

# HMA Recall 242 – Reverse Parking Aid Sensor (“RPAS”) Inspection/Replacement – Remedy Not Available - Dealer Best Practice

March 02, 2023

Document Topic	Date
• Recall 242: Reverse Parking Aid Sensor – Remedy Not Available	03/02/2023

**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.**

## Recall Description:

The subject vehicles are equipped with a Reverse Park Aid Sensor (“RPAS”) that could develop an internal electrical short during key-on operation due to ingress of high conductive liquid into the RPAS. An electrical short within the RPAS increases the risk of a fire.

## Affected Vehicles:

- Certain 2012-13MY Hyundai Veloster (FS) vehicles produced from 07/04/2011 – 09/27/2013

## Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release.

**Recommended Alternative Transportation:** Customers that don’t feel safe operating their vehicle until a remedy is available should be provided with a Service Rental Car (SRC).

## Customer Talk Tracks

“During your visit we checked to see if your vehicle has any open recalls. We found that it does and wanted to provide some information on the open recall. The reverse parking aid sensor in your vehicle may be susceptible to intrusion of high conductive liquid entering, resulting in a potential electrical short during key-on operation. An electrical short within the reverse parking aid sensor increases the risk of a fire. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealership to have it applied at no cost to you.

If you experience any of the aforementioned symptoms of the recall and/or smoke coming from the vehicle, please have your vehicle towed to the nearest Hyundai dealership and do not attempt to drive the vehicle until a remedy has been applied.”

## Best Practice Checklist



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

- Yes
- No



**Reception:** Did you offer the customer a Service Rental Car (SRC) if they do not feel comfortable operating their vehicle until a remedy becomes available?

- Yes



No

### **Additional Training & Resources:**

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

### **Parts:**

The parts information section will be updated once a remedy becomes available.

### **Warranty:**

The warranty information section will be updated once a remedy becomes available.

### **Customer Mailing:**

All owners of the subject vehicles will be notified via First Class mail starting in late April 2023.

### **FAQs:**

#### **Q1: What is the issue?**

**A1:** The subject vehicles are equipped with a Reverse Park Aid Sensor (“RPAS”) that could develop an internal electrical short during key-on operation due to ingression of high conductive liquid into the RPAS.

#### **Q2: What are the affected vehicles?**

**A2:** Certain 2012-2013MY Hyundai Veloster (FS) vehicles produced from 07/04/2011 – 09/27/2013

#### **Q3: What is the safety concern?**

**A3:** An electrical short within the RPAS increases the risk of a fire.

#### **Q4: Have there been any accidents or injuries?**

**A4:** As of the date of this filing (02/28/2023), NASO has identified five (5) reports of fire(s) received from May 2013 through October 2020, that may relate to the defect condition in model year 2012-2013 Hyundai Veloster vehicles in the U.S. There are no confirmed crashes or injuries related to this condition.

#### **Q5: Will a Stop Sale be issued?**

**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.

### **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

Historical Reference	Date
• Recall 242: Reverse Parking Aid Sensor – Remedy Not Available	03/02/2023