

# Recall 217 – Instrument Panel (IP) Cluster Display - Dealer Best Practice

January 05, 2022

Updates to this Document	Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>	01/05/2022

**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 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.**

## Description of Campaign:

Hyundai is initiating recall campaign 217, a noncompliance recall to repair a condition involving the instrument panel cluster display in certain Hyundai vehicles in the U.S. and Canadian markets. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

The instrument panel (“IP”) cluster liquid-crystal display (“LCD”) in the subject vehicles may have been produced with incorrect resistors resulting in the possibility of an inverted image of associated controls, gauges, and telltale indicators upon startup of the vehicle at extremely low temperatures. As such, the subject vehicles may not meet the requirements set forth in Federal Motor Vehicle Safety Standard (“FMVSS”) 101 – “Controls and Displays.” This condition will not suddenly occur during normal driving.

## Affected Vehicles:

- Certain 2022 Hyundai Santa Fe Hybrid (TM HEV) produced on October 25, 2021 through December 1, 2021 by Hyundai Motor Company (HMC) for sale in the U.S. market.
- Certain 2022 Hyundai Santa Fe Plug-in Hybrid (TM PHEV) produced on October 25, 2021 through December 1, 2021 by Hyundai Motor Company (HMC) for sale in the U.S. market.

- To check vehicle specific recall and campaign applicability, access the “Vehicle Information” screen via WebDCS
- For this recall, please note that there are some vehicles currently in dealer stock.

**Remedy Information:** Remedy is currently under development.

## Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of final remedy. Additionally, it is advisable to utilize a SRC while final remedy repairs are being completed.

## Best Practice Checklist

This section should be focused on only best practices that pertain to that campaign



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

- Yes
- No



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

- Yes
- No



## [Additional Training & Resources](#)

### **Hyundai Learning Portal**

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

### **Hyundaidealer.com**

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy not yet available for this recall.

### **Warranty**

Additional warranty information will be provided once a remedy has been released by HMA.

### **Parts**

Parts, if applicable, will be provided once a remedy has been released by HMA.

## [Customer FAQ](#)

### **Q1: What is the safety concern?**

**A1:** Certain controls, gauges, and telltale indicators could, if illegible, increase the risk of a crash or injury.

### **Q2: What will be done during the recall service at the dealer?**

**A2:** 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 IP cluster replaced. This remedy will be offered at no cost for all affected customers. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

### **Q3: When will owners be notified?**

**A3:** Owners will be notified beginning in late February 2022. NHTSA has been notified of this recall.

### **Reference**

Please see the following page for commonly referred to contacts.

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>	