

Recall 210: SMART JUNCTION BOX (SJB) – TURN SIGNAL CONTROL LOGIC UPDATE - Dealer Best Practice (TSB# 21-01-071H)

November 18, 2021

Updates to this Document	Date
• TSB # 21-01-071H – Remedy Available	11/18/2021

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:

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. The bulletin [TSB# 21-01-071H](#) provides information related to the Smart Junction Box (“SJB”) software update for certain Sonata, Sonata Hybrid, and Sonata Plug-in Hybrid vehicles. This update includes the improvement for the turn signal control logic.

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.

Applicable Vehicles:

- Certain 2015-2017MY Sonata (LFa) produced from 05/02/2014 to 08/17/2016
- Certain 2016-2017MY Sonata Hybrid (LF HEV) produced from 03/17/2015 to 12/27/2017
- Certain 2016-2017MY Sonata Plug-in Hybrid (LF PHEV) produced from 07/31/2015 to 12/21/2017

The Fix:

Hyundai will be performing a software update of the Smart Junction Box using the GDS at no cost to customers.

- **Estimated Repair Time (Based on Warranty Time):** 0.3 HRS
- **Recommended Technician Training Level:** **A Hyundai Certified Technician with 6 months or more experience repairing Hyundai vehicles using the GDS**

Recommended Alternative Transportation:

Service visit should not require the use of alternative transportation and can be added to a routine visit.

Customer Talk Tracks

It is advisable to communicate to customers this recall will take an additional 0.3hrs to other requested service repairs.

Best Practice Checklist



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

- Yes
- No



Readiness: Are parts (if applicable) in stock to complete this campaign?



- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Additional Training & Resources

Hyundai Learning Portal

No additional training course(s) related to this recall.

Hyundaidealer.com

- A WEBDCS announcement will be provided on Hyundaidealer.com informing dealers that a remedy is now available for this recall.

Parts

Not applicable

Warranty Information

Model(s)	Op Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Sonata (LFa)	11D206R0	SJB UPGRADE	0.3 M/H	91950-C1020	I14	ZZ3
Sonata Hybrid/Plug-in (LF HEV/PHEV)	11D206R1	SJB UPGRADE	0.3 M/H	91950-E6010	I14	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 this recall and the affected part is still under warranty, submit a separate warranty 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 FAQ](#)

Q1: What is the safety concern?

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

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

A2: 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 Smart Junction Box (SJB) 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 to the NHTSA on May 16, 2018.

[Customer Notification](#)

Owners be mailed notification letters in mid-November 2021 with a remedy available for this recall.

[Contact Reference](#)

Please see the following page for commonly referred to contacts.

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

Hyundai Motor America



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 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	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">Adding additional VINs due to expanded production date range of Sonata Hybrid through 12/27/2017 and Sonata Plug-in Hybrid through 12/21/2017	10/11/2021
<ul style="list-style-type: none">Remedy Not Yet Available	09/30/2021