

Part 573 Safety Recall Report

21V-00K

Manufacturer Name : Hyundai Motor America**Submission Date :** DEC 28, 2021**NHTSA Recall No. :** 21V-00K**Manufacturer Recall No. :** 217**Manufacturer Information :**

Manufacturer Name : Hyundai Motor America

Address : 10550 Talbert Avenue

Fountain Valley CA 92708

Company phone : 800-633-5151

Population :

Number of potentially involved : 714

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2022 Hyundai Santa Fe HEV

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : The subject vehicles include 293 model year 2022 Hyundai Santa Fe HEV vehicles produced on October 25, 2021 through December 1, 2021 by Hyundai Motor Company ("HMC") in Korea for sale in the U.S. market.

Production Dates : OCT 25, 2021 - DEC 01, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2022 Hyundai Santa Fe PHEV

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : The subject vehicles include 421 model year 2022 Hyundai Santa Fe PHEV vehicles produced on October 25, 2021 through December 1, 2021 by Hyundai Motor Company ("HMC") in Korea for sale in the U.S. market.

Production Dates : OCT 25, 2021 - DEC 01, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Noncompliance :

Description of the Noncompliance : The instrument panel (“IP”) cluster liquid-crystal display (“LCD”) in the subject vehicles may have been produced with incorrect resistors resulting in the possibility of an inverted image of associated controls, gauges, and telltale indicators upon startup of the vehicle at extremely low temperatures. As such, the subject vehicles could fail to meet the requirements set forth in Federal Motor Vehicle Safety Standard (“FMVSS”) 101 – “Controls and Displays.” This condition will not suddenly occur during normal driving.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : Certain controls, gauges, and telltale indicators could, if illegible, increase the risk of a crash or injury.

Description of the Cause : The IP cluster assembly was produced with an incorrect resistor causing abnormal internal resistance in the cluster’s LCD.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Cluster Assy-Instrument

Component Description : Instrument panel cluster display

Component Part Number : 94011-CL020, 94031-CL020

Supplier Identification :**Component Manufacturer**

Name : Mobis

Address : 95, Sayang 2-gil

Munbaek-myeon, Jincheon-gun Chungcheongbuk-do Foreign States

Country : Korea, Republic of

Chronology :

November 2021

On November 26, 2021, HMC discovered a condition on a HEV vehicle in which the IP cluster’s LCD displayed an inverted image. HMC began investigating manufacturing records for potential causes.

On December 16, 2021, NASO was notified by HMC of a concern involving recent IP clusters with incorrect resistors that were installed into certain Hyundai Santa Fe HEV/PHEV vehicles. NASO conducted a review of field information and did not locate any related incidents in the U.S. market; however, based on HMC and the assembly plant's information, NASO escalated the investigation to its Technical Review Committee for further assessment. On December 20, NASO convened its North America Safety Decision Authority and decided to initiate a new recall for all affected vehicles in the U.S. market.

Regarding field claim counts from all available data sources at the time of the filing, Hyundai is not aware of any incidents, crashes, fires, or injuries related to the defect condition in the U.S.

Description of Remedy :

Description of Remedy Program : 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 IP cluster replaced. This remedy will be offered at no cost for all affected customers. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

How Remedy Component Differs from Recalled Component : The remedy component contains the correctly specified resistor for the LCD.

Identify How/When Recall Condition was Corrected in Production : The corrected cluster assemblies were implemented as a production running change on December 6, 2021.

Recall Schedule :

Description of Recall Schedule : Notifications will begin no later than February 25, 2022.

Planned Dealer Notification Date : FEB 25, 2022 - FEB 25, 2022

Planned Owner Notification Date : FEB 25, 2022 - FEB 25, 2022

* NR - Not Reported