

# Recall 237: Anti-Lock Brake System ("ABS") - Remedy Available - Dealer Best Practice

January 27, 2023

## Updates to this Document

Date

- Adding QR code for video to TSB (TSB 23-01-009H)

01/27/2023

### ★ IMPORTANT

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

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.

## Recall Description:

Certain model year 2018 Hyundai Santa Fe Sport vehicles produced for sale in the U.S. were omitted from Recall 218 (22V-056) VIN scope. 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.

## Affected Vehicles:

Certain 2018 Santa Fe Sport (AN) vehicles not equipped with Smart Cruise Control ("SCC") and produced from 05/01/2017 - 05/10/2018 by Kia Georgia ("KaGa") for sale in the U.S. Market.

## Remedy Information:

Install a replacement multi-fuse and upper cover at no cost.

- **Estimated Repair Time:** 0.2 M/H
- **Recommended Technician Training Level:** Certified Service Technician with 6 months or more experience repairing Hyundai vehicles using the GDS.
- **Training:** The training video is now available in the latest TSB 23-01-009H or latest version.

**Recommended Alternative Transportation:** Alternative transportation is not necessary for this repair. This repair procedure can be performed while customers wait.

## Customer Talk Tracks:

"During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open recall and a remedy is now available. The recall states that your vehicle's anti-lock brake system (ABS) module could malfunction internally and cause an electrical short over time increasing the risk of an engine fire while parked or driving. Do you have time for us to address this during your visit today?"

## Best Practice Checklist:



### Reservation:

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



**Readiness:**

Are parts in stock to complete this campaign?

- 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

Did you explain to customer the warranty requirements?

- Yes
- No

Did you offer the customer Alternative Transportation?

- Yes
- No



**Repair:**

Was a **STUI** picture taken of the newly installed multi-fuse with the last 6 digits of the VIN and date of repair per **TSB 23-01-009H or latest version?**

- Yes
- No

Is the service technician **Certified (or above)** that has 6 or more months experience using the GDS?

- Yes
- No




**Return:**

Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

**Parts Information:**

- This part number is initially on **Campaign Parts Management (CPM) until further notice**; dealers can keep ordering needed parts as long as they submit their corresponding campaign claims. If this restriction is lifted, HMA will communicate to the field/dealers.

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; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px; text-align: center;">Multi-fuse</div> <div style="border: 1px solid black; padding: 2px; 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)	21DG03R0	Multi-Fuse Installation	0.2 M/H	91KIT-4Z000QQH	I11	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 Recall 237 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 Picture Requirement**

Ensure a STUI photo of the newly installed multi-fuse with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 23-01-009H or latest version.**

**STUI pictures that do not have the last 6 digits of the VIN, date of repair, and newly installed multi-fuse are not acceptable.**

### **Acceptable STUI photo of the newly installed multi-fuse below:**



Example of STUI Photo

## **Customer FAQ:**

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

**A1:** Certain model year 2018 Hyundai Santa Fe Sport vehicles produced for sale in the U.S. were omitted from Recall 218 (22V-056) VIN scope. 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: What are the affected vehicles?**

**A2:** Certain model year 2018 Hyundai Santa Fe Sport vehicles not equipped with Smart Cruise Control ("SCC") and produced on 05/01/2017 through 05/10/2018 by Kia Georgia ("KaGA") for sale in the U.S. Market.

### **Q3: What is the safety concern?**

**A3:** An electrical short could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving.

### **Q4: Have there been any accidents or injuries?**



**A4:** As of the date of this filing (10/27/22), Hyundai is not aware of any crashes or injuries related to the defect condition in the U.S. Hyundai is aware of four (4) fires involving 2018 Santa Fe Sport vehicles, produced by KaGA, including two (2) fires noted in Recall 218 (22V-056) report and two (2) fires from the omitted VIN population.

**Q5: Stop Sale?**

**A5:** No, a “stop sale” is not being planned as the affected vehicles are no longer in production.

**Q6: What will be done during the recall service at the dealer?**

**A6:** All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for repair. The ABS multi-fuse will be replaced with a revised one to mitigate the risk of a fire caused by an internal electrical short. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty.

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.

**Q7: Can owners continue driving these vehicles? Should they park them outside?**

**A7:** 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.

**Q8: When will owners be notified?**

**A8:** Owners will be notified beginning in late December 2022 or sooner.

**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"> <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>	



## Appendix

History	Date
• Remedy Available (22-01-085H)	11/08/2022
• Remedy Not Available	10/28/2022