

# Recall 239: Electric Power Control Unit – Remedy Not Available - Dealer Best Practice

December 20, 2022

Updates to this Document	Date
• Recall 239: Electric Power Control Unit – Remedy Not Available	12/20/2022

## Recall Description:

The Electric Power Control Unit (“EPCU”) used in the subject vehicles may have been manufactured 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.

## Affected Vehicles:

- Certain 2021MY Kona Electric (OS EV) produced from 06/18/2020 through 07/31/2020
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

## Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready.

**Recommended Alternative Transportation:** A Service Rental Car (SRC) should be provided if the customer does not feel safe operating their vehicle until the remedy has been performed.

## Customer Talk Tracks

“The electronic power control unit in your vehicle may leak coolant internally due to insufficient sealing. If this were to occur the malfunction indicator light (MIL) may illuminate, the vehicle may go into limp mode or lose power. This unexpected loss of power may result in a crash, especially at high speeds. Once a remedy is available Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealership to have it applied at no cost to you.”

## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



**Reception:** Did you offer the customer a Service Rental Car (SRC) if they do not feel comfortable operating their vehicle until a remedy becomes available?

- Yes
- No

## Parts:

The parts information section will be updated once a remedy becomes available.

## Warranty:

The warranty information section will be updated once a remedy becomes available.



## **Customer FAQ:**

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

**A1:** The Electric Power Control Unit (“EPCU”) used in the subject vehicles may have been manufactured 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 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 especially at high speeds.

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

**A4:** As of the date of this filing, 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:** Once an official remedy is available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty.

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?**

**A7:** Owners will be notified in February 2023.

## **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 – Remedy Not Available	12/20/2022