



Recall 195 Dealer Best Practice

Date: March 19, 2021

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

Subject: Recall 195: 2019-2021MY & 2016-2018MY Tucson Anti-lock Brake System – “ABS” Module v4 (TSB# 21-01-010H-1)

Updates To This Document	Date
<ul style="list-style-type: none"> • Updates to TSB #21-01-010H-1 <ul style="list-style-type: none"> • Adding Multi Fuse kit part numbers and corresponding alternative service procedure on pages 2 and 4 of TSB • Adding 2 Warranty op codes on page 3 of TSB 	03/19/21

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

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 should also 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.

******A ‘stop sale’ has been initiated by Hyundai Motor America (“HMA”) for HMA Recall Campaign 195 for the affected vehicles listed below currently in Dealer’s stock inventory.******

Affected Vehicles

Hyundai is conducting a safety recall in the United States to address a condition with the Anti-lock Brake System (“ABS”) modules in certain model year 2016-2021 Hyundai Tucson vehicles produced for sale in the U.S. market.

The affected vehicles include:

- 2016-2021MY Tucson (TL) vehicles

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 may be equipped with Anti-lock Brake System (“ABS”) modules that could exhibit an electrical short over time. An electrical short in the ABS module could increase the risk of an engine compartment fire while parked or driving. This recall describes the procedure to install a fuse kit into the ABS module electrical circuit and if necessary, update the ABS/ESC software from the TSB.

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.
- **Important:** Dealer will forfeit incentives if vehicles with an open recall are sold to customers. Please ensure all Dealer stock vehicles have had all recalls completed prior to sale to customer.



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.

- **Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:**
 - **Expert Level**
- Be prepared to put customers in an SRC or alternative transportation, if needed.



- **REMINDER:** Out of an abundance of caution, owners of these vehicles should park them outside until the recall repair is completed. If the ABS warning light is illuminated, the vehicle should not be driven and a local Hyundai dealer should be contacted. Customers should also disconnect the vehicle's 12-volt battery and leave it disconnected while the vehicle is parked waiting for service. If needed, the customer will be provided a rental vehicle.



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.

- Please refer to **TSB #21-01-010H-1** for complete repair procedures
 - Please note that there are two part kits (ABS Fuse Kit and Multi-Fuse Kit) that are now available to dealers. Select the appropriate option based on part used and perform the corresponding procedure.
 - **REMINDER Prior to Performing Service Procedures:** If applicable, record the customer's radio preset stations prior to performing the service procedures.
 - **PLEASE NOTE:** If the "ABS", "ESC" or "Brake" indicator lamps are illuminated, refer to the appropriate section of the repair manual prior to installing the ABS Fuse Kit or Multi-Fuse Kit
 - **HECU NOTE:** The vehicle's HECU Part number can be found on the label affixed to the HECU.
 - For ABS Fuse Kit Service Procedure ONLY -When using the heat gun, use caution to avoid damaging the wiring.
 - **ABS Software Update (if required, based on Hydraulic Unit Assembly (HECU) part number in the vehicle):**
 - The Service Procedure is performed using GDS-mobile. For update information and general precautions, please refer to TSB #15-GI-001.
 - Manual mode should only be performed when the Auto update fails.
 - If the auto update fails, turn the ignition OFF for 10 seconds, then back ON again to reset the control unit before performing the manual update.
- **REMINDER Upon Completion of Service Procedures:** After the software has updated, check for Diagnostic Trouble Codes in the ALL menus and erase any DTCs, and reprogram the customer's radio preset stations.



Return – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

Please review the Parts Information on the TSB and order the necessary ABS Fuse Kit or Multi Fuse Kit, depending on availability.

Warranty Information

As part of the revised TSB, please note that the additional 2 op codes were added with the addition of an alternative service procedure with Multi Fuse kit part numbers. See highlighted section **in yellow below** referencing additional op codes.

