

Dealer Notification

Warranty Extension Z01: Intermittent Airbag Warning Light & DTCs - B1763, B1764 - OCS Unit/Wire Harness Replacement

April 24, 2026

Document Topic	Date
• Technical Service Bulletin (TSB) 26-BE-011H posted on HMA Tech Info	04/24/2026

Warranty Extension Description

Some vehicles listed below may exhibit an intermittent airbag warning light and DTC(s) **B1763** (OCS ECU Defect), and/or **B1764** (OCS Mat Defect) may be stored.

Hyundai is extending the warranty coverage of the sensor for the Occupant Classification System (OCS) / Occupant Detection System (ODS) to **18 years/unlimited mileage** from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners. Refer to the warranty and parts information outlined in this bulletin.

Affected Vehicles (Certain)

- 2012 – 2017MY Accent (RB) produced from 03/23/2011 - 11/30/2017
- 2012 – 2017MY Azera (HG) produced from 11/29/2011 - 12/08/2016
- 2013 – 2018MY Santa Fe Sport (AN) produced from 07/12/2012 - 05/10/2018
- 2013 – 2019MY Santa Fe (NC) produced from 12/18/2012 - 11/28/2018
- 2012 – 2017MY Veloster (FS) produced from 07/02/2011 - 06/30/2017

Repair Information

Confirm the applicable DTC(s) and replace the OCS (ODS) unit or wire harness, reset the OCS (ODS), and initialize the power seat module (if applicable). If necessary, replace the OCS (ODS) mat if DTC(s) exist after replacement of the OCS (ODS) wire harness.

- **Recommend Technician Level/Requirement:** Hyundai Specialist (or higher)

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, a SRC may be required based on the repair procedure duration and 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 should be provided.

Other Notes/Recommendations

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- **Please note that this is a warranty extension. The customer's concern of an intermittent airbag warning light and DTC(s) B1763 (OCS ECU Defect), and/or B1764 (OCS Mat Defect) must be stored before proceeding with any repairs.**
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

Parts Information

- Refer to **TSB 26-BE-011H** (or latest version) for the latest parts information.
- These parts will require a VIN before ordering. Please see TSB for full parts list per model.

Warranty Information

Please note that this is an **extended** warranty.

- If the affected parts are within the extended period of 18 years/unlimited mileage, submit as a campaign claim type. Do not submit as warranty.
- **Per TSB 26-BE-011H** (or latest version) – Please see the latest TSB for the parts and labor reimbursement per model.
- Digital Documentation:
 - Claims are subject to review after submission. Please note that justification will come in the form an automatically uploaded DTC via GDS e-report at the time of diagnosis. **If it found that the DTC is not uploaded, claim is subject to debit.**

Best Practice Checklist

- **Reservation:** Has WebDCS been checked for additional campaigns or recalls?
 - ☐ Yes
 - ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?
 - ☐ Yes
 - ☐ **No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
 - ☐ Yes
 - ☐ **No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
 - Has the customer been informed of the expected repair duration and a timeframe for status updates?
 - ☐ Yes
 - ☐ **No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
 - Has the customer been offered alternative transportation?
 - ☐ Yes
 - ☐ **No** – Customers should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, a SRC may be required based on the service 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 to complete this campaign?
 - ☐ Yes
 - ☐ **No** – Please reference the "Repair Information" section on page 1 and ensure a qualified technician performs the service procedure.
- **Return:** Ensure the customer's contact information is up-to-date for follow-up conversations regarding their vehicle's status.
 - ☐ Yes

- ☐ **No** – Please ensure the customer's latest information is accurately recorded in order to provide future updates.

Anticipated FAQs

Q1: What is the issue?

A1: Some vehicles listed below may exhibit an intermittent airbag warning light and DTC(s) B1763 (OCS ECU Defect), and/or B1764 (OCS Mat Defect) may be stored.

Q2: What are the affected vehicles?

A2: Affected vehicle model years/models include the following:

- 2012 – 2017MY Accent (RB) produced from 03/23/2011 - 11/30/2017
- 2012 – 2017MY Azera (HG) produced from 11/29/2011 - 12/08/2016
- 2013 – 2018MY Santa Fe Sport (AN) produced from 07/12/2012 - 05/10/2018
- 2013 – 2019MY Santa Fe (NC) produced from 12/18/2012 - 11/28/2018
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Q3: What will be done by the dealer once the vehicle comes in, confirms the customer's concern, and the vehicle is eligible for the warranty extension?

A3: The dealer will confirm the airbag warning light and DTC(s), replace the OCS (ODS) unit or wire harness, reset the OCS (ODS), and initialize the power seat module (if applicable). The OCS (ODS) mat will also be replaced **if** DTC(s) exist after replacement of the OCS (ODS) wire harness. The repairs will be offered at **no cost** to the customer if the condition(s) covered by the warranty extension are confirmed.

Q4: When will affected customer(s) be notified of this warranty extension?

A4: Owners of the subject vehicles are expected to be notified via First Class Mail by June 2026.

Contact Reference

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important matter and the continued commitment to our Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELP 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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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	1-800-633-5151	Customers general questions, non-campaign related
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 > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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

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