

Herron, Will

From: Hee Loong Wong <hl.wong@hyundai.com.au>
Sent: Wednesday, 26 August 2015 10:16 AM
To: Recalls
Subject: Voluntary Recall - MDPS on Hyundai i30 (FD) and Elantra (HD)
Attachments: Letter to ACCC- MDPS HD&FD - 26Aug2015 -Final.pdf; SE15042 - FD-HD Heavy Steering Wheel Repair 2.pdf; OwnerLetter_Elantra_i30_51C013_FINAL.docx

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Orange Category

My apology, incorrect notification letter was applied in previous email.

From: Hee Loong Wong
Sent: Wednesday, 26 August 2015 10:13 AM
To: Recalls [Recalls@infrastructure.gov.au] (Recalls@infrastructure.gov.au)
Subject: Voluntary Recall - MDPS on Hyundai i30 (FD) and Elantra (HD)

Dear Sir/Madam,
Hyundai Motor Company Aust is activating a voluntary recall campaign to rectify possible fault in the MDPS (motor driven power steering) in certain numbers of i30 (FD) and Elantra (HD).
Please see attached letter of notification and campaign bulletin.
If you have further query please do not hesitate to contact me.
Regards,
Wongy



Hee Loong Wong
General Manager Product Engineering
Hyundai Motor Company Australia

Phone : +61 2 8873 6132
mail to : hl.wong@hyundai.com.au



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Parliamentary Secretary to the Treasurer
Consumer Safety Unit
C/o Australian Competition and Consumer Commission
Product Safety Policy Section
PO Box 1199
DICKSON ACT ACT 2602

Dear Sir/Madam,

VOLUNTARY RECALL – 51C013: HYUNDAI Elantra (HD) and i30 (FD) Power Steering

We confirm that Hyundai Motor Company Australia Pty Limited ("HMCA") has taken the decision to voluntarily recall the Elantra (HD) and i30 (FD) models. The details of the affected vehicles and the information on the recall are set out below:

Product Name: Hyundai i30 Elantra (HD) and i30 (FD)
Product Description: MDPS (Motor Driven Power Steering)
Identifying Numbers: VIN range:

- Elantra (HD):
KMH DU41DAAU929998 ~ KMHDT41B9BU084665
- i30 (FD):
KMHDC81TMAU064300 ~ KMHDC51TMAU267226

Where Product was Sold: Nationally
Production date: 1st Nov 2009 ~ 30th Apr 2010
Position in Supply Chain: Distributor / Importer
Manufacturer's Name: Hyundai Motor Company, Korea
Product's Country of Origin: Korea
Traders who have sold this product: Hyundai dealerships

NEW THINKING. NEW POSSIBILITIES.

Hyundai Motor Company Australia Pty Ltd
Cnr of 394 Lane Cove Road & Hyundai Drive
Macquarie Park NSW 2113
www.hyundai.com.au
ABN: 58 008 995 588

Product Defect: Loss of power to MDPS to assist in steering effort. At that instant, EPS lamp will be illuminated on the instrument panel. EPS denotes Electronic Power Steering.

Hazards: Steering wheel can become heavy and extra effort is required to turn the steering wheel to control the vehicle.

Consumer Action: Return the vehicle to their authorized Hyundai dealership to have the MDPS inspected for either steering motor replacement or software upgrade.

HMCA Action: HMCA will notify owners of the recall (enclosed) and Hyundai dealerships have been issued with a Technical Service Bulletin advising of the recall and procedures for recall (enclosed). HMCA has directed its dealers to conduct a service check of all vehicles to be recalled and if affected to perform the required procedures to rectify the defect.

Quantity affected: Elantra (HD): 615
i30 (FD): 14999

Known Injuries: Nil

Should you require further information in relation to this notice, please do not hesitate to contact the undersigned.

Yours faithfully,


Hee-Loong Wong 26/Aug/2015

General Manager – Product Engineering
Hyundai Motor Company Australia Pty Limited



HYUNDAI

Technical Service Bulletin

Hyundai Motor Company Australia
394 Lane Cove Road Macquarie Park, NSW, 2113

ABN: 58 008 995 588
P: (02) 8873 6444 F: (02) 8873 6326

Model:	i30 (FD) , Elantra (HD)			Issue Date:	21st August 2015
TSB Type:	Recall	Campaign Number:	51C013	TSB Number:	SE15042
Group:	Steering System	Parts Availability:	Refer Parts Dept.	Supersedes:	-
Subject:	Heavy Steering Wheel Repair				

NOTE:

It is important to check all Hyundai vehicles for outstanding campaigns whilst in your dealership. Campaign information can be checked on the GWMS.