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART NO.	NATURE CODE	CAUSE CODE
Tucson (TL) HECU P/N: 58920-D3550 58920-D3100	01D072R0	HECU FUSE WIRING REWORK (58920-D3550, 58920-D3100)	0.6	91KIT-D325AQQH	111	ZZ3
Tucson (TL) HECU P/N: 58920-D3530	01D072R1	HECU FUSE WIRING REWORK AND ESC UPDATE (58920-D3530)	0.8			
Tucson (TL) HECU P/N: 58920-D3550 58920-D3100	01D072R2	MULTI FUSE REINSTALLATION (58920-D3550, 58920-D3100)	0.2	9125A-D325AQQH		
Tucson (TL) HECU P/N: 58920-D3530	01D072R3	MULTI FUSE REINSTALLATION AND ESC UPDATE (58920-D3530)	0.4			

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing Recall 195 and the affected part is still under warranty, submit a separate claim using the same Repair Order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to performing the work.

Customer Notification

This recall has been posted with NHTSA. NHTSA has been re-notified with the expansion to add 2016-2018MY vehicles and to update the production date range for 2020-2021MY vehicles. Owners were mailed notification letters in October 2020 for the initial launch of 195 and were mailed notification letters again in late February 2021.

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

Hyundai Motor America



Q&A

Q1: What is the issue?

A1: The subject vehicles are equipped with Anti-Lock Brake System (“ABS”) modules that could malfunction internally and cause an electrical short over time, resulting in an engine compartment fire.

Although an exact root cause has not yet been determined, Hyundai believes the ABS module’s main controller board (PCB), under specific conditions including heat and humidity, could experience an electrical resistance short.

Q2: What are the affected vehicles?

A2: Certain Model Year 2016-2021 Hyundai Tucson vehicles not equipped with Smart Cruise Control (“SCC”) and produced from May 19, 2015 through November 16, 2020 by Hyundai Motor Company (“HMC”) in South Korea for sale in the U.S. market.

Approximately 471,678 model year 2016-2018 and model year 2020-2021 vehicles are being added to the 180,346 model year 2019-2021 vehicles involved in the original recall, bringing the total affected number of vehicles to 652,024*.

Q3: What is the safety concern?

A3: An electrical short in the ABS module could increase the risk of an engine compartment fire while parked or driving.

Q4: Have there been any accidents or injuries?

A4: To date in the U.S., Hyundai is aware of twelve (12) engine compartment fires related to this defect. Hyundai is aware of 9 fires in model year 2019 vehicles, 2 fires in 2020 model years and a single fire in a 2021 model. There are no related fires involving model year 2016-2018 vehicles in the U.S; however, ABS module fires have been confirmed in regional markets outside the U.S. for the affected 2016-2018 Tucson population.

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

A5: Customers can continue driving these vehicles; however Hyundai recommends parking these vehicles outside and away from structures until the recall remedy is completed. Hyundai plans to notify owners to bring their vehicles to the nearest Hyundai dealership for replacement of the ABS module fuse. For model year 2019-2021 affected vehicles, the Electronic Stability Control (“ESC”) software will require an update for use with the new fuse. 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 were mailed notification letters beginning in late February 2021.

Q7: Should customers park these vehicles outside until the recall repair is completed?

A7: Out of an abundance of caution, owners of these vehicles should park them outside until the recall repair is completed. If the ABS warning light is illuminated, the vehicle should not be driven and a local Hyundai dealer should be contacted. Customers should also disconnect the vehicle’s 12-volt battery and leave it disconnected while the vehicle is parked waiting for service. If needed, the customer will be provided a rental vehicle.

Q8: Why should customers park their vehicles outdoors?

A8: Customer safety is our top priority. After further review, it was determined that out of an abundance of caution customers should park the vehicles outside until the recall is completed.



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 recall or service campaigns
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">• Update to TSB #21-01-010H: 2016-2018MY Remedy Now Available - Expanding model year applicability and adding procedures / parts information for 2016-2018MY	02/16/21
<ul style="list-style-type: none">• 2019-2021MY Tucson (TL) – Additional VINs added for 2020-2021MY due to expanded production date range –Current remedy procedure has not changed• 2016-2018MY Remedy Not Yet Available – Adding model years to 195, no repair procedure available yet	12/30/20
<ul style="list-style-type: none">• Remedy Now Available – TSB #20-01-040H	10/09/20
<ul style="list-style-type: none">• Initial Communications to Dealers – Remedy Not Yet Available	09/11/20