 HYUNDAI Technical Service Bulletin	GROUP RECALL	NUMBER 22-01-025H
	DATE FEBRUARY, 2022	MODEL(S) SANTA FE HYBRID (TM HEV) SANTA FE PLUG-IN HYBRID (TM PHEV)
SUBJECT: DIGITAL INSTRUMENT CLUSTER (SUPERVISION) REPLACEMENT (RECALL 217)		

*** IMPORTANT**

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

As required by federal law, dealer 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.

When a vehicle arrives at the service department, access the “Vehicle Information” via WEBDCS to identify open Campaigns/Recalls.

Description: Certain 2022 Santa Fe Hybrid (TM HEV) and Santa Fe Plug-In Hybrid (TM PHEV) instrument panel (“IP”) cluster liquid-crystal display (“LCD”) 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.

This bulletin provides the procedure to remove and replace the instrument cluster.

Applicable Vehicles: Certain 2022 MY Santa Fe Hybrid (TM HEV) and Santa Fe Plug-In Hybrid (TM PHEV) produced from 10/25/2021 - 12/01/2021 equipped with all digital instrument cluster (Supervision) display.



Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

SUBJECT:**DIGITAL INSTRUMENT CLUSTER (SUPERVISION) REPLACEMENT
(RECALL 217)****Parts Information:**

PART NAME	MODEL	PREVIOUS PART NUMBER	NEW PART NUMBER
INSTRUMENT CLUSTER	SANTA FE HYBRID (TM HEV)	94011-CL020	94011-CL020QQH
	SANTA FE PLUG-IN HYBRID (TM PHEV)	94031-CL020	94031-CL020QQH

Warranty Information:

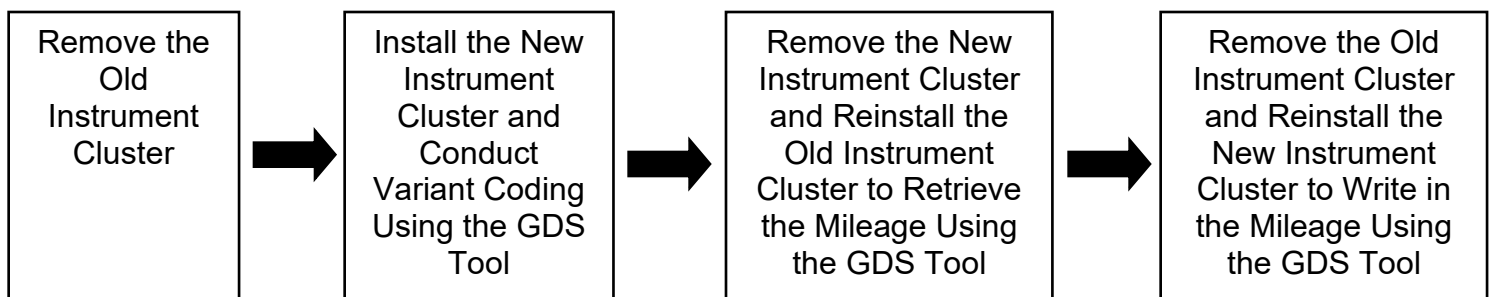
MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
SANTA FE HYBRID (TM HEV)	11D231R0	CLUSTER REPLACEMENT, MILEAGE TRANSFER, AND VARIANT CODING	0.6 M/H	94011-CL020QQH	M34	ZZ3
SANTA FE PLUG-IN HYBRID (TM PHEV)				94031-CL020QQH		

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this recall is found in need of replacement while performing this recall 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.

NOTE 3: Claim must include a STUI picture of the original instrument cluster with the mileage clearly visible. If not included, claim will be subject to debit.

NOTE 4: Ensuring that the correct mileage is written to the new cluster will prevent dealer from having to absorb the cost to perform the repair again. HMA is not responsible if another replacement instrument cluster is required due to incorrect mileage input by the dealer and it will not be covered under warranty.