1. DESCRIPTION

This Bulletin has been issued to notify the Dealer Network, the release of:

Recall '51C013'

Certain vehicles within the applicable vehicle range may experience abnormal heavy steering together with the following symptoms;

- EPS (Electric Power Steering) - Light illuminated
- MIL (Malfunction Indicator lamp) - Light illuminated
- DTC C1290 - Torque Sensor Main Signal Fail.

The recall will require having the current MDPS software version checked on applicable vehicles to determine to either;

1. Upgrade the ECU Software

OR

2. Replace the MDPS assembly,

as per below service procedures.

2. APPLICABLE VEHICLES

Model	Model Code	Production Date Range	VIN Range	
i30	FD	1 st Nov 2009 ~ 30 th Apr 2010	KMHDC81TMAU064300 ~ KMHDC51TMAU267226	Refer to GWMS
Elantra	HD	1 st Nov 2009 ~ 30 th Apr 2010	KMHDU41DAAU929998 ~ KMHDT41B9BU084665	

Service/P arts Manager	Warranty Officer	Foreman / Leading Hand	Technicians						
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SE15042

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HRE15-61-P091-HDFDFDe

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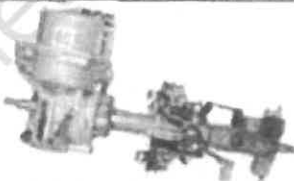
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3. PART INFORMATION

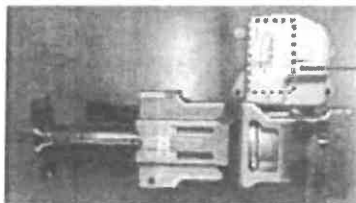
ROM ID INFORMATION

Model	MDPS ECU P/N	ROM ID	
		Old	New
i30 (FD)	[REDACTED]	[REDACTED]	
Elantra (HD)	[REDACTED]		

OR

Part Name	Model	Part Number		Remark
		Previous	New	
MDPS Assembly				Only Replace MDPS unit if requested by the GDS
	FD	[REDACTED]		
	HD	[REDACTED]		
Shear Bolt	FD/HD	[REDACTED]		Order 2x bolts per vehicle

NOTE: If MDPS replacement is required, identify the previous part number by the printed sticker located on the MDPS.



