

# **Safety Recall 261: Motor-Driven Power Steering (MDPS) Electric Power Pack – Dealer Best Practice**

June 6, 2024

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

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

**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 the subject vehicles might contain a printed circuit board (“PCB”) in the “Electric Power Pack” that was assembled with contaminated flux during 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 Malfunction Indicator Lamp (MIL) illumination and loss of power steering assist during vehicle operation.

## **Applicable Vehicles (Certain)**

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

## **Remedy Information**

This remedy is currently under development and additional information will be provided once it has been developed for release by HMA.

## **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.

## **Warranty Information**

Warranty information will be updated once remedy has been released by HMA.

## **Parts Information**

Parts, if applicable, will be provided once a remedy has been released by HMA.

## **Additional Training & Resources**

Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

## **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 without 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. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”*

### **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 without 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. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”*

### **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.



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the release of the official remedy.



## **Customer FAQs**

### **Q1: What is the issue?**

A1: The 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 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 year(s)/model(s) include the following:

- 2024MY Tucson (NX4A) produced from 04/29/2024 – 05/06/2024 by Hyundai Motor Manufacturing Alabama (“HMMA”)
- 2024MY Santa Cruz (NXT) produced from 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 (planned remedy) 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 early August 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 EMAILFIELD"</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>	