Service Procedure:**INSTRUMENT CLUSTER REPLACEMENT AND MILEAGE WRITING OVERVIEW**

Refer to the QR code or link below for guided video information:
<https://vimeo.com/678297167/a2b508e6e7>

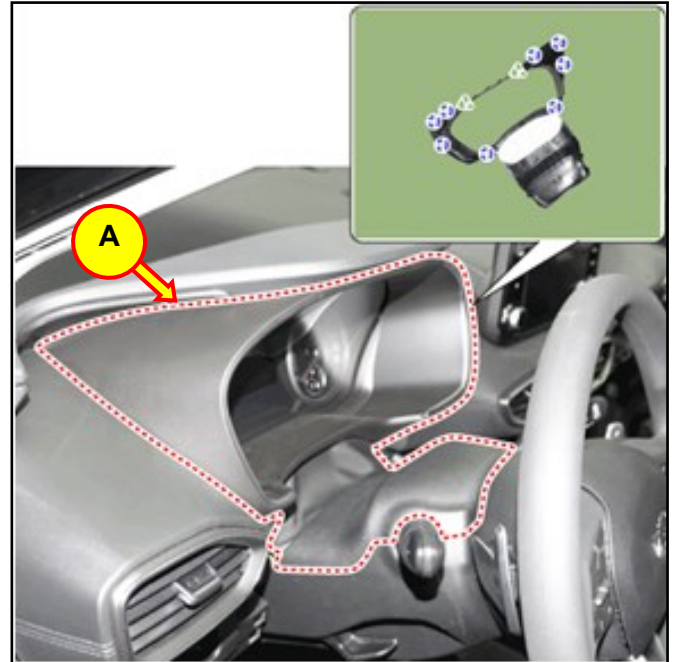
INSTRUMENT CLUSTER REMOVAL

1. With ignition in the OFF position, use a screwdriver or panel popper and carefully remove the cluster fascia panel (A).

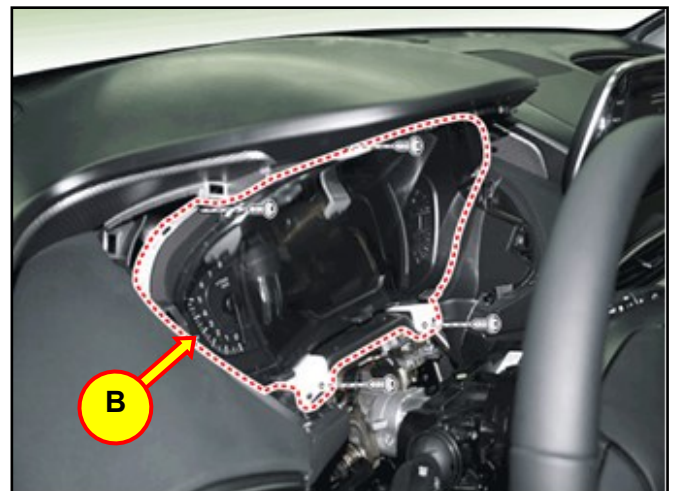
Pry or pull the cluster fascia outward towards the direction of the steering wheel.

CAUTION

Be careful when removing the cluster fascia to avoid/prevent any scratches.



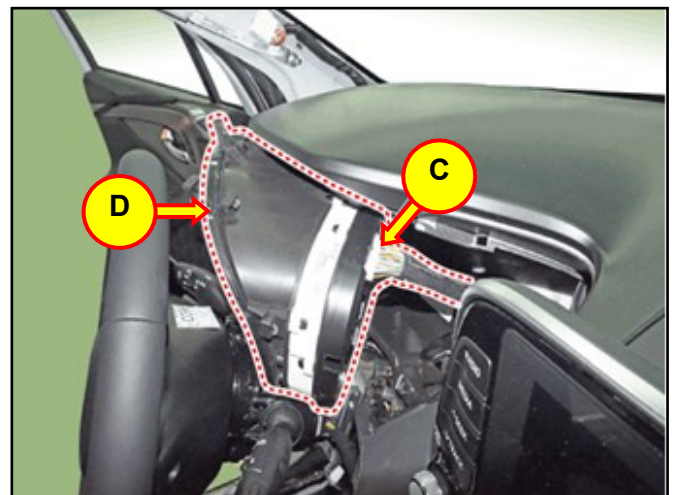
2. Remove the cluster (B) from the housing after removing the 4 screws (one left, one right, and two lower).



