



Recall 194 Dealer Best Practice

Date: September 2, 2020

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Recall 194: Santa Fe Sport Anti-lock Brake System – “ABS” Module (Remedy Not Yet Available) v1

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Initial Communications to Dealers – Remedy Not Yet Available 	09/02/20

***** Retail Vehicles*****

Dealers must perform this Recall Campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a safety recall in the United States to address a condition with the Anti-lock Brake System (“ABS”) modules in certain model year 2013-2015 Hyundai Santa Fe Sport vehicles produced for sale in the U.S. market.

The affected vehicles include:

- Approximately 151,205 model year 2013-2015 Hyundai Santa Fe Sport vehicles produced between June 17, 2013 and May 13, 2015 by Kia Motor Manufacturing Georgia (“KMMG”) for sale in the U.S. market

Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the continued satisfaction of Hyundai customers.

Description

The subject vehicles are equipped with Anti-lock Brake System (“ABS”) modules that could leak brake fluid internally and cause an electrical short over time. An electrical short in the ABS module could increase the risk of an engine compartment fire.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed, until a remedy is available.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer’s signature next to the statement.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Remedy is currently being developed.



Return – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer’s next service.



Reconnect – Follow up for customer satisfaction.

Parts

TBD. Additional details will be provided when the recall remedy is available.

Customer Notification

This recall has been posted with NHTSA. Owners will be mailed notification letters beginning in late October 2020.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America



Q&A

Q1: What is the issue?

A1: The subject vehicles are equipped with Anti-lock Brake System (“ABS”) modules that could leak brake fluid internally and cause an electrical short over time.

Q2: What are the affected vehicles?

A2: Approximately 151,205 model year 2013-2015 Hyundai Santa Fe Sport vehicles produced between June 17, 2013 and May 13, 2015 by Kia Motor Manufacturing Georgia (“KMMG”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: An electrical short in the ABS module could increase the risk of an engine compartment fire.

Q4: Have there been any accidents or injuries?

A4: Hyundai identified 15 engine compartment fires related to this condition. Hyundai is not aware of any accidents/injuries.

Q5: What will be done during the recall service at the dealer?

A5: 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 ABS module and, if necessary, replacement with a new one. The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs in accordance with the plan submitted to NHTSA. More information will be provided when available.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late October 2020.



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 HELPREPLine	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 recall or service campaigns
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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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	www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software
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