

# **Safety Recall 261: Motor Driven Power Steering (MDPS) Electric Power Pack**

## **Dealer Best Practice**

June 28, 2024

Document Topic	Date
• Remedy Available: Technical Service Bulletin (TSB) 24-01-048H	06/28/2024

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.</b>	
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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**

The motor-driven power steering (MDPS) assembly in certain Tucson (NX4A) and Santa Cruz (NXT) vehicles might contain a printed circuit board (PCB) inside the Electric Power Pack that was assembled with contaminated flux during supplier manufacturing, increasing the risk of an electrical short. A short on the PCB controller could lead to a malfunction of the MDPS assembly, resulting in MIL illumination and loss of power steering assist during vehicle operation.

Follow the Service Procedure outlined in **TSB 24-01-048H** (or latest version) to replace the Electric Power Pack.

### **Applicable Vehicles (Certain)**

- 2024MY Tucson (NX4A) produced from 04/29/2024 – 05/06/2024
- 2024MY Santa Cruz (NXT) produced from 04/29/2024 – 05/21/2024

### **Remedy Information**

The procedure outlined in **TSB 24-01-048H** (or latest version) requires replacement of the Electric Power Pack.

- **Recommended Service Technician Training Level:** Hyundai Expert (or higher)
- **Recommended classes completed:** Chassis – Classroom (SVCC28\_205) 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 replacement of the Electric Power Pack for this recall is 100%.** Thus, plan time for reception of replacement parts to ensure an optimum customer experience.
- The repair takes over 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 24-01-048H** (or latest version), the recall campaign pays the following:

- **Labor:** 1.2 M/H to perform Electric Power Pack replacement
- **Parts:** Dealer will be reimbursed for the Electric Power Pack and Steering Wheel Bolt
- **Photos:**
  - The time above includes taking a validation photo with the new power pack installed showing the 'QQH' part label 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 24-01-048H** (or latest version), the following list of parts are needed for the recall:

- **Parts Ordering**
  - Electric Power Pack – A valid recall 261 VIN will be required for ordering:
    - 56370-CW110QQH (Tucson)
    - 56370-K5000QQH (Santa Cruz)
  - Steering Wheel Bolt
    - 56115-B1000
- **Initial Shipment to Dealers with Vehicle Inventory**
  - Additional information regarding the initial shipment to dealers with available vehicle inventory can be found at the following location in [Hyundaidealer.com](#) > Parts Tab > Documents Library > Reference Materials > Parts Bulletins > RC261 Parts Bulletin

## **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 involving the vehicle's Motor Driven Power Steering ("MDPS") assembly which could potentially result in an electrical short and a sudden loss of power steering assist during vehicle operation which could increase the risk of a crash or injury. 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 involving the vehicle's Motor Driven Power Steering ("MDPS") assembly which could potentially result in an electrical short and a sudden loss of power steering assist during vehicle operation which could 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 Malfunction Indicator Lamp (MIL) or sudden loss of power steering assist during vehicle operation, 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 (Certified Expert or above) to complete this recall/campaign?

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

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 24-01-048H** (or latest version)?

- Yes



- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-048H** (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 Motor Driven Power Steering (“MDPS”) assembly in the subject vehicles may contain a PCB in the Electric Power Pack that was assembled with contaminated flux during supplier manufacturing, which could result in a short. A short on the PCB controller could lead to a malfunction of the MDPS assembly, resulting in Malfunction Indicator Lamp (“MIL”) illumination and loss of power steering assist during vehicle operation. Sudden, unexpected loss of power steering assist during vehicle operation could increase the risk of a crash.

### **Q2: What are the affected vehicles?**

A2: Affected vehicle model years/models include the following:

- 2024MY Tucson (NX4A) produced 04/29/2024 – 05/06/2024 by Hyundai Motor Manufacturing Alabama (HMMA)
- 2024MY Santa Cruz (NXT) produced 04/29/2024 – 05/21/2024 by Hyundai Motor Manufacturing Alabama (HMMA)

### **Q3: What is the safety concern?**

A3: Sudden, unexpected loss of power steering assist during vehicle operation could increase the risk of a crash.

### **Q4: Have there been any accidents or injuries?**

A4: As of the date of filing to NHTSA (06/05/24), there have been five (5) unique incidents occurring at vehicle processing center(s). NASO has also identified two (2) unique incidents involving sold vehicles in the U.S. There are no crashes, injuries, or fatalities attributable to this condition in the U.S.

### **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 port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers where identified.

### **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 MDPS Electric Power Pack replaced. 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 in July 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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC)Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	



## Appendix

Update History	Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>	06/06/2024