3. Disconnect the instrument cluster connector (C) and then remove the cluster (D).

NOTICE

Keep the old instrument cluster close by because the entire procedure involves swapping of the old and new clusters back and forth. This procedure will occur during the mileage writing.



4. Install the new instrument cluster and turn the ignition to the ON position.

NOTICE

A “Coding Error” message will appear, which means the instrument cluster requires variant coding.

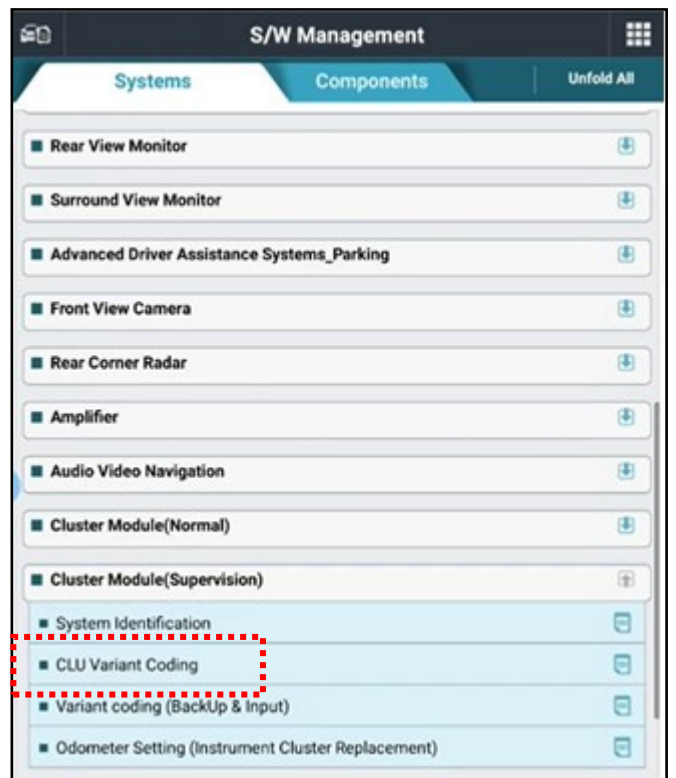


VARIANT CODING

5. Connect/Pair the GDS to the vehicle.
Select “S/W Management”.



6. Scroll down the list to select “Cluster Module(Supervision)”, and then select “CLU Variant Coding”.



7. Select "OK".

• CLU Variant Coding	
Purpose	To set the specification of cluster in the vehicle which is applied to the vehicle CAN communication controller(ESP, MDPS, TPMS, EPB, SCC and so on).
Enable Condition	1.Engine Off 2.Ignition Switch On
Concerned Component	Cluster
Concerned DTC	B100051, B100155, B100255, B100455, B100855, B101055, B102055, B104055, B108055
Fail Safe	Set DTC, Warning message is displayed on instrument cluster
Etc	Input CLU coding code from web site.

OK

8. Select "OK".

• [Variant Coding]

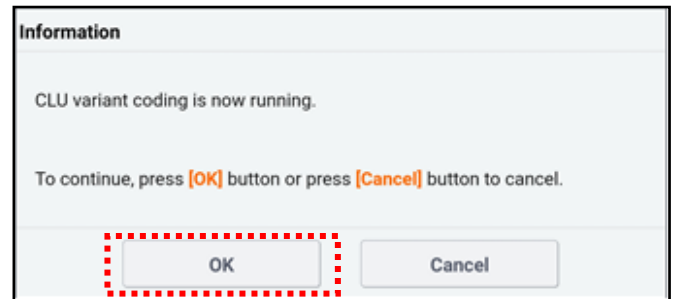
This function is intended to set for the specification of cluster in the vehicle which is applied to the vehicle system. (Option :ECS, MDPS, SCC and so on)

•[Condition]
1. Ignition key on

Press **[OK]** button to continue.

OK Cancel

9. Select "OK" to start the variant coding process.

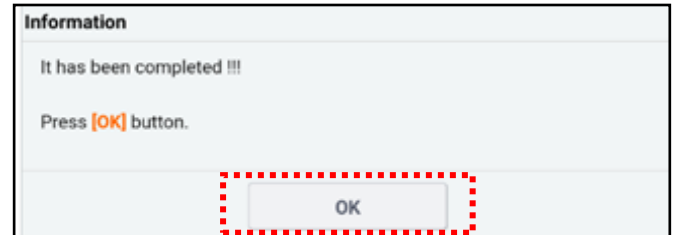


10. The instrument cluster is now variant coded.

Select "OK" to confirm.

