



Safety Recall 242: Rear Parking Assist Sensor (RPAS) Inspection & Fuse/Sensor Replacement Dealer Best Practice

July 19, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> Remedy Available - Technical Service Bulletin (23-01-062H) published 	07/19/2023

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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The Rear Parking Assist Sensor(s) (RPAS) on certain 2012 ~ 2014MY Veloster vehicles may experience a malfunction during operation due to water intrusion. An electrical short may develop which could increase the risk of a fire in the Parking Assist Sensor(s). The sensors of affected vehicles will be inspected if replacement of the sensor(s) is necessary. In addition, a 10A fuse will be replaced with a lower amperage fuse and a revised label will be added to the vehicle’s junction box.

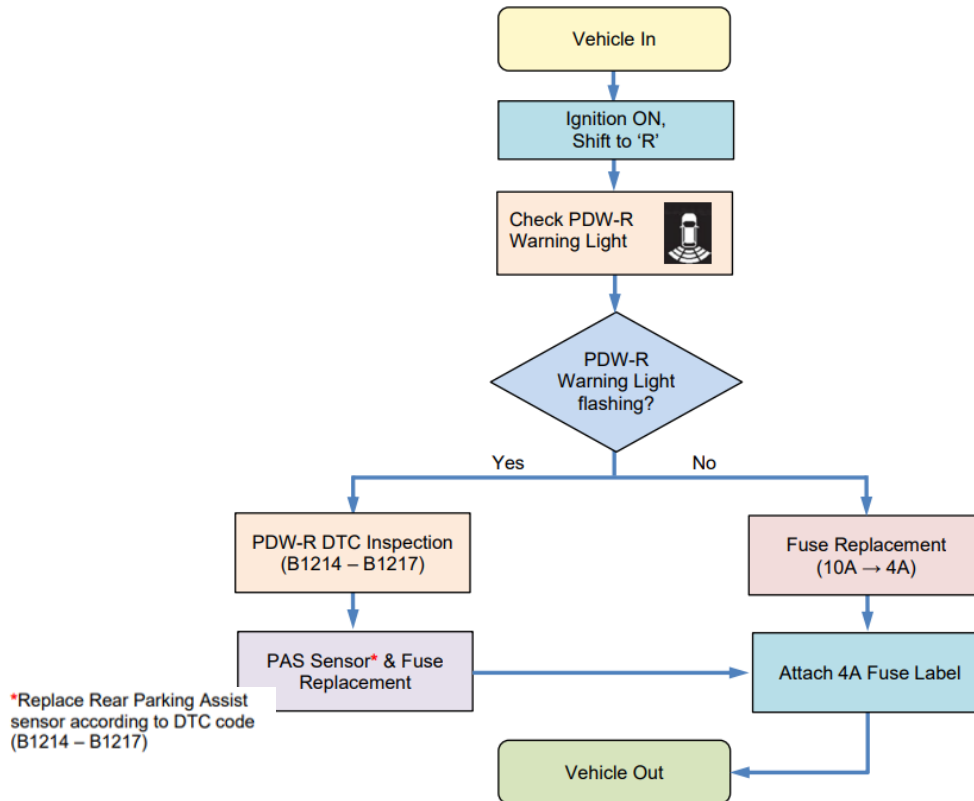
Affected Vehicles (Certain):

- 2012-2014MY Hyundai Veloster (FS) vehicles produced between 07/07/2011 – 10/31/2013

Remedy Information

This remedy requires fuse kit replacement for all affected vehicles. Additionally, inspection of the Rear Parking Assist Sensors (RPAS) is required, and if necessary, replacement with new sensors(s) per **TSB 23-01-062H** (or latest version).

- Recommended Service Technician Training Level: Hyundai Certified**
- See flowchart on page 2 for the inspection & repair flow
- Video Link on bottom of page 3 of TSB 23-01-062H** is also available for a full service procedure/guided video walkthrough.



Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the open recall has been completed. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit.

If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

- This recall campaign pays 0.3 M/H for inspection of the sensors and providing an updated fuse/label attachment to the junction box ONLY.
- In case of sensor(s) replacement, this recall campaign pays 0.9 M/H for inspection of the sensors, sensor(s) replacement, and providing an updated fuse/label attachment to the junction box. The labor time for replacement of 1-4 sensor(s) is the same due to the close proximity of the sensors in the same neighboring area.
- **NOTE:** Hyundai will reimburse dealer for the number of sensor replacements via submitted campaign operation code, if replacement(s) are required. However, with several potential sensor combinations based on VIN and color, it is possible the colored sensor part(s) ordered may not match the one(s) on the claim submitted once claim is processed and dealer is paid. To ensure dealer is fully compensated with markup applied, a colored part(s) were selected by HMA such that they had met or exceeded the dealer pricing of the part(s) the dealer ordered.
- **Photos:** Please refer to **TSB 23-01-062H** (or latest version) for repair validation sample photos and additional details regarding specific digital documentation requirements.

