

Recall 244: Trailer Tow Hitch Harness Inspection and 4 Pins Pigtail Extension Wire & Harness/Fuse Replacement - Dealer Best Practice

June 07, 2023

Updates to this Document	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB 23-01-027H-1) revised to include remedy for Santa Fe, Santa Fe Hybrid, & Santa Fe Plug-in vehicles	06/07/2023

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.

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:

Certain 2022-2023MY Santa Cruz, 2019-2023MY Santa Fe, 2021-2023MY Santa Fe Hybrid, and 2022-2023MY Santa Fe Plug-in vehicles may be equipped with a Genuine Hyundai Accessory tow hitch assembly supplied by and available for purchase through Hyundai as a Port Installed Option (PIO), as a Dealer Installed Option (DIO) or through over the counter part sale. Certain tow hitch harness modules may develop an electrical short circuit. An electrical short could increase the risk of a tow hitch harness module fire while driving or while the vehicle is parked with the ignition off.

TSB 23-01-027H-1 provides the inspection procedure for vehicles **NOT EQUIPPED** with the trailer tow hitch and wire harness or only have the 7-PIN harness installed. For vehicles **EQUIPPED with the 4-PIN** wire harness, the service procedure provides the details for the 4-PIN extension wire harness repair or full harness replacement, and the fuse replacement.

NOTICE for Santa Cruz (NXT) vehicles: The remedy repair for affected Santa Cruz (NXT) vehicles is still under development. For now, only inspection is available if there is a Genuine Hyundai Accessory trailer tow hitch & 4-PIN wire harness present or not.

Additional information will be provided once a remedy becomes available.

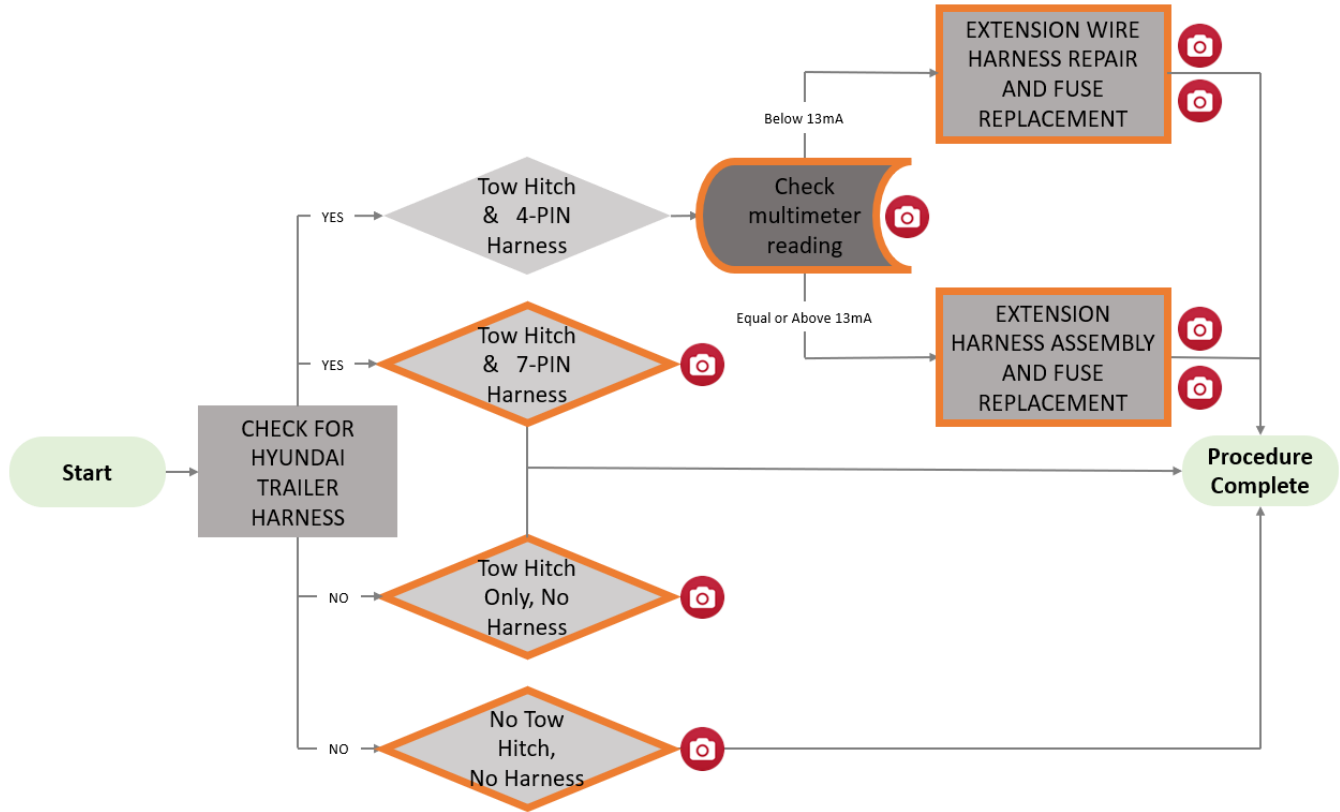
Hyundai recommends owners to park their vehicles outside and away from structures until the recall remedy is completed.

