 HYUNDAI Technical Service Bulletin	GROUP RECALL	NUMBER 23-01-027H
	DATE MARCH, 2023	MODEL(S) SANTA CRUZ (NXT) SANTA FE (TM) SANTA FE HYBRID (TM HEV) SANTA FE PLUG-IN (TM PHEV)
SUBJECT: TRAILER TOW HITCH HARNESS INSPECTION (RECALL 244)		

*** 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.

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.

This bulletin provides the inspection procedure for vehicles NOT equipped with the trailer tow hitch and wire harness or only have the 7-PIN harness installed.

IMPORTANT NOTE:

If the vehicle is equipped with a trailer tow hitch and **4-PIN** wire harness, please refer to the Recall 244 Dealer Best Practice document for any additional interim instruction. Additional remedy instruction will be provided when available. Do not perform the inspection procedure outlined below.

STUI



This TSB includes STUI picture(s) as a requirement. Where indicated, please include the last 6 digits of the VIN and date of inspection on a piece of paper. Ensure the VIN and date of inspection are clearly visible. Finally, please ensure all captured pictures are completed according to the steps in this TSB and uploaded to STUI. **All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.**

Circulate To: General Manager, Service Manager, Sales Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

SUBJECT:**TRAILER TOW HITCH HARNESS INSPECTION
(RECALL 244)****Applicable Vehicles:**

- Certain 2022-2023MY Santa Cruz (NXT)
- Certain 2019-2023MY Santa Fe (TM)
- Certain 2021-2023MY Santa Fe Hybrid (TM HEV)
- Certain 2022-2023MY Santa Fe Plug-in (TM PHEV)

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
Santa Cruz (NXT)	RC244HY1	TRAILER TOW HITCH INSPECTION – NO WIRE HARNESS OR 7-PIN HARNESS INSTALLED ONLY	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		

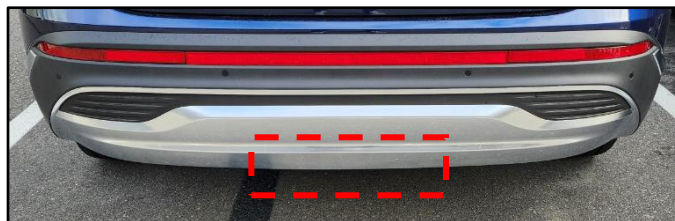
NOTE 1: The following service procedure ONLY applies to vehicles not equipped with the Genuine Hyundai Accessory trailer tow hitch, equipped with tow hitch and 7-PIN Harness installed, or equipped with the Genuine Hyundai Accessory trailer tow hitch but without wire harness installed.

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.**

Service Procedure:

1. Visually inspect the center rear lower bumper for the following:
 - Genuine Hyundai Accessory trailer tow hitch and **4-PIN** wire harness installed.
 - Genuine Hyundai Accessory trailer tow hitch and **7-PIN** wire harness installed.
 - Genuine Hyundai Accessory trailer tow hitch installed, but no visible harness connection installed.
 - No trailer tow hitch installed



SUBJECT:

**TRAILER TOW HITCH HARNESS INSPECTION
(RECALL 244)**

- 1A. If the vehicle is equipped with a Genuine Hyundai Accessory trailer tow hitch and **4-PIN** wire harness, please refer to the Recall 244 Dealer Best Practice document for any additional interim instruction. Additional remedy instruction will be provided when available.



If the vehicle is equipped with a Genuine Hyundai Accessory trailer tow hitch and **7-PIN** wire harness, proceed to step 2.



- 1B. If the vehicle is not equipped with a Genuine Hyundai Accessory trailer tow hitch, then proceed to the next step to complete the procedure.



- 1C. If the vehicle is equipped with a Genuine Hyundai Accessory trailer tow hitch, but there is no visible wire harness installed, then proceed to the next step to complete the procedure.



2. Write the last six digits of the VIN and date of inspection onto a piece of paper and place it near the center of the rear bumper.

STUI

Using STUI, take a picture of the rear center lower bumper with the last six digits of the VIN and date of the inspection included. Upload the photo to STUI.

Example to the right is a picture of a vehicle not equipped with the Genuine Hyundai Accessory trailer tow hitch.

3. Procedure complete.

