

# **Safety Recall 270: Sunroof and Rear Sunroof Shade Switch Knobs Replacement: Dealer Best Practice**

November 07, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-082H Released – Remedy Available	11/07/2024

	<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**

Certain 2024 Santa Fe (MX5A) and Santa Fe Hybrid (MX5A HEV) vehicles equipped with an Overhead Console Sunshade Switch may not be fully recessed, increasing the risk of inadvertent sunshade activation. As such, the subject vehicles do not meet the test requirements of Federal Motor Vehicle Safety Standard No. 118 “Power-Operated Window, Partition and Roof Panel Systems.”

## **Applicable Vehicles (Certain)**

- 2024MY Santa Fe (MX5A) produced from 12/28/2023 – 10/09/2024 (equipped with dual sunroof)
- 2024MY Santa Fe Hybrid (MX5A HEV) produced from 03/06/2024 – 10/08/2024 (equipped with dual sunroof)

## **Remedy Information**

Follow the service procedure outlined in **TSB 24-01-082H** (or latest version) for the service procedure to replace the sunroof and rear sunroof shade switch knobs.

- **Recommended Service Technician Training Level:** Hyundai Expert or higher)

## **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 approximately 18 minutes. Ensure the appropriate expectations for completion are set with the customer in advance.



- **Order the part ahead of time if customer has scheduled an appointment to ensure an optimum customer experience. Both knobs will need to be replaced for all vehicles.**
- 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 24-01-082H** (or latest version), the recall campaign pays the following:

- **Labor:** Only 1 operation needed
  - **Operation 1:** 0.3 M/H to replace the overhead console sunroof & sunroof shade switch knobs
  - **Operation 2:** 0.4 M/H (only if technician damages console when attempting to replace the above switch knobs) to replace the overhead console
- **Parts:**
  - Reimbursement of the console sunroof & sunroof shade switch knobs
  - Reimbursement of the overhead console assembly (only if damaged as noted above)
- **Photos:** The time(s) above includes taking a picture as noted below.
  - Scenario 1: A photo of the new switch knobs next to the old switch knobs with the last 6 digits of the VIN and the date of repair on a piece of paper.
  - Scenario 2 (only if console was damaged as noted above): A photo of the new overhead console assembly installed with the last 6 digits of the VIN and the date of the repair on a piece of paper.

## Parts Information

- Please refer to **TSB 24-01-082H** (or latest version) for the latest parts information.
  - Part Number 92831-R6010QQH (Overhead Console Lamp Repair Kit)
    - **Initial shipment of kits were** sent to dealers identified with affected dealer inventory. **They are expected to arrive to dealers starting Thursday, 11/07/24.**
    - **Please refer to the Parts Bulletin located in Hyundaidealer.com > Parts tab > Documents Library > Reference Materials > Parts Bulletins > Recall 270 Parts Bulletin**
    - This part number is on **Campaign Parts Management (CPM) at a quantity of 15** to start. This is subject to change.
      - Dealers must submit their campaign claims regularly to allow for additional ordering.
      - **Dealers may order through the normal WebDCS process.**
  - Part Number 92810-R6111RET (Overhead Console Lamp Assembly)
    - This part is on manual allocation
    - **Part is only required if broken** when dealer attempts to install the knobs.

## 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 Overhead Console Sunshade Switch. The subject vehicles are equipped with an Overhead Console Sunshade Switch that may not be fully recessed, increasing the risk of inadvertent sunshade activation and minor pinch point injury occurring from unexpected closure of the fabric sunshade. As such, the subject vehicles do not meet the test requirements of Federal Motor Vehicle Safety Standard No. 118 "Power-Operated Window, Partition and Roof Panel Systems."*

The remedy is now available. 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 subject vehicles are equipped with an Overhead Console Sunshade Switch that may not be fully recessed, increasing the risk of inadvertent sunshade activation and minor pinch point injury occurring from unexpected closure of the fabric sunshade. As such, the subject vehicles do not meet the test requirements of Federal Motor Vehicle Safety Standard No. 118 "Power-Operated Window, Partition and Roof Panel Systems.". 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, 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 parts available to complete this recall?

- Yes
- No** – Please ensure that the required switch knob kit is in stock for any customer that has scheduled an appointment in advance.



**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:** 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 24-01-082H** (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:** Certain 2024 Santa Fe (MX5A) and Santa Fe Hybrid (MX5A HEV) vehicles equipped with an Overhead Console Sunshade Switch may not be fully recessed, increasing the risk of inadvertent sunshade activation. As such, the subject vehicles do not meet the test requirements of Federal Motor Vehicle Safety Standard No. 118 “Power-Operated Window, Partition and Roof Panel Systems.”

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

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

- Certain 2024MY Santa Fe (MX5A) produced from 12/28/2023 – 10/09/2024 (equipped /w dual sunroof)
- Certain 2024MY Santa Fe Hybrid (MX5A HEV) produced from 03/06/2024 – 10/08/2024 (equipped /w dual sunroof)

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

**A3:** Inadvertent sunshade activation could increase the risk of minor pinch point injury occurring from unexpected closure of the fabric sunshade with an extremity in the enclosed fixed sunroof space.

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

**A4:** As of the planned date of filing to NHTSA (11/07/24), Hyundai has confirmed there are no crashes, injuries, fires, or fatalities related 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/VPC (Vehicle Processing Center):** A hold at the ports/VPC is not required.

### **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 replace the Overhead Console Sunshade Switch Knobs. 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 mailing in early December 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"> <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 (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 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>