



# Recall 201 Dealer Best Practice

Date: May 17, 2021

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

Subject: Recall 201: 2015-2016 Hyundai Genesis (DH) Anti-Lock Brake System (“ABS”) Module Remedy Now Available v2 (TSB# 21-01-032H)

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Remedy Now Available – TSB# 21-01-032H</li> </ul>	05/17/21

**\*\*\*IMPORTANT Retail Vehicles\*\*\***

Dealers must perform this Recall Campaign whenever an affected vehicle is in the shop for any maintenance or repair. When a vehicle arrives at the Service Department, access Hyundai Motor America’s “Warranty Vehicle Information Screen (VIS)” via WEBDCS to identify open Campaigns.

**Affected Vehicles**

Certain 15-16MY Genesis (DH) vehicles produced from February 21, 2014 to February 24, 2016.

**Description**

Hyundai Motor America 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 2015-2016 G80 Hyundai Genesis vehicles produced for sale in the U.S. market. Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the satisfaction of Hyundai customers while continuing its investigation into possible root cause(s) of this concern.

The subject vehicles are equipped with Anti-Lock Brake System (“ABS”) modules that could malfunction internally and cause an electrical short over time. An electrical short in the hydraulic electronic control unit (HECU) may 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.



**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.

- o Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed.
- o Please ensure to park these vehicles outdoors and/or away from structures until the vehicle is remedied.
- o Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:
  - Expert Certified Service Technician with one or more years’ experience servicing or repairing Hyundai electrical systems



**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.



- Refer to TSB# 21-01-032H for inspection and service procedures
- If applicable, record the customer's radio preset stations and turn the ignition switch OFF prior to starting the service procedures.



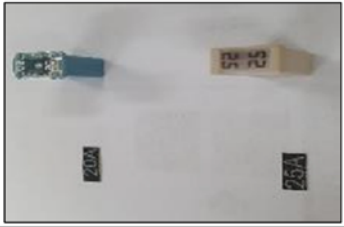
**Return** – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer's next service.



**Reconnect** – Follow up for customer satisfaction.

**Parts**

Review the Parts information in the TSB for the repair kit.

Part Name	Part Number	Note
Repair Kit – Multifuse	 91940-B1001QQH	1. Fuses (20A, 25A) 2. Upper Cover Sticker Labels (25A, 20A)

**Warranty**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Genesis (DH)	11D054R0	Fuse Replacement and Label Attachment	0.2 M/H	91940-B1001QQH	I11	ZZ3

**NOTE 1:** Submit Claim on Campaign Claim Entry Screen

**NOTE 2:** If a part that is not covered by this recall is found in need of replacement while performing Recall 201 and the affected part is still under warranty, submit a separate claim using the same Repair Order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to performing the work.

**Customer Notification**

NHTSA has posted this recall. Owners were mailed interim notification letters in early May 2021 regarding a remedy not yet available. Owners will be mailed a final letter regarding remedy now available in June/July 2021.

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

Hyundai Motor America



## Q&A

Hyundai is initiating new recall campaigns 201 and 006G, safety recall(s) to address a condition with the Anti-Lock Brake System (“ABS”) modules in certain model year 2015-2016 Hyundai Genesis and 2017-2020 Genesis G80 vehicles produced for sale in the U.S. market. Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the satisfaction of Hyundai and Genesis customers while continuing its investigation into possible root cause(s) of this concern.

**Q1: What is the issue?**

**A1:** The subject vehicles are equipped with Anti-Lock Brake System (“ABS”) modules that could malfunction internally and cause an electrical short over time potentially resulting in an engine compartment fire.

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

**A2:** The subject vehicles include 94,646 model year 2015-2020 Hyundai Genesis and Genesis G80 vehicles produced from February 21, 2014 through January 17, 2020.

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

**A3:** An electrical short could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving.

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

**A4:** As of the date of this filing, Hyundai is not aware of any confirmed crashes or injuries attributable to the recall condition. Two (2) related vehicle fires have been confirmed in the U.S. market. No related vehicle fires have occurred in foreign markets.

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

**A5:** Customers can continue driving these vehicles; however Hyundai recommends parking these vehicles outside and away from structures until the recall remedy is completed. Hyundai plans to notify owners to bring their vehicles to the nearest Hyundai dealership for replacement of the ABS module fuse.

The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

**Q6: When will owners be notified?**

**A6:** Owners were mailed interim notification letters in early May 2021 regarding a remedy not yet available. Owners will be mailed a final letter regarding remedy now available in June/July 2021.



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 HELPREP 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 (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 <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 > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>



<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"><li>• Remedy Not Yet Available</li></ul>	03/11/21