4. WARRANTY INFORMATION

OPERATION CODE AND TIME

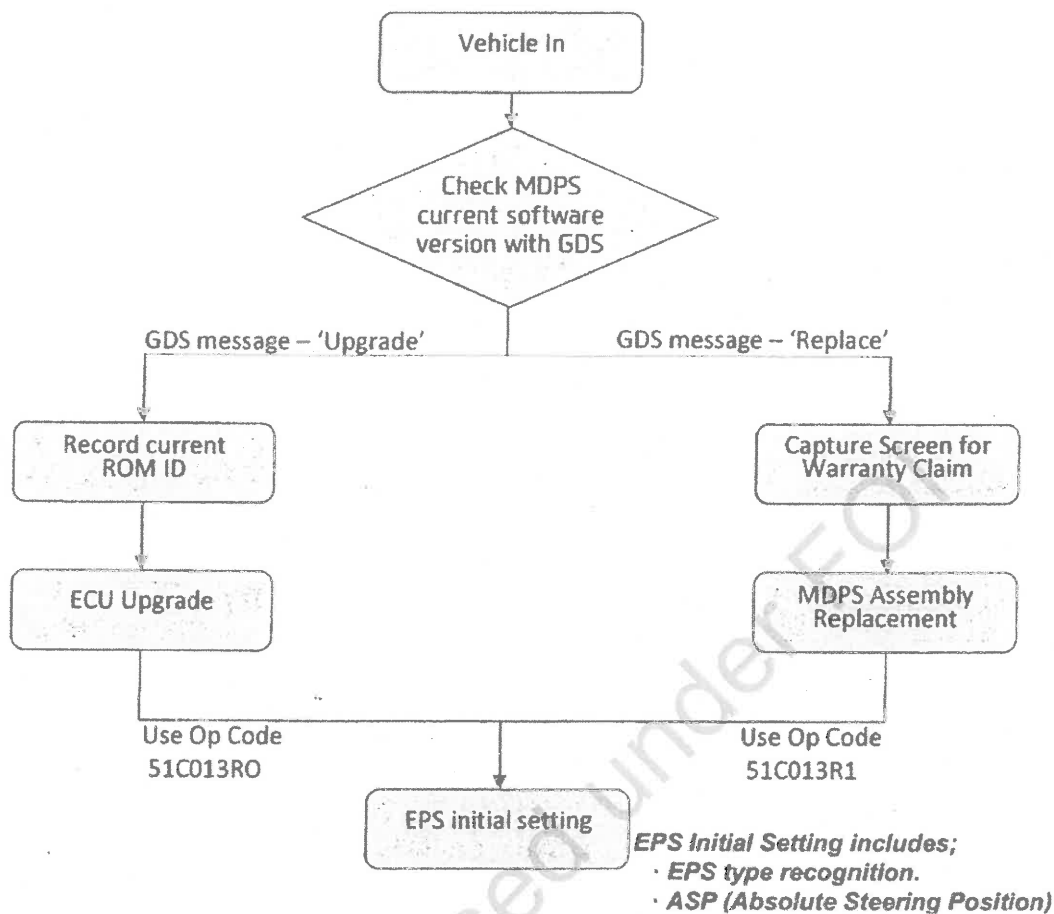
OP Code	OP Name	OP Time	Claim Type
51C013R0	MDPS S/W CHECK AND ECU UPGRADE	0.3 M/H	Campaign 51C013R0
51C013R1	MDPS S/W CHECK AND REPLACEMENT	1.6 M/H	Campaign 51C013R1

NOTE: In case of MDPS replacement (51C013R1), capture the GDS / GDS-Mobile screen as the picture below when submitting a claim.



5. SERVICE PROCEDURE

Perform the service procedure referring to the flow chart below.



ECU UPGRADE PROCEDURES

Refer to TSB SE15008 for general ECU upgrade procedures.

CAUTIONS DURING ECM UPGRADE

- 1) Make sure the vehicle's battery has reasonable charge. If the vehicle has been in storage for days, run the engine to assure an adequate battery charge state for reliable upgrade results.
- 2) Turn off all lamps (Do not leave head lamp switch in auto mode) and all accessories (including heater, A/C, blower, radio, seat warmer, defroster, etc.) not to allow the battery to be discharged during the upgrade.
- 3) Perform upgrade with the ignition switch in the ON position.
- 4) Be careful not to disconnect any cables connected to the vehicle or scan tool during upgrade.
- 5) Do not start the engine during upgrade.
- 6) Do not turn OFF the ignition switch during upgrade.

MDPS COUNTERMEASURE IDENTIFICATION

- 1) Connect the GDS or GDS-Mobile and then turn 'ON' ignition.
- 2) Enter the vehicle VIN number on the vehicle selection screen and select 'Electronic Power Steering' system.
- 3) Select ECU Update from the home screen.



- 4) Select 'Auto Mode', 'EPS' then the related Event:

i30 (FD):

454.FD,FDE EPS Module Logic Improvement

Elantra (HD):

453.HD EPS Module Logic Improvement



- 5) The GDS or GDS - Mobile will then identify what procedure is required.