NOTICE

The "Coding Error" message should disappear from the instrument cluster.



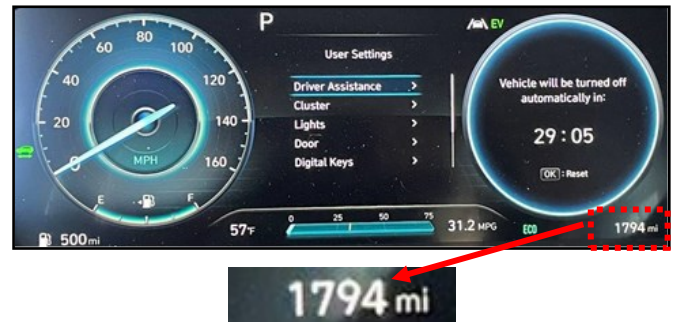
NOTICE

Leave the vehicle in ignition ON position, do not disconnect the GDS from the vehicle, and proceed to the next step.

MILEAGE WRITING

11. Remove the new instrument cluster, and reinstall the old instrument cluster.

Using STUI, take a picture of the instrument cluster and write down the mileage. Make sure the mileage is clearly visible on the cluster. This picture will be needed for claim submission.

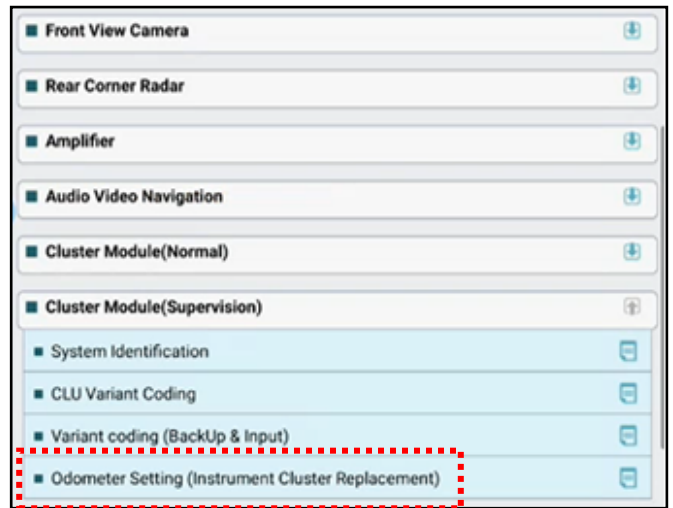


In this example the mileage is 1794.

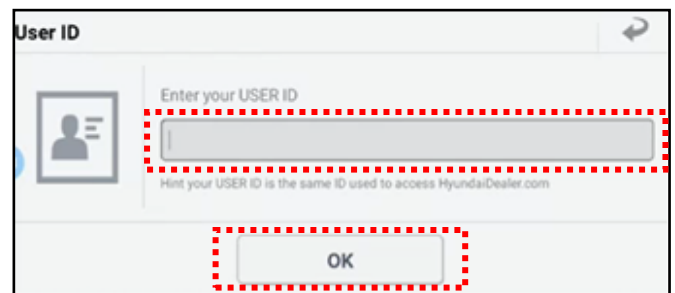
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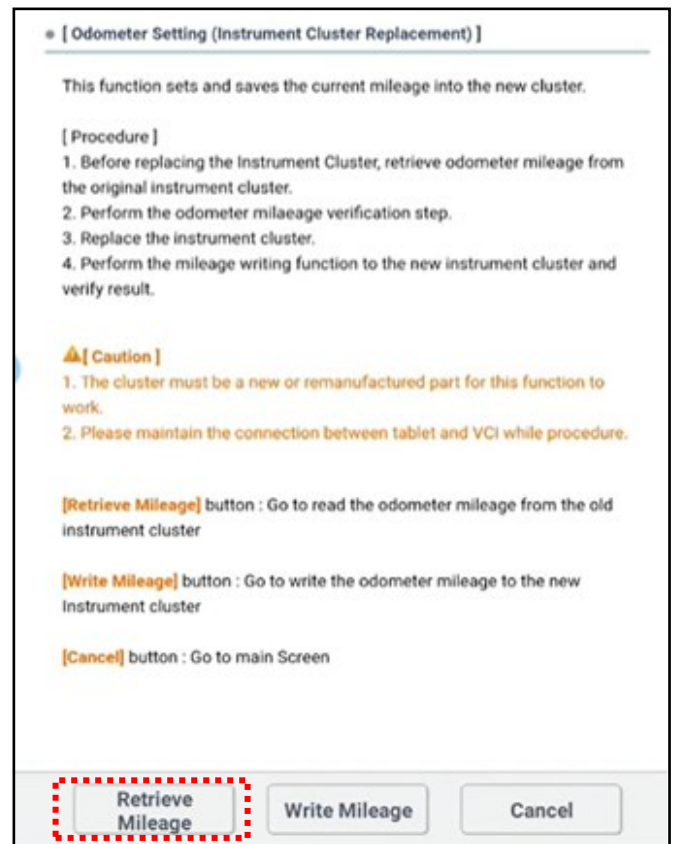
12. Under “Cluster Module (Supervision) category, select “Odometer Setting (Instrument Cluster Replacement)”.



