

Safety Recall 254: Starter Relay Kits Installation Dealer Best Practice

July 11, 2024

Document Topic	Date
• Remedy Available: Technical Service Bulletin (TSB) 24-01-057H	07/11/2024

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 starter solenoid on certain 2015-16MY Hyundai Genesis (DH) vehicles could be contaminated with water if operated in abnormally wet conditions, such as a flooded road. Moisture contamination within the starter solenoid could cause an electrical short over time.

Follow the Service Procedure outlined in **TSB 24-01-057H** (or latest version) to install a new starter relay kit in the engine room junction box and to replace the upper cover and upper cover label.

IMPORTANT NOTICE: 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.

Applicable Vehicles (Certain)

- 2015-16MY Hyundai Genesis (DH) produced 02/21/2014 – 02/24/2016

Remedy Information

The procedure outlined in **TSB 24-01-057H** (or latest version) requires installation of a starter relay kit and replacement of the upper cover and upper cover label.

- **Recommended Service Technician Training Level/Classes:** Hyundai Expert (or higher) that has completed the Master Electrical Microlearning series (SVCGELM03EXITEXAMW23_1359) or equivalent

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until a remedy is available. 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.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- **Please note that the installation of the starter relay kit for this recall is 100%.** Thus, plan time for reception of the parts to ensure an optimum customer experience.



- The repair takes less than an hour so ensure the appropriate expectations for completion are set with the customer in advance.
- 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 24-01-057H** (or latest version), the recall campaign pays the following:

- **Labor:** 0.5 M/H to install the starter relay kit
- **Parts:** Dealer will be reimbursed for the Starter Relay Kit
- **Sublet:** Dealer will be reimbursed \$0.48 for the zip tie & any clip(s) needing replacement.
- **Photos:**
 - The time above includes taking a validation photo with the starter relay kit installed and the starter motor power terminal in the appropriate position, with the last 6 digits of the VIN and the date of repair on a piece of paper.
 - Op times include VIN, Mileage, and Repair validation photo(s) as outlined in the Digital Documentation Policy.

Parts Information

Per **TSB 24-01-057H** (or latest version), the following list of parts are needed for the recall:

- Parts Ordering
 - Starter Relay Kit –
 - **91950-DH15KQQH – Dealer may order up to 8 initially for the recall.**
 - Dealer may order additional upon submission/approval of campaign claims for Recall 256. If dealer does not submit campaign claims accordingly, additional parts will not be able to be ordered.
 - **91950-DH20KQQH – A valid Recall 254 VIN will be required to order the part.**
- Zip ties can be sourced locally.

Name	Figure	Remarks	Qty
Cable (zip) Tie		<ul style="list-style-type: none"> • Locally sourced part • Width: 5 mm (~3/16") • Approx. Length: 200 mm (7-7/8") 	1

IMPORTANT NOTE: When looking up the VIN in the "Vehicle Information" screen, make sure to go to the "Campaign Not Performed" section and view the "Campaign Description" field.

- The op code will indicate which part number to install for the specific VIN. In this particular instance note below, the part number 91950-DH15KQQH needs to be installed.

Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date
254	Y	41D078R0 - RELAY KIT (P/N 91950-DH15KQQH)	02/15/2024	02/15/2024

Sample Customer Talk Tracks

1. For Customers on the phone:

“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 the starter solenoid which could become contaminated if operated in abnormally wet conditions that may result in a in an electrical short, increasing the risk of engine compartment fire while parked or driving. As a remedy is now available, you can bring your vehicle to a Hyundai dealer to have it applied 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. Would you like to make an appointment for this recall service?”

2. For Customers at dealership 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 the starter solenoid which could become contaminated if operated in abnormally wet conditions that may result in a in an electrical short, increasing the risk of engine compartment fire while parked or driving. If time permits, we would like to perform this recall service for you. 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. Customer concern with performance of vehicle:

“If you experience any concern(s) related to the performance of your vehicle, such as inability or difficulty to start the engine, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance.”

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 required parts in stock to complete this recall?

- Yes
- No** – Please ensure that all required parts are at the dealership and available for use. The recall cannot be performed without the noted items.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

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 and 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 (Expert or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a Technician with the recommended training level requirement (and any applicable classes if specified) completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-057H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-057H** (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 must sign the final invoice upon dealer delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: The starter solenoid in the subject vehicles could be contaminated with water if operated in abnormally wet conditions, such as a flooded road. Moisture contamination within the starter solenoid could cause an electrical short over time.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain model year 2015-2016 Hyundai Genesis vehicles produced 02/21/2014 – 02/24/2016 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: An electrical short could result in significant overcurrent 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 February 13, 2024, there are no crashes, injuries, or fatalities attributable to this condition in the U.S. or Canada. To date, there are twelve (12) unique thermal incidents isolated to the starter assembly in the U.S.

Q5: Will a Dealer Stop Sale be issued?

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

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

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to install a relay kit in the engine



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junction box. 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, 2024.

Q7: When will owners be notified?

A7: Owners of the subject vehicles were previously notified of a Remedy Not Yet Available via First Class mail in late mid-April 2024.

Owners will be notified again in mid-July 2024 of a remedy available for their vehicle.

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 > DocumentsLibrary > 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

Update History	Date
<ul style="list-style-type: none">Remedy Not Available	02/15/2024