Figure 1 - S/W update -

Proceed with Service Procedure 5.1

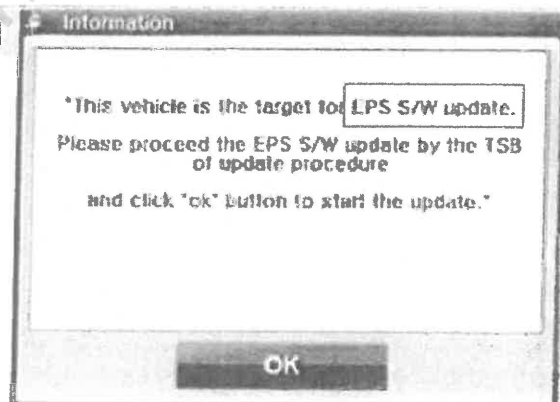
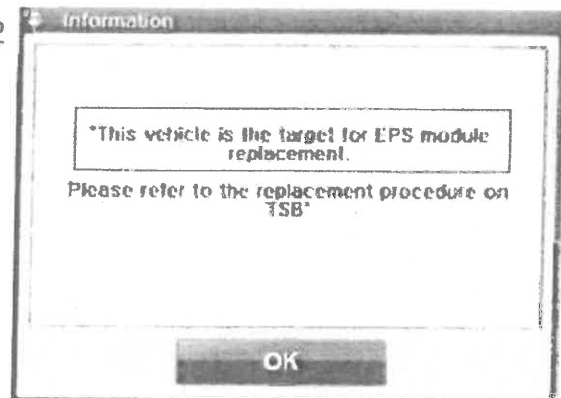


Figure 2 - Module replacement -

Proceed with Service Procedure 5.2

Fig 2



NOTE: If the GDS or GDS-Mobile message is 'EPS Module Replacement' Take a screen capture. This is required for the warranty claim

5.1 UPDATE PROCEDURE FOR GDS

Note: Verify that the vehicle is in the affected range via GWMS prior to conducting the service procedure below.

GDS MINIMUM SOFTWARE VERSION

This reprogram data will be automatically loaded into the GDS, provided that the GDS ECU Upgrade software version is at:

PC	
Software	E-H-03-10-0019
Contents	E-H-03-10-0014
ECU Upgrade	E-H-03-10-0015

Internet Update

E-H-03-10-0015 or above

If the GDS is not up-to-date, carry out an internet update (or DVD update if necessary), then continue with the steps below.

GDS AUTOMATIC UPDATE PROCEDURE

1) Once the GDS has read the Current ROM ID make note of the Current ROM ID for future reference then, select the Upgrade Event:

I30 FD use "454.FD,FDE EPS Module Logic Improvement"

OR

Elantra HD use "453.HD EPS Module Logic Improvement"

Then follow the prompts on the screen.

NOTE:

After the upgrade is completed, carry out the following:

- EPS type recognition
- ASP (Absolute Steering Position) Calibration

GDS MANUAL UPDATE PROCEDURE (Error Mode)

NOTE: Manual update should ONLY be carried out if a failure occurs during auto mode. Forcing upgrades in manual mode can render the ECM as inoperative which may not be covered by warranty.

- 1) If automatic upgrade fails, turn the ignition key OFF for about 10 seconds, place it back in the ON position to reset the control unit before performing manual update.
- 2) Within the ECU Upgrade screen, select Manual Mode, then select the Upgrade Event referring to the previous ROM ID noted during the auto mode update.
- 3) Contact HMCA Technical with the original ROM ID previously noted before the auto mode update was attempted. HMCA Technical will supply the update password for that specific MDPS unit.

WARNING: Selecting the incorrect ROM ID will render the Module as inoperative which may not be covered by warranty!

- 4) Enter the appropriate password (Contact HMCA Technical for Password)
- 5) Then follow the prompts on the screen.

NOTE:

After the upgrade is completed, carry out the following:

- EPS type recognition
- ASP (Absolute Steering Position) Calibration

UPDATE PROCEDURE FOR GDS-MOBILE

GDS-MOBILE MINIMUM SOFTWARE VERSION

This reprogram data will be automatically loaded into the GDS-Mobile, provided that the GDS-Mobile ECU Upgrade tablet version is at:

M-E-H-01-00-0036 or above

If the GDS-Mobile is not up-to-date, carry out an internet update, then continue with the steps below.

Item	Tablet Version
Application	M-E-H-01-00-0056
Diagnosis	M-E-H-01-00-0048
ECU Upgrade	M-E-H-01-00-0036

GDS-MOBILE AUTOMATIC UPDATE PROCEDURE

1. Once the GDS has read the Current ROM ID make note of the Current ROM ID for future reference then, select the Upgrade Event:

I30 FD use "454.FD,FDE EPS Module Logic Improvement"

OR

Elantra HD use "453.HD EPS Module Logic Improvement"

2. Then follow the prompts on the screen.

NOTE:

After the upgrade is completed, carry out the following:

- EPS type recognition
- ASP (Absolute Steering Position) Calibration

GDS-MOBILE MANUAL UPDATE PROCEDURE (Error Mode)

Note: Manual update should ONLY be carried out if a failure occurs during auto mode. Forcing upgrades in manual mode can render the ECM as inoperative which may not be covered by warranty.