Affected Vehicles (Certain):

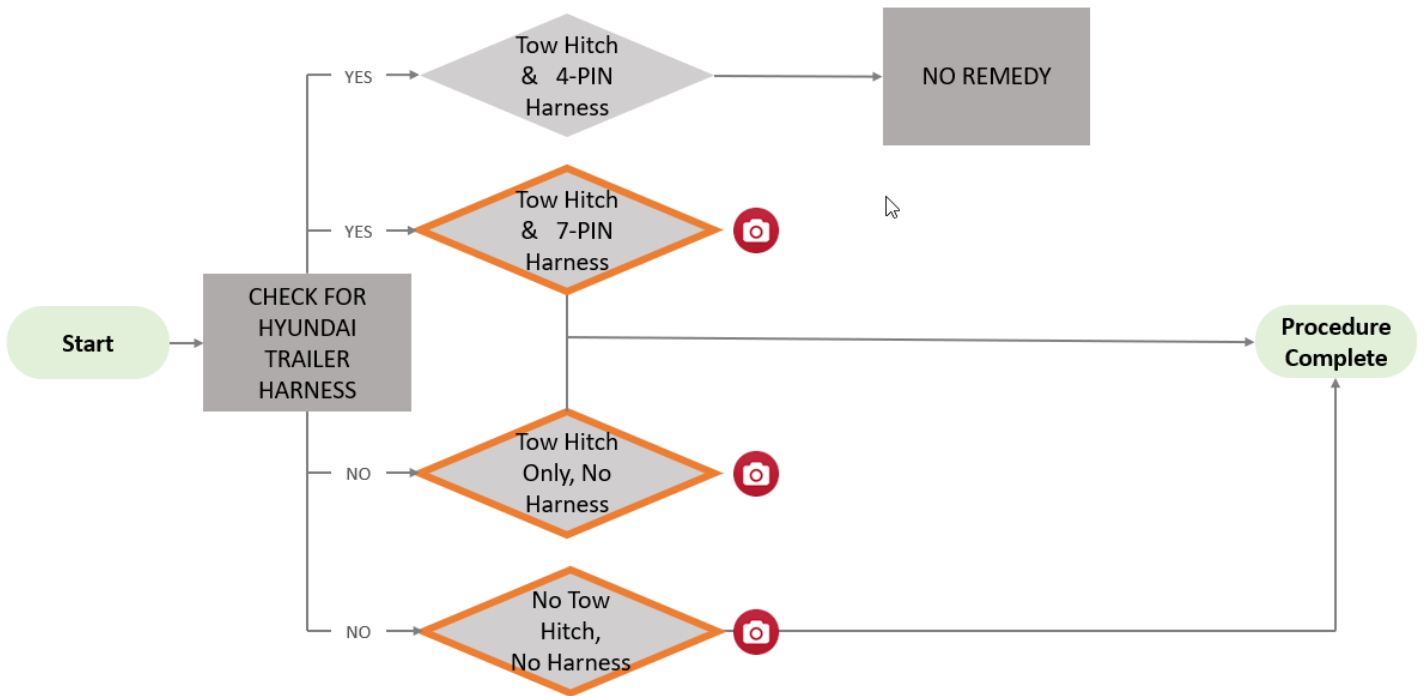
- 2022-2023MY Santa Cruz (NXT) produced 05/26/2021 – 03/20/2023
- 2019-2023MY Santa Fe (TMa) produced 05/23/2018 – 03/20/2023
- 2021-2023MY Santa Fe Hybrid (TM HEV/TMa HEV) produced 12/18/2020 – 03/20/2023
- 2022-2023MY Santa Fe Plug-in (TM PHEV) produced 05/31/2021 – 03/03/2023

