

# **Safety Recall 267: Electronic Stability Control (ESC) Software Update for Emergency Stop Signal (ESS) Feature Deactivation – Dealer Best Practice**

August 8, 2024

| Document Topic   | Date       |
|--|------------|
| • Technical Service Bulletin (TSB) 24-01-065H – Remedy Available | 08/08/2024 |

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|---|---|---|
|  | <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**

While braking heavily at vehicle speeds over 30 mph, certain 2024 model Sonatas’ (DN8) brake lights could flash due to incorrect brake light software selection during manufacturing. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment". An illuminated condition other than “steady burning” could potentially confuse trailing vehicles of the leading vehicle’s braking intention, increasing the risk of a crash and injury.

## **Applicable Vehicles (Certain)**

- 2024MY Sonata (DN8) produced from 10/28/2023 – 06/12/2024

## **Remedy Information**

The procedure outlined in **TSB 24-01-065H** (or latest version) outlines instructions to perform a software update to change the logic of the electronic stability control (ESC) system for vehicles that may experience flashing brake lights from the ESS feature.

- **Recommended Service Technician Training Level:** Hyundai Certified (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.
- **Please note that all vehicles must be updated with the latest software version.**



- The software update 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 24-01-065H (or latest version), the recall campaign pays the following:

- **Labor:**
  - **0.4 M/H** to update the software for the electronic stability control (ESC) system
- **Parts:**
  - There are no parts involved for this repair.
- **Photos:**
  - The time above includes taking a picture of the 'ECU Complete Screen' showing '100% Success' as shown in the TSB.

## **Required Equipment/Tools**

Please ensure your dealership has **GDS tool(s) available** to perform this software update on the subject vehicle.

## **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 rear brake light illumination logic. While braking heavily at vehicle speeds over 30 mph, the brake lights could inadvertently flash, potentially confuse trailing vehicles of the leading vehicle's braking intention, increasing the risk of a crash and injury.*

*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 rear brake light illumination logic. While braking heavily at vehicle speeds over 30 mph, the brake lights could inadvertently flash, potentially confuse trailing vehicles of the leading vehicle's braking intention, increasing the risk of a crash and injury. 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 flashing brake lights, 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 GDS tools available to complete this recall?

- Yes
- No** – Please ensure that the GDS tool is available to perform the repair.



**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 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 24-01-065H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-065H** (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:** While braking heavily at vehicle speeds over 30 mph, the subject vehicles' brake lights could flash due to incorrect brake light software selection during manufacturing. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment".

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

**A2:** Affected vehicles include certain 2024MY Sonata (DN8) produced from 10/18/2023 – 06/12/2024.

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

**A3:** An illuminated condition other than “steady burning” could potentially confuse trailing vehicles of the leading vehicle’s braking intention, increasing the risk of a crash and injury.

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

**A4:** As of the date of this filing (08/07/24), Hyundai is not aware of any confirmed crashes, injuries, fires, or incidents related to the noncompliance 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 for an update of the rear brake light software. 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 October 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<br>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<br>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><br>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 (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 <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 > Documents Library > 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<br><b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software<br><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>  |  |