

Safety Recall 258: AVN Update for Trailer Parking Assist (TPA) Message in Rear View Camera – Dealer Best Practice

April 9, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-031H – Remedy Available	04/09/2024

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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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

Certain 2024MY Santa Fe (MX5A) vehicles may exhibit a Trailer Parking Assist (“TPA”) message upon activation of the rearview camera system by shifting into reverse (“R”). A vehicle CAN communication error may result in obstruction of the rearview image by the 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.” Obstruction of the rearview image during operation reduces rearward visibility and increases the risk of a crash or injury to vulnerable bystanders. Follow the procedure in **TSB 24-01-031H** to update the ccNC (connected car Navigation Cockpit) or ccNC Lite AVN software, in all affected vehicles.

Applicable Vehicles (Certain)

- 2024MY Hyundai Santa Fe (MX5a) produced from 12/28/2023 – 04/02/2024 by Hyundai Motor Manufacturing Alabama (“HMMA”).

Remedy Information

The procedure outlined in **TSB 24-01-031H** (or latest version) requires an update to the “connected car Navigation Cockpit” AVN software (ccNC) or ccNC Lite via use of a USB stick with preloaded AVN software.

- **Recommended Service Technician Training Level:** Hyundai Certified (or higher)

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.



- 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 24-01-031H** (or latest version), the recall campaign pays the following:

- 0.5 M/H to perform the ccNC or ccNC Lite AVN Software update on the vehicle
 - The time above includes taking a photo of the 'Software Info/Update' screen showing the updated S/W version installed.
- **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

- Initial shipment:
 - Each dealer has been initially shipped 1 pc. of part number NP001SCTBT (AVN Update USB).
 - Additional information regarding allocation of this initial shipment to dealers and additional orders can be found in the parts bulletin posted on Hyundaidealer.com > Parts Tab > Documents Library > Reference Materials > Parts Bulletins > Recall 258
 - **Delivery:** Dealers are expected to receive their USB stick starting Wednesday, 04/10/24; However, some may receive them as soon as Tuesday, 04/09/24.

Part Name	Part Number	Figure
AVN Update USB	NP001SCTBT	

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 vehicle's rear view camera system that could reduce rearward visibility and increase the risk of a crash or injury. You may 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 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 vehicle's rear view camera system that could reduce rearward visibility and increase the risk of a crash or injury. 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 a dialog box of Trailer Park Assist (TPA) obstructing your rear camera view when shifting into reverse, do not attempt to drive the vehicle. Please reach out to your nearest Hyundai dealer for assistance where the recall remedy will be applied to the vehicle 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? Has the initial USB stick arrived to the dealership?

- Yes
- No** – Please ensure the USB stick has been delivered and arrived for dealer use. The recall cannot be performed without this USB stick.



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 24-01-031H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-031H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



Customer FAQs

Q1: What is the issue?

A1: Upon activation of the subject vehicles' rear view 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."

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2024MY Hyundai Santa Fe (MX5A) produced 12/28/2023 – 04/02/2024 produced by Hyundai Motor Manufacturing Alabama ("HMMA").

Q3: What is the safety concern?

A3: Obstruction of the rear view image during operation reduces rearward visibility and increases the risk of a crash or injury to vulnerable bystanders.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA (04/02/2024), NASO (North American Safety Office) has confirmed two (2) unique incidents through reports received on March 12, 2024, alleging the defect condition in the U.S. market. Hyundai is not aware of any confirmed crashes, injuries or fires related to the noncompliance condition.

Q5: Will a Dealer Stop Sale be issued?

A5: **Dealer:** Yes, a Dealer "stop sale" has been issued in accordance with federal regulation for involved vehicles unsold at dealers. **Port:** A "hold" has also 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: 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. 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.

Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail by early June 2024.

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
WarrantyHELP 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(GeneralQuestions)	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	04/03/2024