

Safety Recall 266: Clutch Pedal Ignition Lock Switch Replace Dealer Best Practice

September 03, 2024

| Document Topic | Date |
|---|------------|
| • Technical Service Bulletin (TSB) 24-01-071H Released – Remedy Available | 09/03/2024 |

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 ignition lock switch used in conjunction with the clutch pedal in certain Genesis Coupe (BK) vehicles contains a return spring that could fracture due to stress from the switch interaction with the clutch pedal bracket. A fractured return spring could force the ignition lock switch to remain continually “ON,” allowing for vehicle startup when the clutch pedal is not depressed. If an operator starts the vehicle in gear without the parking brake set, brake pedal depressed or the clutch depressed, the vehicle could inadvertently move.

Applicable Vehicles (Certain)

- 2010-13MY Genesis Coupe (BK) equipped with manual transmission produced 12/19/2008 – 04/09/2012

Remedy Information

The procedure outlined in **TSB 24-01-071H** (or latest version) outlines instructions to replace the ignition lock switch with a revised one.

- **Recommended Service Technician Training Level:** Hyundai Expert (or higher)
- **Recommended Classes Completed:** None

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests 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 the 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 dealership 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.
- The remedy service takes less than 30 minutes. Ensure the appropriate expectations for completion are set with the customer in advance.
- **The replacement of the ignition lock switch is 100%.**
- 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 24-01-071H** (or latest version), the recall campaign pays the following:

- **Labor:**
 - **0.3 M/H** to remove & replace the ignition lock switch
- **Parts:**
 - Reimbursement for the ignition lock switch, including dealer markup
- **Photos:**
 - The time above includes taking a picture of the newly installed ignition lock switch and the original part showing its lot number, with the last 6 digits of the VIN and date of repair on a piece of paper.

Parts Information

- Please refer to **TSB 24-01-071H** (or latest version) for the latest parts information.
 - Part Number 93840-2E000QQH
 - Parts will be put on Campaign Parts Management (CPM) quantity of 4.
 - **Notes on Campaign Parts Management (CPM)**
 - Dealer may order additional parts above upon submission/approval of campaign claims for Recall 251.
 - If Dealer does not submit campaign claims accordingly, additional parts will not be able to be ordered.
 - Dealers can order additional parts through the normal WebDCS ordering process.

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 ignition lock switch in certain Hyundai Genesis Coupe vehicles. The ignition lock switch used in the clutch pedal may contain a return spring that could fracture over time. A fractured return spring could force the ignition lock switch to remain continually “ON,” allowing for vehicle startup when the clutch pedal is not depressed. If an operator starts the vehicle in gear, the vehicle could inadvertently move without warning, increasing the risk of a crash and/or injuries to bystanders. As a remedy is available, you can bring your vehicle to a Hyundai dealership to have the remedy service performed at no cost to you. We can also arrange for alternate transportation should you need and apologize for the inconvenience. Would you like to make an appointment?”

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 ignition lock switch in certain Hyundai Genesis Coupe vehicles. The ignition lock switch used in the clutch pedal may contain a return spring that could fracture over time. A fractured return spring could force the ignition lock switch to remain continually “ON”. allowing for vehicle startup when the clutch pedal is not depressed. If an operator starts the vehicle in gear, the vehicle could inadvertently move without warning, increasing the risk of a crash and/or injuries to bystanders. If you have the time, we can take care of this recall service for you while your vehicle is here today. 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) “ON” or sudden, inadvertent vehicle movement, do not attempt to drive the vehicle further until the

remedy is applied and reach out to your nearest Hyundai dealership 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 parts available to complete this recall?

- Yes
- No** – Please ensure that the parts are ordered ahead of time if customer has an upcoming appointment.



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

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-071H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). 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 ignition lock switch used in conjunction with the clutch pedal of the subject vehicles contains a return spring that could fracture due to stress from the switch interaction with the clutch pedal bracket. A fractured return spring could force the ignition lock switch to remain continually “ON,” allowing for vehicle startup when the clutch pedal is not depressed. If an operator starts the vehicle in gear without the parking brake set, brake pedal depressed or the clutch depressed, the vehicle could inadvertently move.

Q2: What are the affected vehicles?

A2 This recall affects certain 2010-13MY Genesis Coupe (BK) vehicles equipped with manual transmissions and produced 12/19/2008 – 04/09/2012.

Q3: What is the safety concern?

A3: Inadvertent vehicle movement increases the risk of a crash and injury to occupants or bystanders.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (07/25/24) to NHTSA, Hyundai has received three (3) reports of crashes involving U.S. vehicles, and one (1) report involving a Canadian vehicle, associated with the subject defect condition. There are no associated injuries, fires, or fatalities in the U.S. or Canada.

Q5: Will a Dealer Stop Sale be issued?

A5: Dealer: No, a Dealer “stop sale” will not be issued as the affected vehicles are no longer in production or offered for sale. **Port:** A Port “hold” is not required.

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 dealer for replacement of the ignition lock switch. 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. As a precautionary measure, owners are advised to follow the owner’s manual starting procedure by engaging the parking brake and depressing the clutch, while placing the transmission in the neutral position, prior to starting their vehicle.

Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail on September 4, 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 | |