

# **Safety Recall Campaign 252: Engine Room Junction Block Wiring – Crush Shield Installation – Dealer Best Practice**

December 28th, 2023

Document Topic	Date
• Technical Service Bulletin (TSB) 23-01-095H published – Remedy Available	12/28/2023

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.</b>	
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**IMPORTANT:** 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**

Certain 2024MY Kona (SX2) vehicles equipped with a 1.6T engine contain a 12-volt positive battery cable that could become damaged during a frontal crash by contacting the vehicle’s engine control module bracket. An electrical short from the damaged 12-volt positive battery cable to bracket contact increases the risk of a post-crash engine compartment fire.

## **Applicable Vehicles (Certain)**

- 2024MY Kona (SX2) equipped with 1.6T engines produced 06/19/2023 – 11/27/2023 for sale in the U.S.

## **Remedy Information**

The procedure provided in **TSB 23-01-095H** (or latest version) provides the recall’s service procedure to install crush shields (protective sheathing) on the 12-volt battery wiring in the engine room junction block.

- **Recommended Service Technician Training Level:** Hyundai Certified or higher

## **Service Tips/Training**

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer while part(s) are ordered.
- If customer schedules an appointment in advance, order the parts ahead of time to prevent any delays; this recall service procedure is 100% installation.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don’t guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide some help.

## Recommended Alternative Transportation


A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the remedy is complete. In addition, a SRC may be required based on any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

## Warranty Information

- This recall campaign pays for the following:
  - **0.5 M/H** to install two (2) crush shields on the 12-volt battery wiring and wrap with black PVC electrical tape
    - The time above includes taking a photo of the crush shields installed and wrapped in tape next to a piece of paper with the last 6 digits of the VIN & date of the repair.
  - **\$0.50** in sublet for the use of black PVC electrical tape
- **Photos:** Refer to **TSB 23-01-095H** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

## Parts Information


- Part Number 1850318700QQH (Crush Shield):
  - **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid recall 252 VIN to order the following part number. Due to a limited quantity of parts inventory, this will ensure affected vehicles encompassed in this campaign receive priority parts allocation. If the restriction is lifted, there will be notification via WEBDCS.
- **Initial shipment (shipped 12/27/23) & 12/28/23):** Dealers were sent an initial shipment of crush shields (1 bag of 2 pcs.) for the start of the recall.
  - Please refer to the **posted Recall 252 Parts Bulletin** in the following location for additional information on this initial shipment & additional ordering details:
    - **Hyundaidealer.com/Parts/Documents Library/Reference Materials/Parts Bulletin**
- Dealers can order the part through the normal ordering process.
- Order quantity of 2 crush shields per VIN to complete the repair; do not order only 1.

Model	Part Name	Part Number	Quantity	Figure	Remarks
Kona (SX2)	Crush Shield	18503-18700QQH	2		Each tube is 55 mm long, 2 tubes per vehicle required

**NOTE:** 2 tubes per vehicle will be placed in 1 small bag when shipped to dealer.

## Required Supplies

- Dealers will require black PVC electrical tape on-hand to complete the repair.
- Ensure this tape is used to tightly wrap the installed crush shields.
- Dealers will be reimbursed in sublet on the claim for use of the tape.

Model	Part Name	Part Number	Figure	Remarks
Kona (SX2)	Black PVC Electrical Tape	N/A; Source locally if necessary		Will need approximately 20 inches of tape per vehicle.

## Sample Customer Talk Track

1. For customer with an appointment, but recall not part of the originally scheduled services: *“I see that your vehicle has an open recall campaign that we would like to take care of for you while you are here today. This Recall Campaign 252 relates to the electrical system where the 12-volt positive battery cable can may come into contact another bracket from the engine control module, potentially causing an electrical short. In the event of a crash, an electrical short resulting from the contact may increase the risk of a post-crash engine compartment fire. We will repair your vehicle to prevent this from occurring by installing protective sheathing on the 12-volt battery cables. This service, of course, will be provided at no charge to you. If necessary, we would like to offer you an SRC while we repair your vehicle. We apologize for the severe inconvenience.”*
2. For Walk-in Customer: *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to the electrical system, involving the vehicle’s 12-volt positive battery cable. The recall’s remedy is to install protective sheathing on the 12-volt battery wiring cables. This service, of course, will be provided at no charge to you. We apologize for the severe inconvenience.”*
3. For customers over the phone: *“While I have you on the line and verifying your current appointment, I ran your VIN and see that your vehicle has an open recall that relates to the vehicle’s electrical system, involving the 12-volt positive battery cable. The recall’s remedy is to install protective sheathing on the 12-volt battery wiring cables. If time permits, we can address this recall during your current appointment and it will be at no cost to you. Should you need transportation assistance during this time, we can help arrange an SRC since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”*

## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls? Did you check for any decline services from previous visits?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership. Also ask customer if he/she would like to have any of the previous declined services performed.



**Readiness:** Are the required parts & supplies in stock to complete this campaign?

- Yes
- No** – Please order the part if it has not been ordered already and obtain the black PVC electrical tape. If possible, please have items on-hand if customer has made an appointment in advance.



**Reception:** Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you explain to the customer the expected repair time and an expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.



Did you offer the customer Alternative Transportation if requested?

- Yes
- No** - Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit.



**Repair:** Does the Technician meet the recommended training requirements(s)(Certified level or higher) to complete this recall campaign?

- Yes
- No** – Please ensure a technician with a Certified level (or higher) completes this repair.

Were the appropriate picture(s) taken as outlined in **TSB 23-01-095H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage and appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-095H** (or latest version) for sample photo. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No** – Customer should be signing the final invoice upon delivery of the vehicle.

## **Customer FAQ**

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

A1: The subject vehicles contain a 12-volt positive battery cable(s) that could become damaged during a frontal crash due to contact made with the vehicle's engine control module ("ECM") bracket, potentially causing an electrical short.

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

A2: Affected vehicles include certain model year 2024 Hyundai Kona vehicles equipped with 1.6-liter turbocharged engines and produced 06/19/2023 – 11/27/2023 by Hyundai Motor Company ("HMC") for sale in the U.S. market.

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

A3: An electrical short from the damaged 12-volt positive battery cable(s) to bracket contact increases the risk of a post-crash engine compartment fire.

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

A4: As of the filing to NHTSA on 12/26/2023, there are no crashes, injuries, or fatalities attributable to this condition in both the U.S. and Canada. Hyundai has confirmed one (1) fire occurring in an IIHS (Insurance Institute for Highway Safety) test vehicle. There are no known fire events occurring on retailed vehicles in the field due to this condition.

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

A5: Yes, a Dealer "Stop Sale" (hold) has been issued in accordance with federal regulation for involved vehicles unsold at dealers. In addition, a Port "hold" has been issued for all involved vehicles located at ports and vehicle processing centers.

### **Q6: What will be done during the recall service at the dealership?**

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to



a Hyundai dealer to install protective sheathing over the 12-volt positive (B+) and alternator wiring connected to the junction block located in the engine compartment.

This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition.

**Q7: When will owners be notified?**

A7: Owners of the subject vehicles will be notified via First Class mail in late February 2024.

**Contact Reference**

Please see the list on 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 HELPREPLine	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><u>recall or service campaigns</u></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>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. 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

Document Subject	Date
• Remedy Not Available	12/27/2023