

Safety Recall 251: Anti-Lock Braking System (ABS) Fuse Replace– Dealer Best Practice

April 18, 2024

Updates to this Document (yellow highlights include updates)	Date
<ul style="list-style-type: none"> Updated Technical Service Bulletin (TSB) 24-01-027H-1 – Remedy Available for Equus (VI) & Veracruz (EN) Added Added Remedy & Letter Deployment schedule for remaining models/phases (page 2) Parts Information Update for Equus/Veracruz (page 4) Question/answer #7 on FAQ (page 6) 	04/18/2024

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 subject vehicles may develop an electrical short in the Anti-Lock Brake System (ABS) module, increasing the risk of an engine compartment fire. Follow the procedures in **TSB 24-01-027H-1** (or latest version) to replace either the ABS multi-fuse or the two individual ABS single fuses, depending on the model.

IMPORTANT NOTICE (for all vehicles): Owners can continue driving these vehicles, however, Hyundai recommends owners to park their vehicles outside and away from structures until the recall remedy is completed.

NOTICE FOR OTHER VEHICLES (non-highlighted vehicles below): The remedy repair for other non-highlighted vehicles above is still under development. Additional information will be provided once a remedy is available for those vehicles.

Applicable Vehicles (Certain)

Yellow highlight = Remedy Available for model

No highlight = Remedy Not Available (in development)

- 2013MY Santa Fe Sport (AN) produced 7/12/2012 – 6/15/2013
- 2011-15MY Sonata Hybrid (YF HEV) produced from 12/02/2010 – 10/31/2014
- 2012-15MY Accent (RB) produced from 03/05/2011 – 10/31/2014
- 2012-15MY Azera (HG) produced from 11/29/2011 – 10/31/2014
- 2011-15MY Elantra (MD/UD) produced from 10/29/2010 – 11/13/2014
- 2013-15MY Elantra Coupe (JK) produced from 03/16/2012 – 10/30/2014
- 2014-15MY Equus (VI) produced from 04/12/2013 – 10/29/2014
- 2011-15MY Genesis Coupe (BK) produced from 09/01/2010 – 10/31/2014
- 2013-15MY Santa Fe (NC) produced from 10/17/2012 – 10/31/2014
- 2010-13MY Tucson (LM) produced from 12/08/2009 – 08/19/2013
- 2012-15MY Veloster (FS) produced from 07/02/2011 – 10/31/2014
- 2010-12MY Veracruz (EN) produced from 12/24/2009 – 08/09/2012

Remedy & Letter Deployment Schedule

- Phases 3-5 are planned dates

Phase	Models	Remedy Date	Owner Notification Date (for Remedy)
1	Santa Fe Sport (AN) Sonata Hybrid (YF HEV)	04/03/2024	04/10/2024
2	Equus (VI) Veracruz (EN)	04/18/2024	04/25/2024
3	Accent (RB) Santa Fe (NC)	05/03/2024 (planned)	05/10/2024 (planned)
4	Azera (HG) Elantra (MD/UD) Elantra Coupe (JK) Tucson (LM)	05/23/2024 (planned)	05/30/2024 (planned)
5	Genesis Coupe (BK) Veloster (FS)	06/13/2024 (planned)	06/20/2024 (planned)

Remedy Information

The service procedures for the models with remedy available in **TSB 24-01-027H-1** (or latest version) require replacement of either the ABS multi-fuse or the two ABS single fuses, depending on the model.

- **Recommended Service Technician Training Level/Associated Classes:** Hyundai Certified (or higher) who has completed the Certified Electrical Web Series (SVCHELC20EXITEXAMW23_1295) or the equivalent.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the remedy repair is applied. In addition, a SRC may be required based on 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.

Other Notes/Recommendations

- If a customer arrives to the Dealer with no appointment scheduled, it is recommended for the Dealer to offer alternative transportation to the customer while part(s) are ordered.
- If customer schedules an appointment in advance, order the parts ahead of time to prevent any delays; this recall service procedure is 100% installation.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.

- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide help.

Warranty Information

Per **TSB 24-01-027H-1** (or latest version), the recall campaign pays the following:

- 0.2 M/H for removal and replacement of the ABS Single fuses and applying updated fuse labels to the specified areas in the junction box (Sonata Hybrid, Veracruz, Equus)
 - The time above includes taking a photo of the two (2) new fuses installed in the junction box with newly applied amperage labels to the junction box cover
- 0.2 M/H for removal and replacement of the multi-fuse and applying new upper junction box upper cover with revised fuse label (Santa Fe Sport)
 - The time above includes taking a photo of the new-multi-fuse installed in the junction box with the new junction box cover applied
- **Photos:** This TSB includes Repair validation photos. Op times include VIN, Mileage, and Repair validation photo(s) as outlined in the Digital Documentation Policy.

Parts Information

- **Critical Supply Part (CSP):**
 - Part Number 91V111020QQH (Equus): A valid recall 251 VIN is required to order the part.
- **On Campaign Parts Management (CPM):**
 - Part Numbers 91AN111200QQH & 91YF111020QQH: Dealer can order up to 5 pieces each of part.
 - Part Number 91EN11020QQH (Veracruz): Dealer can order up to 3 pieces of each part.
 - Dealer may order additional parts above upon submission/approval of campaign claims for Recall 251.
 - If Dealer does not submit campaign claims accordingly, additional parts will not be able to be ordered.
 - If this restriction is lifted or there is a change in quantity allowed, there will be a field notification via WEBDCS.
- Dealers can order additional parts through the normal WebDCS ordering process.
- **Initial Shipment:**
 - information regarding previous allocation of this initial shipment of parts shipped in early April 2024 to dealers for the Santa Fe Sport & Sonata Hybrid models can be found in the parts bulletin found on Hyundaidealer.com > Parts Tab > Documents Library > Reference Materials > Parts Bulletins > Recall 251.