Service Procedure Flowchart:

SANTA FE VEHICLES:



SANTA CRUZ VEHICLES:



Examples of Inspection:

- Inspect the vehicle as per TSB 23-01-027H-1 (or latest version) to determine if the vehicle is equipped with a **4-PIN** wire harness.

<p>NOT AFFECTED The vehicle does <u>not</u> have a Genuine Hyundai Accessory trailer tow hitch or tow hitch harness installed.</p>	<p>NOT AFFECTED The vehicle has a Genuine Hyundai Accessory trailer tow hitch but does <u>not</u> have a tow hitch harness.</p>
<p>NOT AFFECTED The vehicle has a 7-PIN wire harness installed.</p>	<p>AFFECTED Equipped with the 4-PIN wire harness.</p>

Recommended Alternative Transportation:

All vehicles excluding Santa Cruz - A Service Rental Car (SRC) may be required based on the recall procedure repair duration. It is recommended for the dealer to have the parts on-hand prior to customer arrival if customer has made an appointment ahead of time to minimize customer inconvenience.

For Santa Cruz – If the affected vehicle has a Genuine Hyundai Accessory trailer tow hitch and **4-PIN wire harness installed**, Hyundai recommends owners to park their vehicles outside and away from structures until the recall remedy is completed.

Warranty Information:

All vehicles excluding Santa Cruz: This recall pays from 0.4 M/H or 0.7 M/H if vehicle is equipped with Genuine Hyundai Accessory trailer tow hitch and **4-PIN wire harness** and if repairs are needed:

- Inspection, Extension Wire Harness Repair, and Fuse Replacement – **0.7 M/H**
- Inspection, Extension Harness Assembly, and Fuse Replacement – **0.4 M/H**

For all vehicles: Upon inspection, if there is no Genuine Hyundai Accessory trailer to hitch and **4-PIN wire harness on the vehicle**, proceed with submission of the op code 'Trailer Tow Hitch Inspection - No 4-PIN wire harness'.

- Trailer Tow Hitch Inspection (**No 4-PIN wire harness installed**) – **0.2 M/H**

Please refer to **TSB 23-01-027H-1** (or latest version) for the specific Digital Documentation Policy requirements and additional details.

Parts Information:

- Please refer to **the Recall 244 Parts Bulletin** for the latest parts information (HD.com/Parts/Documents Library/Reference Materials/Parts Bulletin).



- Please note the following:
 - **Extension Wire Kit (S8F67-AC900QQH) & Fuse Assy (18790-04930QQH, including fuse and sticker): On CPM (Campaign Parts Management);** Dealers can keep ordering needed parts as long as 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.
 - Dealers may use existing multimeters currently on-hand if repair of the vehicle is required.
 - 4-PIN Mini-Testers can be sourced via your local retailer if not already on hand (e.g. Amazon, Home Depot)

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.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – It is highly recommended to have parts on-hand when customer arrives to the dealership, especially if customer has made appointment beforehand and to minimize dealership traffic. Order parts and obtain an estimated time of arrival (ETA) as soon as possible.



Reception: Did you explain to the customer the expected repair time based on the repair?

- 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.



Repair: Did you provide the customer with an eMPI?

- Yes
- No



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

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



Repair: Were the VIN/mileage captured and appropriate picture(s) taken based on the inspection and/or repair need as outlined in **TSB 23-01-027H-1** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage & appropriate picture(s) are taken in order for the dealership to be paid. **See TSB 23-01-027H-1** (or latest version) for specific requirements as related to digital documentation required.



