

GROUP	NUMBER
RECALL	22-01-025H
DATE	MODEL(S)
FEBRUARY, 2022	SANTA FE HYBRID (TM HEV) SANTA FE PLUG-IN HYBRID (TM PHEV)

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

Parts Information:

PART NAME	MODEL	PREVIOUS PART NUMBER	NEW PART NUMBER
INSTRUMENT	SANTA FE HYBRID (TM HEV)	94011-CL020	94011-CL020QQH
CLUSTER	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)	E HYBRID HEV) CLUSTER REPLACEMENT,		94011- CL020QQH			
SANTA FE PLUG-IN HYBRID (TM PHEV)	11D231R0	MILEAGE TRANSFER, AND VARIANT CODING	0.6 M/H	94031- CL020QQH	M34	ZZ3

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: <u>https://vimeo.com/678297167/a2b508e6e7</u>

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.

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 connecter (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.







5.

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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.

Connect/Pair the GDS to the vehicle.

Select "S/W Management".





6 0	S/W Manager	nent 🏼
	Systems Compo	nents Unfold All
Rea	r View Monitor	۲
Sur	round View Monitor	۲
Adv	anced Driver Assistance Systems_Parkin	9 🖲 🛛
Fro	nt View Camera	۲
E Rea	r Corner Radar	۲
Am	plifier	۲
Aud	lio Video Navigation	۲
Clu	ster Module(Normal)	۲
Clu	ster Module(Supervision)	Ŧ
s Sys	stem Identification	8
= CL	U Variant Coding	8
Var	riant coding (BackUp & Input)	•
= Od	ometer Setting (Instrument Cluster Replac	cement)

VARIANT CODING

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

7. Select "OK".

Purpose	To set the specification of cluster in the vehicle which 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.
Etc	Input CLU coding code from web site.
Etc	Input CLU coding code from web site.
Etc	Input CLU coding code from web site.

e[Condition]

8. Select "OK".

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

Information CLU variant coding is now running. To continue, press [OK] button or press [Cancel] button to cancel.

10. The instrument cluster is now variant coded.

Select "OK" to confirm.

NOTICE

SUBJECT:

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

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.









OK

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- 12. Under "Cluster Module (Supervision) category, select "Odometer Setting (Instrument Cluster Replacement)".
- Front View Camera ۲ Rear Corner Radar ۲ Amplifier Audio Video Navigation . . Cluster Module(Normal) Cluster Module(Supervision) Ð Ξ System Identification Ξ CLU Variant Coding Variant coding (BackUp & Input) Ξ Ξ Odometer Setting (Instrument Cluster Replacement)
- Enter the technician's log in ID and then select "OK".

14. Select "Retrieve Mileage".

User ID		P
	Enter your USER ID Hint your USER ID is the same ID used to access Hyunda	iDealer.com
	ок	

[Odometer Setting (Instrument Cluster Replacement)]

This function sets and saves the current mileage into the new cluster.

[Procedure]

 Before replacing the Instrument Cluster, retrieve odometer mileage from the original instrument cluster.

2. Perform the odometer milaeage verification step.

3. Replace the instrument cluster.

Perform the mileage writing function to the new instrument cluster and verify result.

A [Caution]

 The cluster must be a new or remanufactured part for this function to work.
 Please maintain the connection between tablet and VCI while procedure.

[Retrieve Mileage] button : Go to read the odometer mileage from the old instrument cluster

Write Mileage

[Write Mileage] button : Go to write the odometer mileage to the new Instrument cluster

[Cancel] button : Go to main Screen

Retrieve

Mileage

Cancel

SUBJECT:	DIGITAL INSTRUMENT CLUSTER (SU (RECALL 21	IPERVISION) REPLACEMENT 7)
15. Select "C	ЭК".	[Retrieve Odometer Mileage Results The odometer mileage has been successfully saved to the server. [OK] button : Go to next [Cancel] button : Go to main Screen
16. Enter the and then	e mileage from the old instrument cluster select "OK". The correct mileage is entered selecting "OK".	[Retrieve Odometer Mileage] Odometer Mileage Verification Step Enter the odometer mileage shown on the old instrument cluster. This information will be to verify the mileage retrieved electronically. This information will be stored and verified, please make sure the mileage is correct. [OK] button : Go to next [Cancel] button : Go to main Screen Odometer Mileage :

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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".

"Write Mileage".



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

Infe	ormation
	Retrieve Mileage is complete.
	Please maintain connection between tablet and VCI.
)	Replace Cluster and run 'Write Mileage'
	Press [OK] button.
	ок



This function sets and s	aves the current mileage int	o the new cluster.
[Procedure]		
1. Before replacing the In	nstrument Cluster, retrieve o	dometer mileage from
the original instrument c	luster.	
Perform the odometer	r milaeage verification step.	
Replace the instrumer	nt cluster.	
4. Perform the mileage v	vriting function to the new in	nstrument cluster and
verify result.		
A[Caution]		
1. The cluster must be a	new or remanufactured par	t for this function to
work.		
2. Please maintain the c	onnection between tablet an	d VCI while procedure
[Retrieve Mileage] butto	n : Go to read the odometer	mileage from the old
instrument cluster		
[Write Mileage] button : Instrument cluster	Go to write the odometer mi	leage to the new
[Cancel] button : Go to m	nain Screen	
Mileage	Write Mileage	Cancel

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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.

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".

Verify the correct VIN and Odometer Mileage shown below before selecting
[OK] button.
 VIN - KM8S2DA12NI I014141
111. RH052041210014141
Odometer Mileage : 1794
A[Caution]
1. The odometer mileage can ONLY be written once, please make sure the
correct mileage is Displayed.
[OK] button : Go to next
[Cancel] button : Go to main Screen
OK Cancel

[Write Odometer Mileage]
Write Odometer Mileage Results
Odometer Mileage : 1794
Verify the Odometer Mileage in the instrument cluster is correct.
[OK] button : End the function
ок

DIGITAL INSTRUMENT CLUSTER (SUPERVISION) REPLACEMENT (RECALL 217)

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.