



HMA Recall 236: 8 Speed DCT- Loss of Motive Power - Remedy Not Available

- Dealer Best Practice

November 4, 2022

Updates to this Document	Date
<ul style="list-style-type: none">Expanded production date range for Santa Fe and Santa Cruz	11/04/2022

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.	
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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.

A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Recall Description:

The high-pressure electric oil pump in certain Hyundai Santa Fe, Santa Cruz, Sonata, Veloster N, Kona N, Elantra N vehicles may exhibit an internal fault setting DTC(s) and illuminate various warning lamps on the instrument cluster. The vehicle enters a fail-safe mode and loses all motive power approximately 20-30 seconds following the DTC and warning lamp illumination. Disengagement of the transmission clutches and drive gears while driving leads to a loss of motive power, increasing the risk of a crash.

Affected Vehicles:

- Certain 2021-2022MY Hyundai Santa Fe vehicles produced between 11/20/2020 – 05/03/2022 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. Market
- Certain 2022MY Hyundai Santa Cruz vehicles produced between 06/22/2021 – 05/13/2022 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. Market
- Certain 2021-22MY Hyundai Sonata vehicles produced between 11/24/2020 – 03/31/2022 by Hyundai Motor Company (“HMC”) and Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. Market
- Certain 2022MY Hyundai Elantra N vehicles produced between 09/15/2021 – 04/08/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market
- Certain 2021-22MY Hyundai Veloster N vehicles produced between 08/28/2020 – 05/13/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market
- Certain 2022MY Hyundai Kona N produced between 10/05/2021 – 05/04/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market
- [To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.](#)
- [For this recall, please note that there are some new vehicles currently in dealer stock.](#)

Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready

Recommended Alternative Transportation:

Customers who are concerned about the safe operation of their vehicle until a remedy is available should be provided with a Service Rental Car (SRC).

Best Practice Checklist:



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:

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.

Warranty

Warranty information will be updated once remedy has been released by HMA.

Parts

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

FAQs:

Q1: What is the issue?

A1: While driving, the transmission high-pressure electric oil pump in the subject vehicles may experience an internal fault triggering DTC(s) and illumination of multiple warning lamps on the vehicle's instrument cluster display. The internal fault detection forces the vehicle to enter a "fail-safe" limited-mobility drive mode, resulting in approximately 20-30 seconds of unimpeded motive power, followed by a complete loss of vehicle motive power due to disengagement of the transmission clutches and drive gears.

Q2: What is the safety concern?

A2: A loss of motive power while driving at high speed could increase the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of this filing (10/06/22) to NHTSA, Hyundai has confirmed 229 unique incidents received from June 1, 2021, through September 26, 2022, in the U.S. There are no confirmed crashes or injuries related to this condition in the U.S or Canada.

Q4: What will be done during this recall service at the dealer?

A4: Once an official remedy is available, 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 remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A5: 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.

Q6: Will a Stop Sale be issued?

A6: Yes, a "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Q7: When will owners be notified?

A7: Owners will be notified by mail in December 2022.



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 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

Appendix

History	Date
<ul style="list-style-type: none">• Remedy Not Available	10/07/2022
<ul style="list-style-type: none">• Expanded production date range for Santa Fe and Santa Cruz	11/04/2022