- 1) If automatic upgrade fails, turn the ignition key OFF for about 10 seconds, place it back in the ON position to reset the control unit before performing manual update.
- 2) Within the ECU Upgrade screen, select Manual Mode, then select the Upgrade Event referring to the previous ROM ID noted during the auto mode update.
- 3) Contact HMCA Technical with the original ROM ID previously noted before the auto mode update was attempted. HMCA Technical will supply the update password for that specific MDPS unit.

WARNING: Selecting the incorrect ROM ID will render the Module as inoperative which may not be covered by warranty!

- 4) Enter the appropriate password.
- 5) Then follow the prompts on the screen.

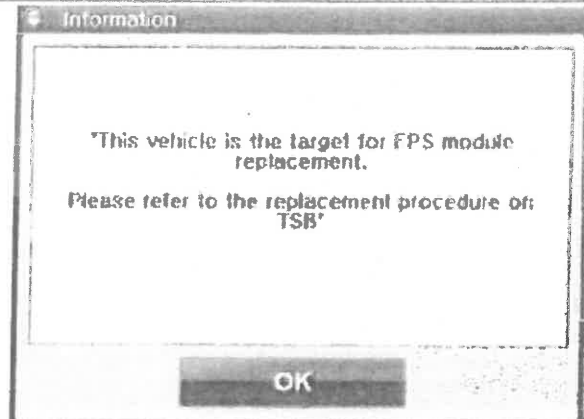
NOTE: After the upgrade is completed, carry out the following:

- EPS type recognition
- ASP (Absolute Steering Position) Calibration

5.2 MDPS ASSEMBLY REPLACEMENT

MDPS ASSEMBLY REPLACEMENT

- 1) Ensure to carry out a screen capture of the GDS or GDS- Mobile EPS Module replacement request.



- 2) Replace the MDPS unit referring to the applicable shop manual.

NOTE: After replacement of the MDPS, carry out the following:

- EPS type recognition
- ASP (Absolute Steering Position) Calibration

Released under FOI

XXXXXX
XXXXXX
XXXXXX

Dear Valued Hyundai Owner,

Vehicle Safety Recall – Hyundai Elantra(HD) & i30(FD) Power Steering System Inspection

Hyundai has identified a range of vehicles to inspect the Motor Driven Power Steering System. Due to a software issue, the Motor Driven Power Steering motor may shut down resulting in higher than normal effort to turn the steering wheel.

Our records indicate that your Hyundai (VIN :<VIN>) is affected. A Hyundai Dealer needs to inspect your vehicle and perform a software upgrade if necessary. In a small number of cases, replacement of the steering column (complete with motor) will be required. We request that you contact your nearest Hyundai Dealer as soon as possible to arrange a mutually convenient time to have the work completed. This will be carried out free of charge through your Hyundai Dealer.

What you need to do:

1. Find your nearest Hyundai Dealer. See list on reverse or our website www.hyundai.com.au (click on "FIND A DEALER" and follow the instructions)
2. Call your Hyundai Dealer Service Centre and book an appointment
3. Present this notice when attending your appointment
4. Update your contact details by completing the form below or on www.myhyundai.com.au

We apologise for any inconvenience this may cause you and assure you of our best efforts to maintain your driving pleasure and satisfaction with your Hyundai vehicle.

Yours sincerely,
Hyundai Motor Company Australia

VIN: <insert VIN>

- I still own this Hyundai, my updated details are below
 I am no longer the owner of this Hyundai
 This Hyundai has been written-off

Please return in the Reply
Paid envelope supplied.

Title: _____ First Name: _____ Surname: _____

Street Address: _____

Suburb: _____ State: _____ Postcode: _____

Email: _____

Phone (H): _____ Phone (M): _____

Date of purchase: _____ Vehicle Rego: _____

Mail1/<51C013>

VIN: <insert VIN>