Type	Model	Part Number	Figure
Multi-fuse	Santa Fe Sport (AN)	91AN1-11200QQH	Multi-fuse (KET), upper cover, upper cover label
Single fuses	Sonata Hybrid (YF HEV)	91YF1-11020QQH	2 single fuses (LPJ3 30A, 20A), fuse labels (small)
	Veracruz (EN)	91EN1-11020QQH	2 single fuses (JCASE 30A, 20A), fuse labels (small)
	Equus (VI)	91V11-11020QQH	

Sample Customer Talk Tracks (for vehicles with remedy)

1. For Customers on the phone:

“While I have you on the line and verifying your appointment, I ran your VIN for any open campaigns or recalls and see that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to an electrical short in the ABS system. An electrical short could result in significant overcurrent in the ABS module, increasing the risk of an engine compartment fire while parked or driving. If time permits, we can perform this service during your appointment at no cost to you. Should you need, we can also arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”

2. For Customers in the service lane:

“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to an electrical short in the ABS system. An electrical short could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving. We would like to take care of this for you today during your visit with us if time permits. This service will be provided to you at no charge and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”

3. For Customers with a concern about the performance of the vehicle:

“If you experience any concern(s) related to the performance of your vehicle, such as the vehicle’s ABS warning indicator staying illuminated or any braking concerns, please reach out to your nearest Hyundai Dealer and do not attempt to drive the vehicle until the remedy has been applied.”

Sample Customer Talk Tracks (for vehicles with no remedy)

1. *“If you experience any concern(s) related to the performance of your vehicle, such as the vehicle’s ABS warning indicator staying illuminated or any braking concerns, please reach out to your nearest Hyundai Dealer and do not attempt to drive the vehicle until the remedy has been applied.”*
2. *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition relating to the anti-lock brake system (ABS) that could leak brake fluid. This condition could create an electrical short, increasing the risk of an engine compartment fire. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai Dealer to have it applied at no cost to you.*

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 (for vehicles with remedy)?

- Yes
- No** – Please order the part if it has not been ordered already. If possible, please have part on-hand if customer has made an appointment in advance.



Reception: Did the customer provide authorization to perform repairs?

- 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.

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.

Reception: Did you offer the customer Alternative Transportation?

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



Repair: Did you provide & review the customer with an eMPI?

- Yes
- No** – Service Consultant should review the MPI with the customer.

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

- Yes
- No** – Please ensure a Technician with the recommended training level and training requirement completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-027H-1** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-027H-1** (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 should be signing the final invoice upon delivery of the vehicle.

Customer FAQ

Q1: What is the issue?

A1: The subject vehicles are equipped with Anti-Lock Brake System (ABS) modules that could leak brake fluid 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: Affected vehicles including the following models/model years:

- 2012-15MY Accent (RB) produced from 03/05/2011 – 10/31/2014
- 2012-15MY Azera (HG) produced from 11/29/2011 – 10/31/2014
- 2011-15MY Elantra (MD/UD) produced from 10/29/2010 – 11/13/2014
- 2013-15MY Elantra Coupe (JK) produced from 03/16/2012 – 10/30/2014
- 2014-15MY Equus (VI) produced from 04/12/2013 – 10/29/2014
- 2011-15MY Genesis Coupe (BK) produced from 09/01/2010 – 10/31/2014
- 2013-15MY Santa Fe (NC) produced from 10/17/2012 – 10/31/2014



- 2013MY Santa Fe Sport (AN) produced from 07/12/2012 – 06/15/2013
- 2011-15MY Sonata Hybrid (YF HEV) produced from 12/02/2010 – 10/31/2014
- 2010-13MY Tucson (LM) produced from 12/08/2009 – 08/19/2013
- 2012-15MY Veloster (FS) produced from 07/02/2011 – 10/31/2014
- 2010-12MY Veracruz (EN) produced from 12/24/2009 – 08/09/2012

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 filing to NHTSA on 09/22/2023, there are no crashes, injuries, or fatalities attributable to this condition.

Q5: Will a Dealer Stop Sale be issued?

A5: No, as the involved vehicles are no longer in production or offered for retail sale.

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 to have the remedy completed at no cost, 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 can continue driving these vehicles, however, Hyundai recommends owners to park their vehicles outside and away from structures until the recall remedy is completed.

Q7: When will owners be notified?

A7: Schedule/deployment is as follows:

- **For Santa Fe Sport (AN) & Sonata Hybrid (YF HEV) models – Owners of the subject vehicles were notified via First Class mail starting April 10, 2024.**
- **For Equus (VI) & Veracruz (EN) models – Owners of the subject vehicles will be notified via First Class mail starting April 25, 2024.**
- **For all other models with no remedy currently available – a follow-up mailing will be sent once a remedy is available for affected owners. See schedule above for expected remedy & mailing schedule.**

Contact Reference

Please see the list below 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 HELP 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 <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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" Populate as many e-mails as desired in the "PARTS DESK EMAILFIELD" 	
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 TSR: 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

Update History	Date
<ul style="list-style-type: none">• Technical Service Bulletin (TSB) 24-01-027H – Remedy Available for Santa Fe Sport (AN) & Sonata Hybrid (YF HEV) Hyundai vehicles ONLY	04/03/2024
<ul style="list-style-type: none">• Remedy Not Available	09/26/2023