



## Recall 210 – Smart Junction Box - Dealer Best Practice

September 30, 2021

**To see if your vehicle is affected, please access Hyundai Motor America’s “Warranty Vehicle Information Screen (VIS)” via WEBDCS to identify open campaigns/recalls.**

### Description of Campaign:

Hyundai is initiating recall campaign 210, a safety recall to repair a condition involving the Smart Junction Box (“SJB”) in certain model year 2015-2017 Hyundai Sonata, 2016-2017 Hyundai Sonata Hybrid, and 2016-2017 Hyundai Sonata Plug-in Hybrid vehicles in the U.S. and Canada. The Smart Junction Box (“SJB”) software logic may not properly interpret the signals received from the multifunction switch in certain circumstances. As a result, the turn signal may intermittently activate in the opposite direction of what was intended by the driver, thereby increasing the risk of a crash.

**Easy & Simplified Description:** When the customer uses the turn signal, it **may** result in the opposite direction being displayed. This is an intermittent issue, thereby increasing the risk of a crash. This issue is caused by an issue with software logic in the Smart Junction Box which controls the turn switch signals.

### Stop Sale Action:

No, a “stop sale” is not needed as these vehicles are no longer in production or offered for retail.

However, please note that vehicles in dealer’s used stock inventory must have the recall completed prior to placing them into customer use.

### Affected Vehicles:

- Certain 2015-2017 model year Hyundai Sonata vehicles produced by Hyundai Motor Manufacturing Alabama (“HMMA”)
- Certain 2016-2017 model year Hyundai Sonata Hybrid vehicles produced by Hyundai Motor Company (“HMC”)
- Certain 2016-2017 model year Hyundai Sonata Plug-In Hybrid vehicles produced by Hyundai Motor Company (“HMC”)

**The Fix:** [Remedy is currently under development.](#)

### Recommended Alternative Transportation:

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

### Best Practice Checklist

Additional items will be added to the checklist once a remedy becomes available.



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- Yes
- No

### Additional Training & Resources

#### Hyundai Learning Portal

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.



**Hyundai**  
Assurance Car Care



## **Hyundaidealer.com**

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy not yet available for this recall.

## **Parts**

Parts, if applicable, will be provided once a remedy has been released by HMA.

## **Customer FAQ**

### **Q1: What is the safety concern?**

**A1:** A turn signal that activates in the opposite direction of what was intended by the driver increases the risk of a crash.

### **Q2: What will be done during the recall service at the dealer?**

**A2:** Hyundai Motor America plans to notify owners of affected vehicles to return their vehicles to their Hyundai dealers to have the Smart Junction Box software logic updated. 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.

## **Customer Notification**

Owners will be notified beginning in mid-November 2021. NHTSA has posted this recall.

## **Reference**

Please see the following page for commonly referred to contacts.



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
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall / Campaign Website</b>	<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	
<b>Campaign Central</b>	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>	