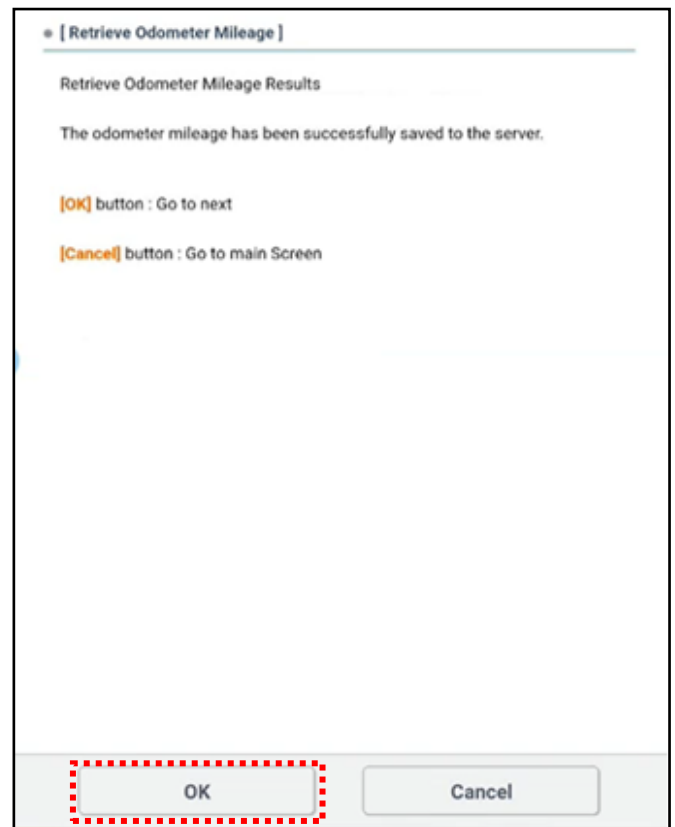
13. Enter the technician’s log in ID and then select “OK”.



