

# Recall 244: Trailer Tow Hitch Harness Accessory Inspection - Dealer Best Practice

March 20, 2023

Document Topic	Date
<ul style="list-style-type: none"> <li>Recall 244 inspection procedure (TSB #23-01-027H) has been published</li> </ul>	03/20/2023

**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.

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

## Description of Campaign:

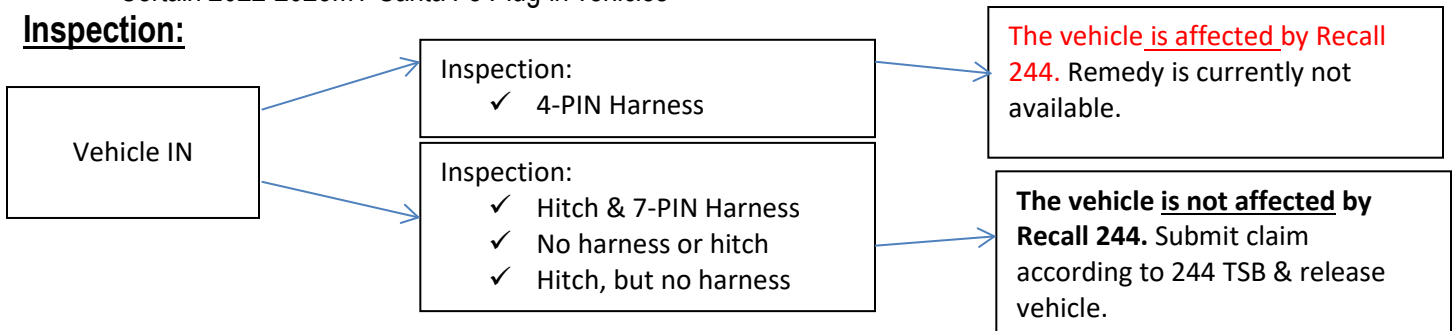
Certain 2022-2023MY Santa Cruz, 2019-2023MY Santa Fe, Santa Fe Hybrid, Santa Fe Plug-in vehicles may be equipped with a Genuine Hyundai Accessory tow hitch assembly supplied by and available for purchase through Hyundai as a Port Installed Option (PIO), as a Dealer Installed Option (DIO) or through over 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.

## Affected Vehicles:

- Certain 2022-2023MY Santa Cruz vehicles
- Certain 2019-2023MY Santa Fe vehicles
- Certain 2021-2023MY Santa Fe Hybrid vehicles
- Certain 2022-2023MY Santa Fe Plug-in vehicles

## Inspection:



## Visually inspect the center rear lower bumper for the following:

- ✓ **It has a 4pin trailer hitch wire harness - The vehicle is affected by this recall. The remedy is not yet available. Dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed.** Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy or interim repair is available and completed.



**4 pin-harness**

- ✓ **It does not have a hitch wire harness installed or it has a 7pin trailer hitch wire harness - The vehicle is not affected by the recall and can be operated as normal.** Take the required **STUI** photos as per **TSB 23-01-027H** and file the campaign claim to complete the recall.



Not Affected (no harness)



Not Affected (7pin harness)

**Recommended Alternative Transportation:** A Service Rental Vehicle (SRC) should be provided to customers who have a Genuine Hyundai Accessory trailer hitch and 4pin harness who do not feel safe operating their vehicle until a remedy is available.

