



# Recall 188 Dealer Best Practice

Date: February 26, 2020

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

Subject: Recall 188: PCB RELAY KIT INSTALLATION (Remedy Not Yet Available) v1

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> <li>Initial Communications: Recall 188: PCB RELAY KIT INSTALLATION (Remedy Not Yet Available)</li> </ul>	02/26/20

## Affected Vehicles

Hyundai is conducting a safety recall in the United States to repair the Anti-Lock Brake System (“ABS”) module in certain Elantra, Elantra Touring, Entourage, and Santa Fe vehicles.

The affected vehicles include:

- 2007-2010 Elantra vehicles produced between July 14, 2006 and November 23, 2010 by Hyundai Motor Company in Korea.
- 2009-2011 Elantra Touring vehicles produced between October 15, 2008 and December 6, 2010 by Hyundai Motor Company in Korea.
- 2007-2008 Entourage vehicles produced between February 16, 2006 and June 30, 2008 by Hyundai Motor Company in Korea.
- 2007 Hyundai Santa Fe vehicles produced between August 8, 2006 and December 8, 2006 by Hyundai Motor Company (“HMC”) in the Republic of Korea.

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

## Description

The subject vehicles are equipped with an Anti-Lock Brake System (“ABS”) module that remains energized when the vehicle is turned off. If moisture enters the electrical circuit of the ABS module a short circuit could gradually develop.

A specific causality allowing moisture to enter the ABS module electrical circuit has not yet been identified; however, because the ABS module is continually powered, an electrical short could develop even while the vehicle is turned off.

## Service Action



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

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



**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.

- 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.



**Hyundai**  
Assurance Car Care



**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

TBD. Additional details will be provided when the recall remedy is available.

### Customer Notification

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

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

Hyundai Motor America



## Customer FAQ

### Q1: What is the issue?

**A1:** The subject vehicles are equipped with an Anti-Lock Brake System (“ABS”) module that remains energized when the vehicle is turned off. If moisture enters the electrical circuit of the ABS module a short circuit could gradually develop.

A specific causality allowing moisture to enter the ABS module electrical circuit has not yet been identified; however, because the ABS module is continually powered, an electrical short could develop even while the vehicle is turned off.

### Q2: What are the affected vehicles?

- A2:**
1. Approximately 396,025 model year 2007-2011 Elantra vehicles produced between July 14, 2006 and November 23, 2010 by Hyundai Motor Company in Korea.
  2. Approximately 33,661 model year 2009-2011 Elantra Touring vehicles produced between October 15, 2008 and December 6, 2010 by Hyundai Motor Company in Korea.
  3. Approximately 41,420 model year 2007-2008 Entourage vehicles produced between February 16, 2006 and June 30, 2008 by Hyundai Motor Company in Korea.
  4. Approximately 5,005 model year 2007 Hyundai Santa Fe vehicles produced between August 8, 2006 and December 8, 2006 by Hyundai Motor Company (“HMC”) in the Republic of Korea.

### Q3: What is the safety concern?

**A3:** If a short circuit occurs inside the ABS module, there could be an increased risk of a “key-off” engine compartment fire. The short circuit does not affect the foundation brake system.

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

**A4:** Hyundai is not aware of any accidents or injuries related to this condition.

### 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 to install a relay in the vehicle’s main junction box. This procedure will be performed at no charge. In addition, Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

### Q6: When will owners be notified?

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



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 HELPREPLine	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 <b>recall or service campaigns</b>
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>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	<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>