

Recall 218: Anti-Lock Brake (“ABS”) Module - Dealer Best Practice

November 15, 2022

Updates to this Document	Date
<ul style="list-style-type: none"> Recall 218 (Remedy TSB 22-01-029H-4): Expanded production date range for 2014-15MY Tucson (LM) vehicles to 08/10/2013; These vehicles were previously under recall 218A with no remedy. Recall 218A (No Remedy): Certain 2016MY Santa Fe (NC) currently have no remedy; Additional information will be provided once a remedy becomes available. 	11/15/2022

★ IMPORTANT

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.

Access the “Vehicle Information” screen (VIS) via WEBDCS to identify open recalls.

Description of Recall:

Certain 2017-2018MY Santa Fe Sport (AN), 2017-2018MY Santa Fe (NC), 2019MY Santa Fe XL (NC), and 2014-2015MY Tucson (LM) vehicles may develop an electrical short in the hydraulic unit assembly (HECU) which may increase the risk of an engine compartment fire. This campaign bulletin describes the procedure to install a replacement multi-fuse.

Affected Vehicles:

- Certain 2017-2018MY Santa Fe Sport (AN) not equipped with Smart Cruise Control (“SCC”) and produced from 12/15/2015 ~ 04/20/2018.
- Certain 2017-2018MY Santa Fe (NC) not equipped with Smart Cruise Control (“SCC”) produced from 11/28/2015 ~ 3/13/2018.
- Certain 2019MY Santa Fe XL (NC) not equipped with Smart Cruise Control (“SCC”) produced from 7/9/2018 ~ 11/28/2018.
- Certain 2014-2015MY Tucson (LM) produced from 08/10/2013 ~ 05/15/2015.

➤ **NOTICE: REMEDY NOT YET AVAILABLE** for Certain 2016MY Santa Fe (NC) vehicles produced between 11/02/2015 – 12/07/2015 by Hyundai Motor Company (“HMC”).

These vehicles are temporarily identified as Recall “218A” with no remedy. Additional information will be provided once a remedy becomes available.

Remedy Information:

For all vehicles (excluding the 2016MY Santa Fe (NC)) - Hyundai will install a replacement multi-fuse and upper cover at no cost.

- **Estimated Repair Time:** 0.2 hrs.
- **Recommended Technician Training Level:**
Certified Service Technician with 6 months or more experience repairing Hyundai vehicles using the GDS








Recommended Alternative Transportation:

A Service Rental Car (SRC) would not be needed for this recall if a remedy is available.

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 remedy.


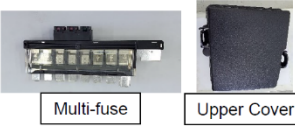
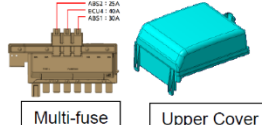
Owners may continue driving these vehicles; however, out of an abundance of caution, Hyundai recommends parking them outside and away from structures until the recall remedy is completed.

Best Practice Checklist:

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Reservation: Did you check WebDCS for additional campaigns or recalls?
 - Yes
 - No
- 
Readiness: Are parts in stock to complete this campaign (TSB 22-01-029H-4)?
 - Yes – Provide customer with ETA
 - No – Contact parts and get ETA
- 
Reception: Did you explain to the customer the expected repair time based on the repair?
 - Yes
 - No
- 
Reception: Did you explain to customer the warranty requirements?
 - Yes
 - No
- 
Reception: Did you offer the customer Alternative Transportation if requested?
 - Yes
 - No
- 
Repair: Is the assigned Technician certified and have 6 months or more experience?
 - Yes
 - No
- 
Return: Did you get the customer's signature on all warranty lines in addition to the final RO?
 - Yes
 - No

Parts:

- **These parts numbers are on Campaign Parts Management (CPM);** dealers can keep ordering needed parts as long as they submit their corresponding campaign claims.
- For 16MY Santa Fe (NC) – parts information will be updated once remedy is available for those vehicles.

Model	Part Name	Part Number	Figure	QTY.
Santa Fe Sport (AN)	Service Kit (Multi-fuse and Upper Cover)	91KIT-4Z000QQH	 <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1
Santa Fe / Santa Fe XL (NC)		91KIT-B8K67QQH	 <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1
Tucson (LM)		91KIT-2SUSAQQH	 <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Santa Fe Sport (AN)	21D023R1	Multi-Fuse Installation	0.2 M/H	91KIT-4Z000QQH	I11	ZZ3
Santa Fe / Santa Fe XL (NC)	21D023R2	Multi-Fuse Installation	0.2 M/H	91KIT-B8K67QQH		
Tucson (LM)	21D023R4	Multi-Fuse Installation	0.2 M/H	91KIT-2SUSAQQH		

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 Recall 218 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: Op time includes taking a picture using STUI. Claim must include a STUI picture of the new multi-fuse installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If not included, claim will be subject to debit.**

NOTE 4: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

STUI



This TSB includes a STUI picture requirement. The STUI picture requires the VIN and date of repair to be clearly visible. Please include the last 6 digits of the VIN and date of repair on a piece of paper next to the new installed part. Ensure the captured picture is done according to the steps in this TSB and uploaded to STUI once completed. **All claims found to have an illegible, incomplete, missing, or incorrect picture are subject to debit.**

Customer FAQ:

Q1: What is the issue & safety concern?

A1: The subject vehicles are equipped with Anti-Lock Brake System (“ABS”) modules that could malfunction internally and cause an electrical short over time. An electrical short could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving.

Q2: For all vehicles (except 2016MY Santa Fe vehicles) - 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 for to replace the ABS multi-fuse with a revised one to mitigate the risk of a fire caused by an internal electrical short.

The remedy procedure will be performed at no charge. Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q3: Can owners continue driving these vehicles? Should they park them outside?

A3: Owners may continue driving these vehicles; however, out of an abundance of caution, Hyundai recommends parking them outside and away from structures until the recall remedy is completed.

Q4: What if my vehicle already had the recall completed prior to the temporary suspension on March 22, 2022 for Santa Fe Sport (AN)?

A4: HMA launched service campaign 985 on October 06, 2022 for those vehicles identified with the recall completed prior



to the temporary suspension. These vehicles previously received the incorrect fuse cover label under 218. Letters to owners were sent the same month for customers to come into an HMA dealership to receive the correct fuse cover label.

Q5: When will owners be notified?

A5: Please see by model/model year below.

- 17-18MY Santa Fe Sport (AN) owners: Were notified in May 2022 regarding remedy available for their vehicles.
- 17-18MY Santa Fe (NC) & 19MY Santa Fe XL (NC) owners: Were notified in late July 2022 regarding a remedy available for their vehicles.
- 14-15MY Tucson (LM) owners: Were notified in October 2022 regarding a remedy available for their vehicles for original range; for the expanded range of vehicles, they are expected to be notified in late November/early December
- 2016MY Santa Fe (NC) were notified in October that no remedy was currently available.

Contact Reference:

Please see the following page for commonly referred to contacts.

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

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"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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