**Customer Talk Tracks:**

- **No hitch or harness:** Your vehicles has an open Recall 244. This recall affects the trailer hitch harness on vehicles with Genuine Hyundai towing hitch and harness installed. Certain vehicles have experienced electrical shorts in the trailer hitch control module resulting in an increased risk of fire. We inspected your vehicle, and it does not have a Genuine Hyundai towing hitch or harness installed therefore your vehicles is not affected by the recall.
- **Yes hitch, no harness:** Your vehicles has an open Recall 244. This recall affects the trailer hitch harness on vehicles with Genuine Hyundai towing hitch and harness installed. Certain vehicles have experienced electrical shorts in the trailer hitch control module resulting in an increased risk of fire. We inspected your vehicle, and it does have a Genuine Hyundai towing hitch, however it does not have a trailer hitch harness installed therefore your vehicles is not affected by the recall.
- **Yes hitch & 4-pin harness:** Your vehicles has an open Recall 244. This recall affects the trailer hitch harness on vehicles with Genuine Hyundai towing hitch and harness installed. Certain vehicles have experienced electrical shorts in the trailer hitch control module resulting in an increased risk of fire. We inspected your vehicle, and it does have a Genuine Hyundai towing hitch and 4-pin harness installed, there is currently no remedy available however you can continue driving the vehicle, but it is recommended that you park the vehicle outside until a remedy has been performed.
- **Yes hitch & 7-pin harness:** Your vehicles has an open Recall 244. This recall affects the trailer hitch harness on vehicles with Genuine Hyundai towing hitch and harness installed. Certain vehicles have experienced electrical shorts in the trailer hitch control module resulting in an increased risk of fire. We inspected your vehicle, and it does have a Genuine Hyundai towing hitch however it also has a 7-pin trailer hitch harness installed therefore your vehicles is not affected by the recall.

**Best Practice Checklist:**



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



**Reception:** Did you inspect the customer’s hitch harness connector to see if it is affected by the Recall?



- Yes
- No



**Repair:** Did you provide the customer with an eMPI?

- Yes
- No



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

- 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 Information:**

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
Santa Cruz (NXT)	RC244HY1	TRAILER TOW HITCH INSPECTION – <b>NO WIRE HARNESS OR 7-PIN HARNESS INSTALLED ONLY</b>	0.2 M/H	S2F67-AC000	I11	ZZ3
Santa Fe (TM)	RC244HY2			S2F67-AC100		
Santa Fe HYBRID (TM HEV)	RC244HY3			S2F67-AC101		
Santa Fe PLUG-IN (TM PHEV)	RC244HY4			S2F67-AC400		

**NOTE 1:** The following service procedure ONLY applies to vehicles not equipped with the Genuine Hyundai Accessory trailer tow hitch, equipped with tow hitch and 7-PIN Harness installed, or equipped with the Genuine Hyundai Accessory trailer tow hitch but without wire harness installed.

**NOTE 2:** Submit Claim on Campaign Claim Entry Screen.

**NOTE 3:** Claim must include a STUI picture of the rear center lower bumper clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the inspection. **If not included, claim will be subject to debit.**

**Parts**

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

Please refer to Parts Bulletin for Recall 244 located on [Hyundaidealer.com](http://Hyundaidealer.com) for additional information regarding a parts stop sale on affected harness part numbers: **Parts Tab > Documents Library > Reference Materials > Parts Bulletins > HMA Parts Bulletin – Recall 244 – Tow Hitch Wiring Harness**

The four (4) affected harnesses on hold include the following part numbers:

- **S2F67-AC000**
- **S2F67-AC100**
- **S2F67-AC101**
- **S2F67-AC400**

**Customer FAQ:**

**Q1: What is the issue?**



**A1:** The subject vehicles may be equipped with an accessory trailer tow hitch assembly available for purchase through Hyundai or other authorized retailers. 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 trailer tow hitch harness module fire while driving or while the vehicle is parked with the ignition off/on.

**Q2: What are the affected vehicles?**

**A2:** The following will be included:

- Certain 2019-2023MY Santa Fe vehicles
- Certain 2021-2023MY Santa Fe Hybrid vehicles
- Certain 2022-2023MY Santa Fe Plug-in vehicles
- Certain 2022-23MY Santa Cruz vehicles

**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 this filing (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: Stop Sale?**

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

**Port:** A “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

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

**A6:** 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.

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 will be notified via First Class Mail in mid-May 2023.

**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
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