



Recall 205 Dealer Best Practice

Date: June 29, 2021

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

Subject: Recall 205 – Anti-Lock Brake System (“ABS”) Module Inspection (TSB# 21-01-052H) – Remedy Available v2

Updates To This Document	Date
<ul style="list-style-type: none"> Remedy Available – TSB# 21-01-052H Recall 205 replaces existing Recall 194 for the affected vehicles. 	6/29/21

***** 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 2013-2015MY Santa Fe Sport (AN)

Description

Hyundai is initiating a new recall campaign 205, to replace recall campaign 194, a safety recall 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 and Canada. The new recall campaign offers an improved remedy for the affected recall population. Hyundai is initiating this action to ensure the safety and compliance of its vehicles.

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 could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving. This information describes the procedure to inspect the ABS module, replace the multi-fuse, and, if necessary, replace the ABS module.

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, if any, 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 put customers in an SRC or alternative transportation, if needed.
- Please ensure to park these vehicles outdoors and away from structures until the vehicle is repaired.
- Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work: Expert Service Technician with two or more years of experience repairing Hyundai vehicle brake and 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.

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



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 for inspection and service procedures.
- If the “ABS”, “ESC” or “Brake” indicator lamps are illuminated, refer to the appropriate section of the repair manual prior to performing the inspection.
- The ignition switch must remain OFF during this inspection.
- Prior to using the multimeter, verify the internal fuse is not open.
- **Do not** re-use the existing multi-fuse. A new multi-fuse and upper cover from the service kit must be installed after completion of the ABS module inspection and (if applicable) replacement.
- **It is required to take and submit a picture of the multimeter’s measured value using STUI in the GDS.**
 - Make sure the VIN is in the background of the photo
 - Refer to the “GDSM and STUI Tips” section on the Hyundai Tech Info website for the complete guide on how to capture pictures and videos using STUI.
- If the measured current value is 70 μ A or greater, replace the HECU according to the shop manual followed by installation of the new multi-fuse and upper cover from the service kit.



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



Reconnect – Follow up for customer satisfaction.

Parts

Review the parts and Special Service Tools (SST) information in the TSB.

Please note that dealers can use their own multimeter for this recall if it meets the specifications listed in the TSB.

Part Name	Part Number	Figure	QTY.
Hydraulic Unit Assy	58920-4Z000QQH		1
	58920-4Z200QQH		1
Service Kit (Multi-fuse and Upper Cover)	91KIT-4ZUSAQQH		1

NOTICE

Any multimeter equipped with a manual μ A setting and meeting the specifications below may be used.

Multimeter Specifications			
DC Voltage Measurement Range	200mV/2V/20V/200V/600V	DC Current Error Range	$\pm(1.2\%+2)\Omega$
DC Voltage Error Range	$\pm(0.8\%+3)$	Resistance Measurement Range	200/2K/20K/200K/2M
AC Voltage Measurement Range	200V / 600V	Resistance Error Range	$\pm(0.8\%+2)\Omega$
AC Voltage Error Range	$\pm(0.8\%+3)$	Lead Wire Length	66 cm
DC Current Measurement Range	200 μ A/2mA/20mA/200mA/10A	Power	9V



Warranty

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Santa Fe Sport (AN)	01DG02I0	HECU Inspection and Multi-Fuse Installation	0.3	58920-4Z200QQH	N99	C99
	01DG02R0	HECU Inspection & Replacement and Multi-Fuse Installation	2.0	58920-4Z200QQH		

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 205 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.

NOTE 3: If the picture of the multimeter's measured value and the VIN in the background of the photo using STUI are found to not be taken, the claim will be subject to chargeback.

Customer Notification

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

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

Hyundai Motor America



Q&A

Q&A: Recall 205 – AN ABS Module

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: The subject vehicles include approximately 151,205 model year 2013-2015 Hyundai Santa Fe Sport vehicles produced 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 while parked or driving.

Q4: Have there been any accidents or injuries?

A4: To date, Hyundai is aware of eighteen (18) engine compartment fires related to this defect.

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

A5: Customers can continue driving these vehicles; however, due to the possibility of a fire originating from the ABS module while parked, 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 inspection of the ABS module and, if necessary, replacement with a new one. In addition to ABS module inspection, the ABS multi-fuse will be replaced with a revised one to mitigate the risk of a fire caused by an internal electrical short.

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

Q6: When will owners be notified?

A6: Owners were mailed interim notification letters in June 2021 regarding a remedy not yet available. Owners will be mailed notification letters regarding remedy available in July/August 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"> 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	



Appendix

Updates To This Document	Date
<ul style="list-style-type: none">• Remedy Not Yet Available	5/3/21