

**Safety Recall 285: Starter Battery Terminal Boot Inspection/Adjustment (Remedy Available)**

**- Dealer Notification**

October 03, 2025

Document Topic	Date
<ul style="list-style-type: none"> <li>Remedy Available - Technical Service Bulletin (TSB) 25-01-073H posted on HMA Tech Info</li> </ul>	10/03/2025



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.**



**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 Fe (MX5A) vehicles may have a condition where the starter harness boot (cover) may not be fully seated over the starter motor’s “B+” terminal. In certain crash scenarios involving varying degrees of engine compartment deformation, the exposed terminal could come into contact with the cooling fan assembly, potentially causing an electrical short, which can increase the risk of an electrical fire.

**Applicable Vehicles (Certain)**

- 2024-25MY Santa Fe (MX5A) vehicles produced from 12/28/2023 – 07/07/2025 by Hyundai Motor Manufacturing Alabama (“HMMA”)

**Remedy Information**

Follow the service procedure outlined in **TSB 25-01-073H** (or latest version) to check the existing position of the starter harness “B+” boot and re-position it as designed.

- Recommended Technician Level/Requirement:** 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, an SRC may be required based on any other additional work on the vehicle that may need to be addressed during the visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

**Other Notes/Recommendations**

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.



- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

## Parts Information

Please refer to TSB 25-01-073H (or latest version) for the latest parts information.

## Warranty Information

Per TSB 25-01-073H (or latest version), the recall campaign pays the following:

- Labor
  - 0.4 M/H for Starter Battery Terminal Boot Inspection/Adjustment
- Sublet
  - Dealer will be reimbursed \$2.50 for any clips that may break when performing the repair.
- **NOTE:** Claims are subject to review after submission. If it found that the picture is not compliant with requested ones per TSB 25-01-073H, claim is subject to debit.

## 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 starter motor. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers and you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have the remedy applied to your vehicle **at no cost to you**. We can also schedule an appointment over the phone with a dealership of your choice as well to apply the remedy to your vehicle. If you do not feel safe operating your vehicle until the remedy has been applied to your vehicle, we can offer alternative means of transportation.”*

### 2. For Customers at a 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 starter motor. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and we can apply the remedy on your vehicle **at no cost to you** with your permission. If you do not feel safe operating your vehicle until the remedy has been applied, we can offer alternative means of transportation.”*

### 3. For Customers concerned with the performance of their 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:** Does the dealer have an available GDS if the customer has scheduled an appointment in advance?

- Yes
- No** – Please ensure the dealer has an available GDS 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:** 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) completes this critical safety recall.

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 25-01-073H** (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 delivery of the vehicle back to the customer.

## **Customer FAQs**

### **Q1: What is the issue?**

**A1:** The starter motor assembly in the subject vehicles may have been assembled with a cover that was not fully seated over the starter motor’s “B+” terminal. In certain crash scenarios involving varying degrees of engine compartment deformation, the exposed terminal could come into contact with the cooling fan assembly, potentially causing an electrical short.

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

**A2:** Affected vehicles include the following:

- Certain 2024-25MY Santa Fe (MX5A) vehicles produced from 12/28/2023 – 07/07/2025 built from Hyundai Motor Manufacturing Alabama (“HMMA”)

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

**A3:** An electrical short can increase the risk of an electrical fire.

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

**A4:** As of the date of the filing (10/02/25), Hyundai is aware of one (1) U.S. NCAP test result with confirmed signs of a thermal event. There are no field incidents, crashes, injuries, or fatalities attributable to this condition in the



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**Q5: Will a Dealer or Port Stop Sale be issued?**

**A5: Dealer:** Yes, a Dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

**Port:** There are no vehicles currently at the port or vehicle processing centers.

**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 and reinstallation of the starter motor B+ terminal cover, if necessary. 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 will be notified via First Class Mail no later than December 01, 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
Special Service Tools	<a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a> 1-855-763-9199	For ordering SST parts
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(GeneralQuestions)	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 > DocumentsLibrary > 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 <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>	
NHTSAWebsite	<a href="http://www.safercar.gov">www.safercar.gov</a>	