



Recall 237: Anti-Lock Brake System ("ABS") - Remedy Not Available - Dealer Best Practice

October 28, 2022

Recall Description:

Certain model year 2018 Hyundai Santa Fe Sport vehicles produced for sale in the U.S. were omitted from Recall 218 (22V-056) VIN scope. 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.

Affected Vehicles:

Certain 2018 Santa Fe Sport (AN) vehicles not equipped with Smart Cruise Control ("SCC") and produced from 05/01/2017 - 05/10/2018 by Kia Georgia ("KaGa") for sale in the U.S. Market.

Recommended Alternative Transportation: Customers who are concerned about the safe operation of their vehicle until a remedy is available can request a Service Rental Car (SRC).

Customer Talk Tracks:

"During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open recall without an available remedy. The recall states that your vehicle's anti-lock brake system (ABS) module could malfunction internally and cause an electrical short over time increasing the risk of an engine fire while parked or driving.

You will be notified by first class mail to bring your vehicle to a Hyundai dealer to have the remedy completed once one is available. May I verify that your contact information in our system is correct to ensure that you receive the notification?

It is safe to continue driving your vehicle until the recall is completed however it is recommended that you park your vehicle outside away from any structures until the recall remedy has been completed."

Best Practice Checklist:



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

- Yes
- No



Reception: Did you provide the customer Alternative Transportation if requested?

- Yes
- No

Customer FAQ:

Q1: What is the issue & safety concern?

A1: Certain model year 2018 Hyundai Santa Fe Sport vehicles produced for sale in the U.S. were omitted from Recall 218 (22V-056) VIN scope. 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 are the affected vehicles?

A2: Certain model year 2018 Hyundai Santa Fe Sport vehicles not equipped with Smart Cruise Control ("SCC") and produced on 05/01/2017 through 05/10/2018 by Kia Georgia ("KaGA") for sale in the U.S. Market.



Q3: What is the safety concern?

A3: An electrical short could result in significant overcurrent in the ABS module increasing the risk of an engine compartment fire while parked or driving.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (10/27/22), Hyundai is not aware of any crashes or injuries related to the defect condition in the U.S. Hyundai is aware of four (4) fires involving 2018 Santa Fe Sport vehicles, produced by KaGA, including two (2) fires noted in Recall 218 (22V-056) report and two (2) fires from the omitted VIN population.

Q5: Stop Sale?

A5: No, a “stop sale” is not being planned as the affected vehicles are no longer in production.

Q6: What will be done during the recall service at the dealer?

A6: Once an official remedy is available, 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 remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty.

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.

Q7: Can owners continue driving these vehicles? Should they park them outside?

A7: 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.

Q8: When will owners be notified?

A8: Owners will be notified beginning in late December 2022.

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"> 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"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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	