14. Select “Retrieve Mileage”.



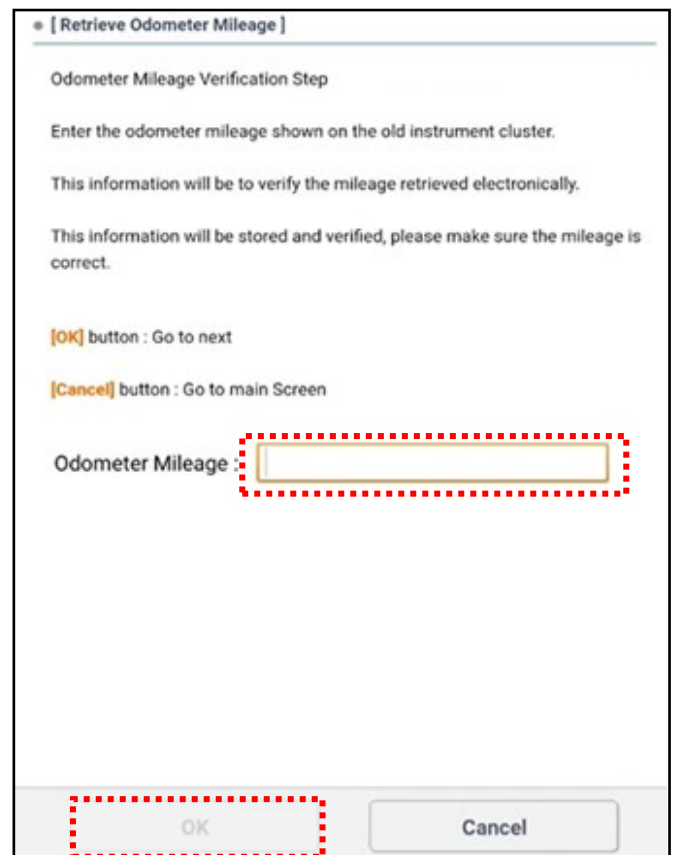
15. Select "OK".



16. Enter the mileage from the old instrument cluster and then select "OK".



Ensure the correct mileage is entered before selecting "OK".



MILEAGE TRANSFER/Writing ONTO THE NEW INSTRUMENT CLUSTER

- 17. Pop up message confirming the retrieval of the mileage from the old instrument cluster was successful.

Select "OK".

NOTICE

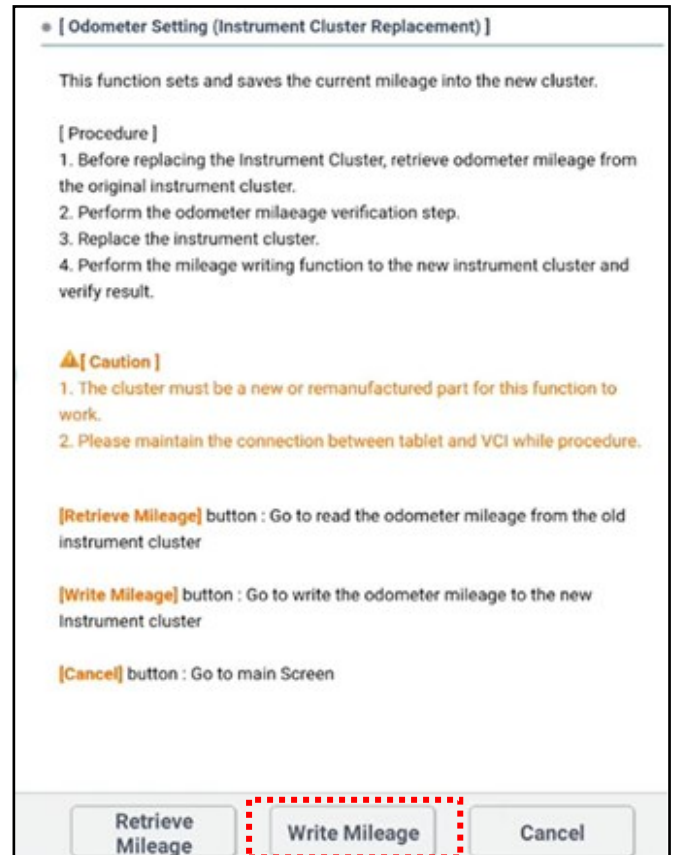
Leave the vehicle in ignition ON position, and do not disconnect the GDS from the vehicle, and proceed to the next step.



- 18. Remove the old instrument cluster and reinstall the new instrument cluster.



- 19. After installing the new instrument cluster, select "Write Mileage".



- 20. Confirm the VIN and mileage are correct before selecting "OK".

NOTICE

This step is very important, so completely ensure the VIN and mileage are correct.

CAUTION

The odometer mileage can ONLY be written one time. If the incorrect mileage was written onto the instrument cluster, then another new part will need to be replaced along with rewriting the mileage.

If another instrument cluster requires replacement due to incorrect mileage writing, it will not be covered under warranty.



- 21. Mileage writing is completed.

Select "OK".



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- 22. Confirm the mileage displayed on the new instrument cluster is correct.



- 23. Turn the ignition OFF and reinstall all parts in reverse order of removal.