

Safety Recall 273: Floor Console Upper Cover Wire Harness Rerouting - Dealer Best Practice

November 20, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-085H Released – Remedy Available	11/20/2024

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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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 Santa Cruz (NXT) and Tucson (NX4A) vehicles may contain a Console Extension Wiring Assembly located near the transmission shift lever that may have been improperly routed during assembly, increasing the risk of contact with the mechanical release for the shift lever lock. If the harness interferes with the shift lever lock, the transmission can be shifted out of Park without depressing the brake pedal, potentially causing a vehicle roll-away. A vehicle roll-away can increase the risk of a crash or injury to occupants or bystanders.

Applicable Vehicles (Certain)

- 2025MY Santa Cruz (NXT) produced 07/22/2024 – 11/07/2024
- 2025MY Tucson (NX4A) produced 06/20/2024 – 11/13/2024

Remedy Information

Follow the service procedure outlined in **TSB 24-01-085H** (or latest version) for the service procedure to reroute the extension wire harness.

- **Recommended Service Technician Training Level:** Hyundai Certified 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.
- **This TSB does not include any parts, just rerouting of a wire harness.**



- 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 24-01-085H** (or latest version), the recall campaign pays the following:

- **Labor:** Only 1 operation needed
 - **Operation 1:** 0.3 M/H to reroute the harness.
- **Parts:** None
- **Photos:** The time(s) above includes taking a picture as noted below.
 - Scenario 1: A photo of the wire harness rerouted around the designated connector with the last 6 digits of the VIN and the date of repair on a piece of paper. See **TSB 24-01-085H** for sample photo.

Parts Information

- No parts required

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 console extension wiring assembly.

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 may contain a console wiring harness assembly that can be shifted out of park without depressing the brake pedal if it interferes with the shift lever lock. 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 affected vehicles easily accessible on the dealer to complete this recall (if dealer stock affected)?

- Yes

No



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 (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 24-01-085H** (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 Santa Cruz (NXT) and Tucson (NX4A) vehicles may contain a Console Extension Wiring Assembly located near the transmission shift lever that may have been improperly routed during assembly, increasing the risk of contact with the mechanical release for the shift lever lock. If the harness interferes with the shift lever lock, the transmission can be shifted out of Park without depressing the brake pedal, potentially causing a vehicle roll-away.

Q2: What are the affected vehicles?

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

- Certain 2025MY Santa Cruz (NXT) produced 07/22/2024 – 11/07/2024
- Certain 2025MY Tucson (NX4A) produced 06/20/2024 – 11/13/2024



Q3: What is the safety concern?

A3: A vehicle roll-away can increase the risk of a crash or injury to occupants or bystanders.

Q4: Have there been any accidents or injuries?

A4: As of the planned date of filing to NHTSA (11/20/24), 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 has been issued for all vehicles located at ports and vehicle processing centers.

Q6: What will be done during the recall service at the dealer?

A6: Owners can continue driving these vehicles; however, Hyundai recommends setting the parking brake when parking the vehicle until the recall remedy is completed. 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 console extension wiring assembly rerouted.

This remedy will be offered at no cost to owners for all affected customers. Hyundai will provide reimbursement to owners for prior repairs in accordance with the plan submitted to NHTSA on February 22, 2024.

Q7: When will owners be notified?

A7: Owners of the subject vehicles are planned to be notified via First Class mail by the end of 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"> 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	