

Recall 218: ABS Module Multi-Fuse Installation - Dealer Best Practice

January 31, 2023

Updates to this Document

Date

- TSB 23-01-004H supersedes 22-01-029H-4 to add remedy for certain 2016MY Santa Fe (NC)

01/31/2023

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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Description of Recall:

Certain 2017-2018MY Santa Fe Sport (AN), 2016-2018MY Santa Fe (NC), 2019MY Santa Fe XL (NC), and 2014-2015MY Tucson (LM) vehicles may develop an electrical short in the hydraulic unit assembly (HECU) which may increase the risk of an engine compartment fire. This campaign bulletin describes the procedure to install a replacement multi-fuse.

Affected Vehicles:

- Certain 2017-2018MY Santa Fe Sport (AN) vehicles not equipped with Smart Cruise Control (“SCC”) and produced from 12/15/2015 ~ 04/20/2018.
- Certain 2016-2018MY Santa Fe (NC) vehicles not equipped with Smart Cruise Control (“SCC”) produced from 11/02/2015 ~ 3/13/2018.
- Certain 2019MY Santa Fe XL (NC) vehicles not equipped with Smart Cruise Control (“SCC”) produced from 7/9/2018 ~ 11/28/2018.
- Certain 2014-2015MY Tucson (LM) vehicles produced from 08/10/2013 ~ 05/15/2015.

Remedy Information:

For all vehicles listed above: 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

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.

Recommended Alternative Transportation:

A Service Rental Car (SRC) would not be needed for this recall procedure.

Best Practice Checklist:



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

- Yes
- No



Readiness: Are parts in stock to complete this campaign (TSB 23-01-004H or latest version)?

- 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 offer the customer Alternative Transportation if requested?

- Yes
- No



Repair: Is the assigned Technician certified and have 6 months or more experience?

- Yes
- No



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

- Yes
- No

Parts:

- These parts numbers (excluding 91KITB8USAQQH are on Campaign Parts Management (CPM); dealers can keep ordering needed parts as long as they submit their corresponding campaign claims.
- 91KITB8USAQQH is on Critical Supply Parts (CSP) for the 2016MY Santa Fe (NC) due to the limited amount of parts and low vehicle count; a valid recall 218 VIN will be required to order this part number. HMA will send a notice to the field if these restrictions are lifted in the future.

Model	Part Name	Part Number	Figure	QTY.
Santa Fe Sport (AN) 2017-2018MY	Service Kit (Multi-fuse and Upper Cover)	91KIT-4Z000QQH	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1
Santa Fe (NC), 2016MY		91KIT-B8USAQQH	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1
Santa Fe / Santa Fe XL (NC), 2017-2019MY		91KIT-B8K67QQH	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1
Tucson (LM) 2014-2015MY		91KIT-2SUSAQQH	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Multi-fuse</div> <div style="text-align: center;"> Upper Cover</div> </div>	1

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Santa Fe Sport (AN) 2017-18MY	21D023R1	Multi-Fuse Installation	0.2 M/H	91KIT-4Z000QQH	I11	ZZ3
Santa Fe / Santa Fe XL (NC) 2017-19MY	21D023R2	Multi-Fuse Installation	0.2 M/H	91KIT-B8K67QQH		
Tucson (LM) 2014-15MY	21D023R4	Multi-Fuse Installation	0.2 M/H	91KIT-2SUSAQQH		
Santa Fe (NC) 2016MY	21D023R5	Multi-Fuse Installation	0.2 M/H	91KIT-B8USAQQH		

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.

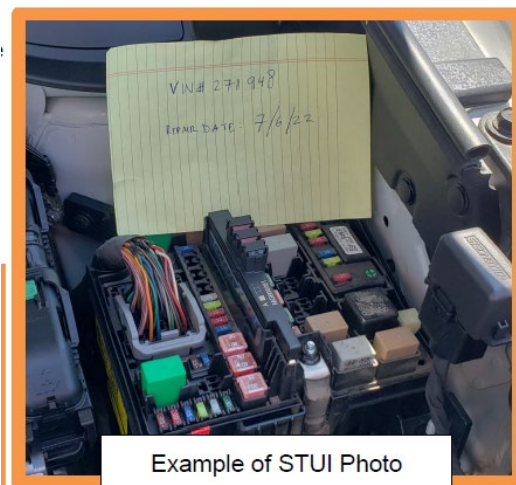
NOTE 3: Op time includes taking a picture using STUI and uploading. The STUI picture must include the new multi-fuse installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If not included, claim will be subject to debit.**

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.**

STUI Picture Requirement:

Ensure a STUI photo of the installed multi-fuse with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 23-01-004H or latest version.**

STUI pictures that do not have the last 6 digits of the VIN, date of repair, and installed multi-fuse are not acceptable.



Example of STUI Photo



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: For all vehicles: 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 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 for Santa Fe Sport (AN) vehicles?

A4: HMA launched service campaign 985 on October 06, 2022 for those vehicles identified with the recall completed prior to the temporary suspension. These vehicles previously received the incorrect fuse cover label under 218. Letters to owners were sent the same month for customers to come into an HMA dealership to receive the correct fuse cover label.

Q5: When will owners be notified?

A5: Please see by model/model year(s) below. All mailings are via First Class mail.

- 2017-18MY Santa Fe Sport (AN) owners: Were notified in May 2022 regarding remedy available for their vehicles.
- 2017-18MY Santa Fe (NC) & 19MY Santa Fe XL (NC) owners: Were notified in late July 2022 regarding a remedy available for their vehicles.
- 2014-15MY Tucson (LM) owners: Were notified in October 2022 regarding a remedy available for their vehicles for original range; for the expanded range of vehicles (through 08/10/2013), were notified in late December 2022 regarding a remedy available for their vehicles.
- 2016MY Santa Fe (NC) owners: Were notified in October 2022 that no remedy was currently available; *expected to be notified in February 2023 regarding a remedy available 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 and its 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"> 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"> 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

Historical Reference	Date
<ul style="list-style-type: none"> • TSB 23-01-004H supersedes 22-01-029H-4 to add remedy for certain 2016MY Santa Fe (NC) 	01/31/2023
<ul style="list-style-type: none"> • Expand production date range to 08/10/2013 for 14-15MY for Tucson (LM) vehicles (TSB 22-01-029H-4); these vehicles were previously under recall 218A • Add a notice about 2016MY Santa Fe (NC) that currently fall under 218A 	11/15/2022
<ul style="list-style-type: none"> • TSB supersedes 22-01-029H-3 to add 2014-15MY Tucson (LM) 	08/31/2022
<ul style="list-style-type: none"> • TSB 22-01-029H-2 <ul style="list-style-type: none"> • Addition of 17-18MY Santa Fe (NC) & 19MY Santa Fe XL (NC) • STUI photo requirement to upload a photo of the installed Multi-Fuse • 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. 	07/11/2022
<ul style="list-style-type: none"> • TSB 22-01-029H-1 - 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. 	04/26/2022
<ul style="list-style-type: none"> • Remedy suspended (for AN ONLY) 	03/22/2022
<ul style="list-style-type: none"> • Remedy Available (for AN ONLY) 	03/15/2022
<ul style="list-style-type: none"> • Remedy Not Available 	02/09/2022