

Safety Recall 265: Floor Wiring Harness (2nd Row Seats) – Dealer Best Practice

July 26, 2024

Document Topic	Date
• Remedy Available: Technical Service Bulletin (TSB) 24-01-063H	07/26/2024

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 main floor wire harness used in the subject vehicles could become damaged due to contact with the passenger-side, second-row bench seat’s folding hinge assembly. A damaged main floor wire harness could result in illumination of the air bag warning light, inadvertent air bag deployment, and/or an inability to deploy the air bags during a crash.

Applicable Vehicles (Certain)

- 2024MY Santa Fe (MX5A) produced between 12/28/2023 – 07/18/2024
- 2024MY Santa Cruz (NXT) produced between 03/06/2024 – 07/23/2024

Remedy Information

The procedure outlined in **TSB 24-01-063H** (or latest version) requires inspection of the floor harness for damage. If damage exists (exposure of wiring), the floor wiring harness will be replaced and secured in place. If damage does not exist, the floor harness will be secured properly in place.

- **Recommended Service Technician Training Level:** Hyundai Expert (or higher)
- **Recommended classes completed:** Electrical – Hyundai Master Web Microlearning Series ((SVCHELM03EXITEXAMW23_1354) or equivalent.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the remedy is completed. 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 failure rate for this recall is extremely low.** Thus, do not order any part(s) unless there is definitive damage to the floor harness. Most vehicles will be able to have recall completed through inspection.
- The inspection takes less than 30 minutes, 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 24-01-063H** (or latest version), the recall campaign pays the following:

- **Labor:**
 - **0.3 M/H** to inspect the second row seat floor wiring harness for damage & secure the existing harness into place
 - **5.6 M/H** to inspect the second row seat floor wiring harness for damage, replace harness, and secure new harness into place
- **Parts:**
 - Dealer will be reimbursed for the harness if submitting an op code for harness replacement.
 - All op codes will be reimbursed \$.20 for the use of two (2) cable ties.
- **Photos:**
 - The time above for inspection includes taking two (2) pictures (Left-hand and Right-hand) of the floor wiring harness secured to the fixing point listed in the TSB alongside a piece of paper with the last 6 digits of the VIN and the date of repair.
 - The time above for replacement includes the aforementioned two (2) pictures & also a picture of the damaged floor harness alongside a piece of paper with the last 6 digits of the VIN and the date of repair.

Parts Information

Per **TSB 24-01-063H** (or latest version), the following list of parts are needed for the recall:

- Parts Ordering
 - Floor Wiring Harness
 - Part begins with 91500 (91500-*****)
 - Refer to the Web parts catalog for the specific part number by VIN
 - Please ensure the picture of the damaged floor harness is taken and uploaded to STUI prior to placing an order for the part. HMA will review the picture. Orders are subject to cancellation where no photos are provided justifying replacement or if photos are loaded after order placement.
 - Cable Ties
 - Dealer to source locally at a nearby retail shop.

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 main floor wire harness which could potentially result in illumination of the air bag warning light, inadvertent air bag deployment, and/or ability to deploy the air bags during a crash. As a remedy is 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 main floor wire harness which could potentially result in illumination of the air bag warning light, inadvertent air bag deployment, and/or ability to deploy the air bags during a crash. 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 air bag warning light illuminating, 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 the part is order only when the inspection fails. A harness replacement is not needed for every vehicle.



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(s) along with any recommended training classes completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-063H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-063H** (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 main floor wire harness used in the subject vehicles could become damaged due to contact with the passenger-side, second-row bench seat's folding hinge assembly. A damaged main floor wire harness could result in illumination of the air bag warning light, inadvertent air bag deployment, and/or an inability to deploy the air bags during a crash.

Q2: What are the affected vehicles?

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

- 2024MY Santa Fe (MX5A) produced between 12/28/2023 – 07/18/2024
- 2024MY Santa Cruz (NXT) produced between 03/06/2024 – 07/23/2024

Q3: What is the safety concern?

A3: Inadvertent air bag deployment and/or an inability to deploy the air bags during a crash could increase the risk of injury to occupants.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing to NHTSA (07/25/2024), Hyundai has identified eight (8) unique incidents received on the dates specified below, related to the subject recall condition in the U.S. market. There are no crashes, fires, or alleged injuries 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: HMNA plans to have all owners of the subject vehicles notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to inspect and properly secure the wire harness. In the event wire harness damage is confirmed, the floor wire harness will be replaced with a new one. 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



Hyundai
Assurance Car Care



NHTSA on February 22, 2024. As a precaution, if any of the warning symptoms specified in this report are confirmed present in vehicle, owners are advised to limit further driving until a remedy is available.

Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail in late September 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
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 > Documents Library > 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	