Parts Information

- Fuse kits (91KIT2V000QQH)



- 100% of affected vehicles require fuse replacement/label attachment
- **On Campaign Parts Management (CPM);** Dealers can keep ordering needed parts from their facing PDC through the normal WEBDCS ordering process if they submit their corresponding campaign claims. Please ensure corresponding claims are submitted to avoid any delays in ordering. If this restriction is lifted, HMA will communicate to the field/dealers.
- Ensure fuse kits are ordered and stocked so vehicles can be repaired and returned the same day.
- Sensors (Various part numbers)
 - Based on inspection, some vehicles may require sensor replacement.
 - **On Critical Supply Parts (CSP) restriction;** Dealer will require a valid recall 242 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the recall receive priority part allocation.
- Refer to **TSB 23-01-062H** (or latest version) for the latest parts information and also an appendix for all sensor part numbers with applicable color(s) listed.

FUSE KIT

PART NAME	PART NUMBER	REMARKS
FUSE KIT	91KIT-2V000QQH	91940-2V022: LABEL STICKER 18790-01105: FUSE (4A)

PAS SENSOR

MODEL	PRODUCTION RANGE	EXTERIOR COLOR	PREVIOUS P/N	NEW P/N	Remark
Non-Turbo Veloster (FS)	07/07/2011 ~ 01/25/2013	N9S (Grey)	957202V100N9S	957202V105DGQH	
		All other colors	957202V100 + color code	957202V105 + color code + QH	
	03/18/2013 ~ 11/13/2013	All	957202V300 + color code	957202V301 + color code + QH	
Turbo Veloster (FS)	12/09/2011 ~ 02/02/2013	All	957202V200 + color code	957202V205 + color code + QH	Body color
			957202V200S2G 957202V2ASS2G	957202V205S2GQH	Matte Grey
	03/18/2013 ~ 10/15/2013	All	957202V400 + color code	957202V401 + color code + QH	Body color
			957202V400S2G 957202V4ASS2G	957202V401S2GQH	Matte grey

Sample Customer Talk Tracks

1. "If you experience any concern(s) related to your vehicle's Rear Parking Assist Sensor (RPAS) capability or performance such as inoperative rear park assist or the transmission shifter being stuck while in "PARK", please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until the remedy has been applied."



2. *"We will inspect your vehicle's Rear Parking Assist Sensor (RPAS). If inspection passes, we will only need to apply a new fuse and label attachment to your vehicle's junction box at no cost to you. If inspection does not pass, we will need to replace the faulty sensor(s) at no cost to you in addition to the fuse and label attachment and may need to down your vehicle. We would like to offer you an SRC while we obtain the necessary parts to complete your vehicle's repair. We apologize for the severe inconvenience."*

3. *For Walk-in Customer: "I checked your vehicle for open recalls and found one. The recall states that it is a condition involving the Rear Parking Assist Sensor (RPAS) where you may experience poor sensor operation. We can complete the inspection while you are here for service today. Based on the inspection, additional parts may need to be ordered, in which case we will be happy to provide you with alternate transportation if you are unable to wait while we perform the recall. This service will be provided to you at no cost and will be completed as soon as possible. We will keep you updated throughout the process."*

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Readiness:

Are parts in stock to complete this recall?

- ☐ Yes
- ☐ **No** – It is highly recommended to have fuse kit on-hand when customer arrives to the dealership, especially if customer has made appointment beforehand and to minimize dealership traffic. For most vehicles, the fuse kit will only be need to complete the recall. If necessary and if inspection fails, order applicable replacement sensor(s) with the valid recall 242 VIN.



Reception:

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- ☐ Yes
- ☐ **No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ **No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the remedy being completed on his/her vehicle.



Repair:

Did you provide the customer with an eMPI?

- ☐ Yes
- ☐ No

Does the Technician meet the recommended training requirements (expert level or above) to complete this recall/campaign?

- ☐ Yes



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- ☐ **No** – Please ensure a technician with an expert level (or higher) completes this repair as it is a critical recall involving safety.

Were the appropriate picture(s) taken based on the inspection and/or replacement needed as outlined in **TSB 23-01-062H** (or latest version)?

- ☐ Yes
- ☐ **No** - Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB #23-01-062H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- ☐ Yes
- ☐ No

Customer FAQ

Q1: What is the issue?

A1: Subject vehicles are equipped with a Reverse Parking Assist Sensor (“RPAS”) that could develop an internal electrical short due to ingress of high conductive liquid into the RPAS.

Q2: What are the affected vehicles?

A2: Certain 2012-2014MY Veloster (FS) vehicles produced between 07/07/2011 – 10/31/2013 for sale in the U.S.

Q3: What is the safety concern?

A3: An electrical short within the RPAS increases the risk of a fire.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (02/28/2023), NASO has identified five (5) reports of fire(s) received from May 2013 through October 2020, that may relate to the defect condition in model year 2012-2014 Hyundai Veloster vehicles in the U.S. There are no confirmed crashes or injuries related to this condition.

Q5: Will a Dealer Stop Sale be issued?

A5: No, a “Stop Sale” has not been issued 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 replacement of the Rear Parking Assist Sensor (RPAS) fuse and sensor(s), if necessary. 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. 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.

Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail of a remedy available for their vehicles beginning late July 2023.

Contact Reference

Thank you for your prompt attention to this safety matter and continued commitment to Hyundai customers. Please see next page for list of commonly referred to contacts.



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 HELPREPLine	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 <u>recall or service campaigns</u>
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	



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Appendix

History	Date
<ul style="list-style-type: none">Remedy Available - Technical Service Bulletin (23-01-062H) published	07/19/2023
<ul style="list-style-type: none">Remedy Not Available	03/02/2023