



Safety Recall 271: Rearview Camera System (No Remedy) – Dealer Best Practice

November 21, 2024

Document Topic	Date
<ul style="list-style-type: none"> Remedy Not Available 	11/21/2024

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

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.”

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 (built by Hyundai Motor Company)
- 2021-22MY Elantra Hybrid (CN7 HEV) produced 12/23/2020 – 02/14/2020 (built by Hyundai Motor Company)
- 2021-22MY Elantra (CN7) produced 09/12/2020 – 02/15/2022 (built by Hyundai Motor Company)
- 2022MY Santa Fe Plug-in (TM PHEV) produced 05/13/2021 – 03/10/2022 (built by Hyundai Motor Company)
- 2021-22MY Santa Fe Hybrid (TM HEV) produced 12/18/2020 – 03/10/2022 (built by Hyundai Motor Company)

Remedy Information

This remedy is currently under development and additional information will be provided once it has been developed for release by HMA.

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.

Warranty Information

Warranty information will be updated once remedy has been released by HMA.

Parts Information

Parts, if applicable, will be provided once a remedy has been released by HMA.

Additional Training & Resources



Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

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 without an available remedy. The recall states that it is a condition involving the rearview camera system. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”

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 without an available remedy. The recall states that it is a condition involving the rearview camera system. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”

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 rearview image during operation of the rearview 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.



Reception: Did you offer the customer/guest Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the release of the official remedy.



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 replacement of the rearview camera. 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 no later than January 19, 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	