



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 23, 2025

[REDACTED]
Cincinnati, OH [REDACTED]

NEF-109 rrr
Ref. No. 11665247

Dear [REDACTED]

Thank you for the letter about model year (MY) 2017 Hyundai Elantra vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We understand your concerns about the quality of the paint on your MY 2017 Hyundai Elantra. However, we do not believe your problem is a safety-related defect as defined by our authorizing statute--The National Traffic and Motor Vehicle Safety Act. As such, your vehicle problem does not pose an unreasonable safety risk to you or other motorists. However, we entered your information into our database. You can learn more about safety-related defects and an explanation of NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We are aware of Hyundai's White Paint Warranty Extension (Z05) for certain models, including your MY 2017 Elantra (enclosed). The paint warranty coverage for affected vehicles has been extended to 10 years/unlimited miles from the date of original retail delivery or date of first use and is valid for original and **subsequent owners**. Please note that the warranty extension at issue was initiated by Hyundai and is not a safety recall. The issuance of a warranty extension by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer warranty extensions to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's service campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We encourage you to continue to work with Hyundai and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Hyundai district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Ohio Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure



HYUNDAI

Technical Service Bulletin

GROUP BODY	NUMBER 25-BD-004H
DATE MAY 2025	MODEL(S) SEE BELOW

SUBJECT: WHITE PAINT WARRANTY EXTENSION (Z05)

Description: Certain Hyundai vehicles with exterior white paint may exhibit peeling or bubbling on metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk. The paint warranty coverage for affected vehicles has been extended to 10 years/unlimited miles from the date of original retail delivery or date of first use, and is valid for original and subsequent owners.

The warranty extension does **NOT** apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.



Applicable Vehicles (Certain):

Model Year	Model	Exterior Paint	Factory	Remarks
• 2015 – 2016MY	Elantra (UD)	Quartz White Pearl (W8 or WW8)	HMMA	VIN starts with 5NP
• 2017 – 2018MY	Elantra (ADA)	Quartz White Pearl (W8 or WW8)	HMMA	VIN starts with 5NP
• 2015 – 2019MY	Sonata (LFA)	Quartz White Pearl (W8 or WW8)	HMMA	VIN starts with 5NP
• 2017 – 2018MY	Santa Fe Sport (AN)	Frost White Pearl (SWP)	HMMA	VIN starts with 5NM
• 2019MY	Santa Fe (TMA)	Quartz White Pearl (W8 or WW8)	HMMA	VIN starts with 5NM
• 2017 – 2021MY	Tucson (TL)	Dazzling White (PDW) Cream White (WW2)	HMC	
• 2021 – 2023MY	Santa Fe Hybrid (TM HEV)	Cream White (WW2)	HMC	
• 2020 – 2023MY	Palisade (LX2)	Hyper White (WC9)	HMC	

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Elantra (UD)	Refer to WEBDCS for applicable paint labor Op. codes	Refer to WEBDCS for applicable description(s)	Refer to WEBDCS for current LTS for paint	Refer to parts catalog for affected part(s)	A22	ZZ8
Elantra (ADA)						
Sonata (LFA)						
Santa Fe Sport (AN)						
Santa Fe (TMA)						
Tucson (TL)						
Santa Fe Hybrid (TM HEV)						
Palisade (LX2)						

NOTE 1: Submit one (1) claim in the 'Warranty Claim Entry Screen' using the published LTS paint labor operations for the affected panel(s)/area(s).

When submitting the claim, please ensure that any of the following 3 keywords are included in the '3C's or Comments' sections: Z05, White, or Paint Extension.

Include operation code **SUBLTR0F for 0.3 M/H along with additional \$100** in sublet for administrative support in coordinating activities with paint repair such as coordinating with paint shop for setup/sublet of paint repairs, paperwork/invoicing completion, coordination rental car for customer.

Please note that paint matching and blending are covered.

Use sublet type "P1" for the paint claim.

NOTE 2: This TSB includes repair justification photos. Op times include VIN, mileage, and repair justification photos as outlined in the Digital Documentation Policy.

NOTE 3: If a rental is needed, use the same repair order as the Warranty claim and submit as a separate claim.

NOTE 4: If a part is found in need of replacement while performing this TSB 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. This claim must be submitted separately from #1.

NOTE 5: Standard Warranty Policy & Procedures apply.

NOTE 6: If the vehicle is outside of the extended term, please submit a Prior Approval (PA) request for goodwill consideration prior to performing the work.

