



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

1) Remedy Available ONLY for 17-18MY Santa Fe Sport (AN)

2) Remedy still in development for 16-18MY Santa Fe (NC), 19MY Santa Fe XL (NC) & Tucson (LM) vehicles

April 26, 2022

Updates to this Document	Date
<ul style="list-style-type: none">• TSB 22-01-029H – Remedy Available for 17-18MY Santa Fe Sport (AN) (RESUMED from temporary suspension on 03/22/2022)• 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.	04/26/2022

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.

Description of Campaign:

Certain 2017-2018MY Santa Fe Sport (AN) 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-1** bulletin describes the procedure to replace the multi-fuse and upper cover.

The TSB will be updated with a remedy for 16-18MY Santa Fe (NC), 19MY Santa Fe XL (NC), and 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 2016-18MY Santa Fe (NC) not equipped with Smart Cruise Control (“SCC”) and produced from 11/02/2015 – 03/12/2018 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 05/31/2018 – 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 and campaign 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) 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 ONLY.
- Dealers have been sent an initial shipment of 5-8 pcs. of part number 91KIT4Z000QQH that will arrive to the dealership in the upcoming next few days.
- **This part number is on Campaign Parts Management (CPM);** dealers can keep ordering needed parts as long as they submit their corresponding campaign claims.
- For 16-18MY Santa Fe (NC), 19MY Santa Fe XL (NC), and 14-15MY Tucson (LM) – parts information will be updated on the TSB when recall remedy is available for those vehicles.

Part Name	Part Number	Figure	QTY.
Service Kit (Multi-fuse and Upper Cover)	91KIT-4Z000QQH	  <p>Multi Fuse Upper Cover</p>	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.

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

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. Additionally, 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.

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?

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 in the coming weeks.

Customer Notification

NHTSA has posted this recall.

- **ALL vehicle owners:** Were previously notified of a Remedy Not Yet Available in early April 2022.
- **17-18MY Santa Fe Sport (AN) owners:** Will be notified beginning in May 2022 regarding a remedy available.
- **16-18MY Santa Fe (NC), 19MY Santa Fe XL (NC) & 14-15MY Tucson (LM) owners:** Will be notified beginning in May 2022 regarding that a 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.



Hyundai
Assurance Car Care





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
• Remedy suspended (for AN ONLY)	03/22/2022
• Remedy Available (for AN ONLY)	03/15/2022
• Remedy Not Available	02/09/2022