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

- Yes
- No

Sample Customer Talk Tracks:

“If you experience issues with the Genuine Hyundai Accessory trailer tow hitch and 4-PIN wire harness such as inoperative trailer lights or a burning smell from the rear of the vehicle prior to your arrival at the dealer, please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until the remedy has been applied.”

Santa Cruz vehicles ONLY:



“We checked to see if your vehicle has any open recalls. We found that Recall 244 for the Genuine Hyundai Accessory trailer tow hitch and wire harness is open on your vehicle. Currently, the remedy for the Santa Cruz is not available and is under development.

Hyundai recommends owners to park their vehicles outside and away from structures until the recall remedy is completed.”

Customer FAQ:

Q1: What is the issue?

A1: The subject vehicles may be equipped with a genuine Hyundai accessory tow hitch assembly available for purchase through Hyundai as a Port Installed Option (PIO), as a Dealer Installed Option (DIO) or through over the counter part sale. The printed circuit board (“PCB”) in the trailer tow hitch harness module may be susceptible to water inflow through the trailer tow hitch wiring harness connector, resulting in an electrical short circuit. An electrical short could increase the risk of a tow hitch harness module fire while driving or while the vehicle is parked with the ignition off.

Q2: What are the affected vehicles?

A2: They include the following:

- 2019-2023MY Santa Fe (TM) produced 05/23/2018 – 03/20/2023
- 2021-2023MY Santa Fe Hybrid (TM HEV/TMa HEV) produced 12/18/2020 – 03/20/2023
- 2022-2023MY Santa Fe Plug-in (TM PHEV) produced 05/13/2021 – 03/03/2023
- 2022-2023MY Santa Cruz (NXT) produced 05/26/2021 – 03/20/2023

Q3: What is the safety concern?

A3: A vehicle fire increases the risk of injury to occupants or bystanders.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (03/17/2023), Hyundai has identified three (3) report(s) of fires that may relate to the defect condition in the U.S. There are no confirmed crashes or injuries related to this condition.

Q5: Will a Dealer Stop Sale be issued?

A5: A dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

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

A6: Owners can continue driving these vehicles; however, Hyundai recommends owners parking their vehicles outside and away from structures until the recall remedy is completed.

Owners of the subject Santa Fe, Santa Fe Hybrid, and Santa Fe Plug-in vehicles will be notified by First Class Mail with instructions to bring their vehicles to a Hyundai dealer for inspection of the **Genuine Hyundai Accessory trailer tow hitch and 4-PIN wire harness** and remedy, if necessary. If the vehicle is found to be equipped with a **Genuine Hyundai Accessory trailer tow hitch and 4-PIN wire harness**, the vehicle will be further evaluated for either a wire extension harness repair or full harness assembly replacement. An updated 15A fuse and label to the junction box will also be installed on the vehicle.

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.



Owners of the subject Santa Cruz vehicles will also be notified by First Class Mail once the remedy is available for these vehicles. The remedy is currently under development by Hyundai.

Q7: When will owners be notified?

A7: Owners of the subject vehicles were previously provided an interim letter in late May 2023 via First Class Mail with a reply card that gave them an option to notify Hyundai if their vehicle is equipped or not equipped with a **Genuine Hyundai Accessory trailer tow hitch & 4-PIN wire harness**.

For Santa Fe, Santa Fe Hybrid, & Santa Fe Plug-in vehicles: Owners are expected to be notified via First Class Mail starting this summer 2023 of a remedy available for their vehicles.

For Santa Cruz vehicles: Owners are expected to be notified via First Class Mail once the remedy is available for their vehicles. It is currently under development by Hyundai.

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 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	



Appendix

History	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB 23-01-027H-1) revised to include remedy for Santa Fe, Santa Fe Hybrid, & Santa Fe Plug-in vehicles 	06/07/2023
<ul style="list-style-type: none"> Recall 244: Inspection Procedure (TSB 23-01-027H) has been published 	03/20/2023