

# Recall 218: ABS MODULE MULTI-FUSE INSTALLATION– Dealer Best Practice

## 1) Remedy Available for 17-18MY Santa Fe Sport (AN), 17-18MY Santa Fe (NC), 19MY Santa Fe XL (NC)

## 2) Remedy still in development for 14-15MY Tucson (LM) vehicles

**July 11, 2022**

Updates to this Document	Date
<ul style="list-style-type: none"> <li>● TSB 22-01-029H-2               <ul style="list-style-type: none"> <li>○ Addition of 17-18MY Santa Fe (NC) &amp; 19MY Santa Fe XL (NC)</li> <li>○ STUI photo requirement to upload a photo of the installed Multi-Fuse</li> </ul> </li> <li>● For 14-15MY Tucson (LM) vehicles, the remedy is currently in development. Hyundai will update the TSB when there is a remedy procedure available for these vehicles.</li> </ul>	07/11/2022

**\* IMPORTANT**

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

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the “Vehicle Information” screen (VIS) via WEBDCS to identify open Recalls.

### Description of Campaign:

Certain 2017-2018MY Santa Fe Sport (AN). 2017-18MY Santa Fe (NC) & 2019MY Santa Fe XL (NC) vehicles may develop an electrical short in the hydraulic unit assembly (HECU) which may increase the risk of an engine compartment fire. This **Technical Service Bulletin (TSB) 22-01-029H-2** bulletin describes the procedure to replace the multi-fuse and upper cover.

The TSB will be updated with a remedy for 14-15MY Tucson (LM) vehicles once available.

### Applicable Vehicles:

- Certain 2017-18MY Santa Fe Sport (AN) not equipped with Smart Cruise Control (“SCC”) and produced from 12/15/2015 – 04/20/2018 by Hyundai Motor Manufacturing Alabama (“HMMA”) and Kia Georgia (“KMMG”) for sale in the U.S. market
  - Certain 2017-18MY Santa Fe (NC) not equipped with Smart Cruise Control (“SCC”) and produced from 11/28/2015 – 03/13/2018 by Hyundai Motor Company (“HMC”) for sale in the U.S. market
  - Certain 2019MY Santa Fe XL (NC) not equipped with Smart Cruise Control (“SCC”) and produced from 07/09/2018 – 11/28/2018 by Hyundai Motor Company (“HMC”) for sale in the U.S. market
  - Certain 2014-15MY Tucson (LM) produced from 08/10/2013 – 05/15/2015 by Hyundai Motor Company (“HMC”) for sale in the U.S. market
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

### Remedy Information:

**For Santa Fe Sport (AN) & Santa Fe/Santa Fe XL (NC) vehicles ONLY:** Hyundai will install a replacement multi-fuse and



upper cover at no cost.

- **Estimated Repair Time:** 0.2 hrs
- **Recommended Technician Training Level:**
  - Certified Service Technician with 6 months or more experience repairing Hyundai vehicles using the GDS

### Recommended Alternative Transportation:

Alternative transportation should not be necessary. However, customers' alternative transportation needs may differ, including, but not limited to, the use of a Service Rental Car (SRC).

Owners may continue driving these vehicles; however, out of an abundance of caution, Hyundai recommends parking them outside and away from structures until the recall remedy is completed.

### Best Practice Checklist



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

- Yes
- No



**Readiness:** Are parts 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:** Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No


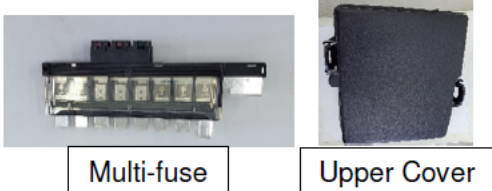


**Return:** Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

### Parts

- Please note that the below are remedy parts for 17-18MY Santa Fe Sport (AN) vehicles, 17-18MY Santa Fe (NC) & 19MY Santa Fe XL (NC) vehicles.
- **These part numbers are on Campaign Parts Management (CPM);** dealers can keep ordering needed parts as long as they submit their corresponding campaign claims.
- For 14-15MY Tucson (LM) – parts information will be updated when remedy is available for those vehicles.

Model	Part Name	Part Number	Figure	QTY.
Santa Fe Sport (AN)	Service Kit (Multi-fuse and Upper Cover)	91KIT-4Z000QQH		1
Santa Fe / Santa Fe XL (NC)		91KIT-B8K67QQH		1

### Warranty Information

**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 218 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:** Op time includes taking a picture using STUI. Claim must include a STUI picture of the new multi-fuse installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair. If not included, claim will be subject to debit.

**NOTE 4:** The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. Claim is subject to debit if the part is not returned.

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Santa Fe Sport (AN)	21D023R1	Multi-Fuse Installation	0.2 M/H	91KIT-4Z000QQH	I11	ZZ3
Santa Fe / Santa Fe XL (NC)	21D023R2	Multi-Fuse Installation	0.2 M/H	91KIT-B8K67QQH		

**STUI**



**This TSB includes a STUI picture requirement.** The STUI picture requires the VIN and date of repair to be clearly visible. Please include a copy of the RO or last 6 digits of the VIN and date of repair on a piece of paper next to the new installed part. Ensure the captured picture is done according to the steps in this TSB and uploaded to STUI once completed. **All claims found to have an illegible, incomplete, missing, or incorrect picture are subject to debit.**



## Customer FAQ

### Q1: What is the issue & safety concern?

**A1:** 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 could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving.

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

**A2:** Owners may continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for to replace the ABS multi-fuse 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, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty.

### Q3: Can owners continue driving these vehicles? Should they park them outside?

**A3:** Owners may continue driving these vehicles; however, out of an abundance of caution, Hyundai recommends parking them outside and away from structures until the recall remedy is completed.

### Q4: What if my vehicle already had the recall completed prior to the temporary suspension on March 22, 2022 (for Santa Fe Sport (AN) vehicles ONLY)?

**A4:** HMA is working on a separate initiative to ensure those affected owners receive the correct fuse cover layout as they previously received an incorrect one. HMA will announce the initiative once available.

### Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

**A5:** Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

## Customer Notification

NHTSA has posted this recall.

- **17-18MY Santa Fe Sport (AN) owners:** Were notified in May 2022 regarding remedy available for their vehicles.
- **17-18MY Santa Fe (NC), 19MY Santa Fe XL (NC) owners:** Expected to be notified in late July 2022/early August 2022 regarding a remedy available for their vehicles.
- **14-15MY Tucson (LM) owners:** Will be notified beginning in late July 2022/early August 2022 regarding remedy is still in development for their vehicles.

## 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.

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>	



## Appendix

Updates to this Document	Date
<ul style="list-style-type: none"><li>• TSB 22-01-029H – Remedy Available for 17-18MY Santa Fe Sport (AN) (<b>RESUMED from temporary suspension on 03/22/2022</b>)</li><li>• For affected 16-18MY Santa Fe (NC), 19MY Santa Fe XL (NC), and 14-15MY Tucson (LM) vehicles, the remedy is currently in development. Hyundai will update the TSB when there is a remedy procedure available for these vehicles.</li></ul>	04/26/2022
<ul style="list-style-type: none"><li>• Remedy suspended (for AN ONLY)</li></ul>	03/22/2022
<ul style="list-style-type: none"><li>• Remedy Available (for AN ONLY)</li></ul>	03/15/2022
<ul style="list-style-type: none"><li>• Remedy Not Available</li></ul>	02/09/2022