** Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

## **FAQ:**

### **Q1: What is the issue?**

**A1:** The Electric Power Control Unit ("EPCU") used in the subject vehicles may have been produced by the supplier with insufficient sealing of the EPCU's DC-DC convertor housing potentially causing an internal coolant leak and contamination of the EPCU main controller. Contamination of the EPCU controller could result in triggering of the vehicle's limited mobility "fail safe" drive mode or, in limited instances, a sudden loss of motive power or vehicle stall.

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

**A2:** Certain 2021 model year Hyundai Kona EV vehicles produced from June 18, 2020, through July 31, 2020, by Hyundai Motor Company ("HMC") for sale in the U.S. market.

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

**A3:** A sudden loss of motive power or stall could increase the risk of a crash at certain speed.



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

**A4:** As of the date of this filing (12/19/2022) to NHTSA, Hyundai has confirmed 3 unique incidents reporting a loss of motive power in the U.S. received from January 2, 2021, through July 6, 2021, in the U.S. There are no confirmed crashes or injuries related to this condition.

**Q5: Stop Sale?**

**A5:** No, a “stop sale” is not being planned as the affected vehicles are no longer in production.

**Q6: What will be done during the recall service at the dealer?**

**A6:** All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to inspect the EPCU and replace it, if necessary. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty.

Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

**Q7: When will owners be notified of a remedy available for this recall campaign 239?**

**A7:** Owners of the subject vehicles are expected to be notified via First Class mail starting in late March 2023/early April 2023 of a remedy available for their vehicle.

**Contact Reference:**

Please see the following page for commonly referred to contacts.

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



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



## Appendix

Historical Reference	Date
• Recall 239: Electric Power Control Unit (EPCU) Leak Inspection and Replacement	03/03/2023
• Recall 239 Electric Power Control Unit – Remedy Not Available	12/20/2022