

Safety Recall 271: Rear Backup Camera Inspection/Replacement – Dealer Notification

January 10, 2025

Document Topic	Date
• Technical Service Bulletin (TSB) 25-01-002H – Remedy Available	01/10/2025

IMPORTANT: 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 2021-2022 Santa Fe, Santa Fe Hybrid, Santa Fe Plug-in Hybrid, Elantra, Elantra Hybrid, and Elantra N vehicles may have been produced with insufficient solder joints on the camera’s printed circuit board (“PCB”), which may worsen over time increasing the risk of camera failure during operation. As such, the affected vehicles fail to comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111, “Rear Visibility.” Obstruction of the rear-view image during operation reduces rearward visibility and increases the risk of a crash or injury to bystanders.

Applicable Vehicles (Certain)

- 2021-22MY Elantra (CN7A) produced 09/25/2020 – 05/16/2022 (built by Hyundai Motor Manf. Alabama)
- 2021-22MY Santa Fe (TMA) produced 10/30/2020 – 03/09/2022 (built by Hyundai Motor Manf. Alabama)
- 2022MY Elantra N (CN7N) produced 09/15/2021 – 02/07/2022
- 2021-22MY Elantra Hybrid (CN7 HEV) produced 12/23/2020 – 02/14/2020
- 2021-22MY Elantra (CN7) produced 09/12/2020 – 02/15/2022
- 2022MY Santa Fe Plug-in (TM PHEV) produced 05/13/2021 – 03/10/2022
- 2021-22MY Santa Fe Hybrid (TM HEV) produced 12/18/2020 – 03/10/2022

Remedy Information

Follow the service procedure outlined in **TSB 25-01-002H** (or latest version) to inspect the rear backup camera and replace when applicable.

- **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 less than 30 minutes**. Ensure the appropriate expectations for completion are set with the customer in advance.
- **This is an inspection first, and based on inspection results, replace the camera if necessary.**
- **Order the parts in advance to have some on-hand ensure a smooth customer experience.**
- 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 25-01-002H** (or latest version), the recall campaign pays the following:

- **Labor:**
 - **Operation 1:** Inspect the rear backup camera
 - **Operation 2:** Inspect and replace the rear backup camera
- **Parts:**
 - Rear backup camera with applicable markup
- **Sublet:**
 - \$3.50 for use of double-sided tape (applies to Elantra models ONLY)
- **Photos:** Refer to **TSB 25-01-002H** for the required pictures to be taken. Includes sample photos.

Parts Information

- Please refer to **TSB 25-01-002H** for the latest parts information.
- Part numbers 99240AA210QQH & 99240S1510QQH on Campaign Parts Management (CPM)
 - Dealers must submit their corresponding recall campaign claims to ensure minimal interruption when ordering additional parts
- **Initial Shipment of Cameras**
 - **Each dealer has been initially provided 4 rear backup cameras (2 each for Elantra & 2 each for Santa Fe)** for the start of the recall.
 - **They are expected to arrive the week of January 13, 2025. There may be some delays in processing due to 2 PDC closures on Friday, 01/10/25.**
 - **Please refer to the Parts Bulletin located in Hyundaidealer.com > Parts tab > Documents Library > Reference Materials > Parts Bulletins > Recall 271 Parts Bulletin**

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 rearview camera system. The cameras may fail during operation due to insufficient solder joints on the camera's printed circuit board (PCB). As such, the subject vehicles fail to comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111 "Rear Visibility."

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 rear backup cameras may fail during operation due to insufficient solder joints on the camera's printed circuit board (PCB). As such, the subject vehicles fail to comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111 "Rear Visibility."

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 inability to see the rear backup image during operation of the rear backup camera, 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 the appropriate parts/supplies available at the dealership to complete this recall?

- Yes
- No** - Order ahead of time if possible to optimize the customer experience in the case that replacement is required.



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 as noted 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 25-01-002H** (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 rearview camera equipped in the subject vehicles may have been produced with insufficient solder joints on the camera's printed circuit board ("PCB"), which may worsen over time increasing the risk of failure during operation. As such, the affected vehicles fail to comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2021-22MY Elantra (CN7A) produced 09/25/2020 – 05/16/2022 (built by Hyundai Motor Manf. Alabama)
- Certain 2021-22MY Santa Fe (TMA) produced 10/30/2020 – 03/09/2022 (built by Hyundai Motor Manf. Alabama)
- Certain 2022MY Elantra N (CN7N) produced 09/15/2021 – 02/07/2022 (built by Hyundai Motor Company)
- Certain 2021-22MY Elantra Hybrid (CN7 HEV) produced 12/23/2020 – 02/14/2020 (built by Hyundai Motor Company)
- Certain 2021-22MY Elantra (CN7) produced 09/12/2020 – 02/15/2022 (built by Hyundai Motor Company)
- Certain 2022MY Santa Fe Plug-in (TM PHEV) produced 05/13/2021 – 03/10/2022 (built by Hyundai Motor Company)
- Certain 2021-22MY Santa Fe Hybrid (TM HEV) produced 12/18/2020 – 03/10/2022 (built by Hyundai Motor Company)

Q3: What is the safety concern?

A3: An inoperative rearview camera will reduce rearward visibility while driving in reverse, increasing the risk of injury to bystanders.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (11/20/24), Hyundai is not aware of any confirmed crashes, injuries, fires, or incidents related to the recall condition 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 Hyundai dealer for inspection of the rearview (backup) camera and replacement, if necessary. 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 are planned to be notified via First Class Mail on January 14, 2025 and January 17, 2025.

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	

Appendix

Document Topic	Date
• Remedy Not Available	11/21/2024