

# Part 573 Safety Recall Report

# 24V-246

**Manufacturer Name :** Hyundai Motor America**Submission Date :** APR 17, 2024**NHTSA Recall No. :** 24V-246**Manufacturer Recall No. :** 258**Manufacturer Information :**

Manufacturer Name : Hyundai Motor America

Address : 10550 Talbert Avenue

Fountain Valley CA 92708

Company phone : 800-633-5151

**Population :**

Number of potentially involved : 18,206

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Hyundai Santa Fe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** Based on manufacturing records, the affected vehicles include certain model year 2024 Hyundai Santa Fe vehicles produced within the specified production date range by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.

**Production Dates :** DEC 28, 2023 - APR 02, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** Upon activation of the subject vehicles' rearview camera system by shifting into reverse ("R"), a vehicle CAN communication error may result in obstruction of the rearview image by a Trailer Parking Assist ("TPA") message, reducing rearward visibility and increasing the risk of a crash or injury. As such, the affected vehicles fail to comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

**Description of the Safety Risk :** Obstruction of the rearview image during operation reduces rearward visibility and increases the risk of a crash or injury to vulnerable bystanders.

**Description of the Cause :** The rearview camera system software logic may cause a vehicle CAN communication error resulting in a TPA "pop-up" message on the rearview camera display when shifting into reverse.

**Identification of Any Warning that can Occur :** None.

## Involved Components :

Component Name 1 : HEAD UNIT ASSY-AVN

Component Description : ccNC AVN

Component Part Number : 96560-R6050

Component Name 2 : HEAD UNIT ASSY-AVN

Component Description : ccNC AVN

Component Part Number : 96560-R6060

Component Name 3 : HEAD UNIT ASSY-AVN

Component Description : ccNC AVN

Component Part Number : 96560-R6240

Component Name 4 : HEAD UNIT ASSY-AVN

Component Description : ccNC AVN

Component Part Number : 96560-R6260

## Supplier Identification :

### Component Manufacturer

Name : MOBIS

Address : 95 Sayang 2-gil

Munbaek-myeon, Jincheon-gun Chungcheongbuk-do Foreign States

Country : Korea, Republic of

## Chronology :

Please see attached information regarding technical analysis leading up to the noncompliance decision.

## Description of Remedy :

**Description of Remedy Program :** 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 rearview camera system software updated. Additionally, Hyundai will provide "over-the-air" ("OTA") software updates for all eligible vehicles where owners have opted in to receive such updates via their Bluelink system. 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 22, 2024.

**How Remedy Component Differs from Recalled Component :** The revised software eliminates the logic causing the TPA to appear during rearview camera system operation.

**Identify How/When Recall Condition was Corrected in Production :** The revised software was implemented as a running production change beginning March 6, 2024 at the vehicle assembly plant.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified electronically on the specified dates.  
Owners will be notified via certified mail on the specified dates.

**Planned Dealer Notification Date :** JUN 01, 2024 - JUN 01, 2024

**Planned Owner Notification Date :** JUN 01, 2024 - JUN 01, 2024

\* NR - Not Reported