Service Procedure:

DIGITAL DOCUMENTATION



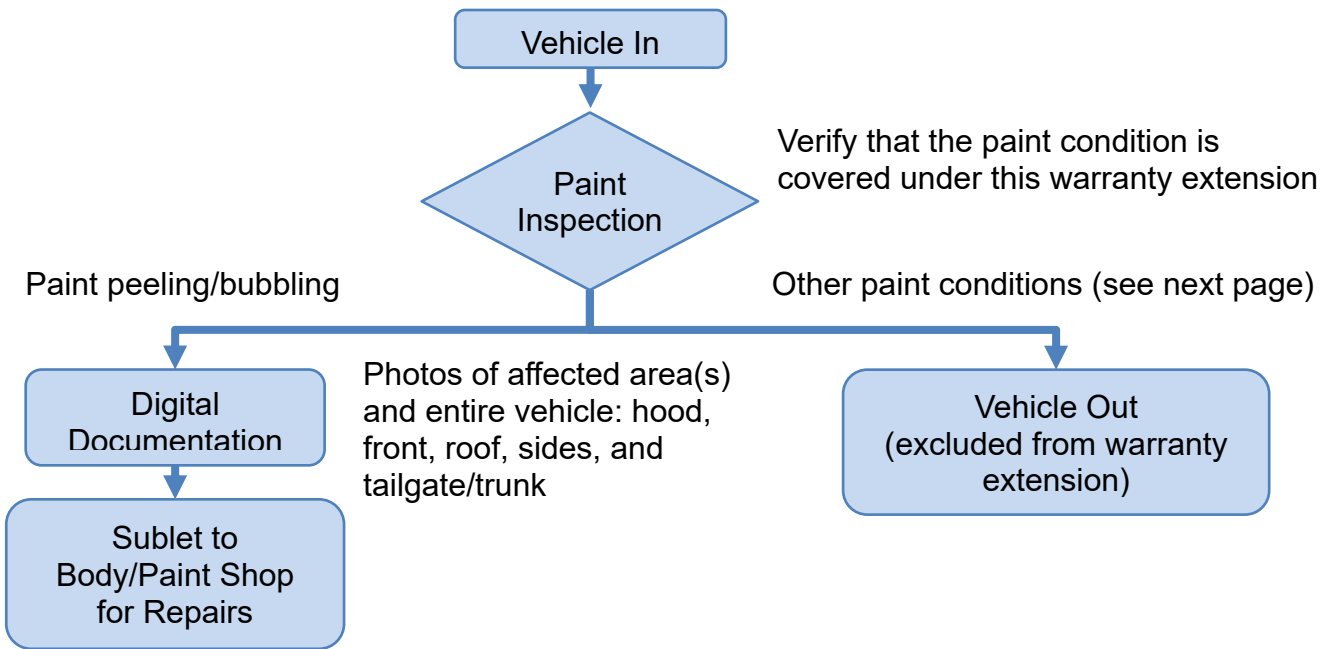
This TSB includes Repair justification photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

i Information

If the sublet body vendor discovers more panel(s) exhibiting peeling or bubbling beyond dealer's original assessment, it is mandatory that the vendor take pictures of the additional panel(s) exhibiting peeling or bubbling so the dealer can include them as part of its claim submission.

i Information

The warranty extension does **NOT** apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.



i Information

Peeling and/or bubbling of the white paint commonly occurs on the metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk.

Plastic body panels (bumpers, side moldings, fender/quarter panel garnishes, etc.) are **NOT** affected by this issue. They should only be repainted if necessary for proper color matching and blending.

Paint issues that do **NOT** match these conditions (e.g. rock chips, scratches, physical damage, etc.) are **NOT** covered under this warranty extension.

White Paint Repair Procedure

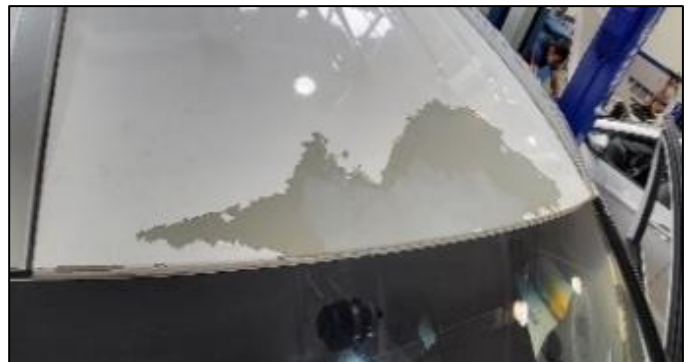
1. Inspect the entire vehicle for paint peeling/bubbling on the metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk.

i Information

Plastic body panels (bumpers, side moldings, fender/quarter panel garnishes, etc.) are **NOT** affected by this issue. They should only be repainted if necessary for proper color matching and blending.

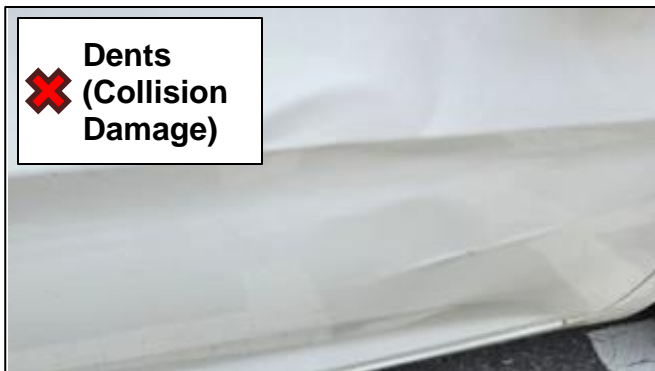
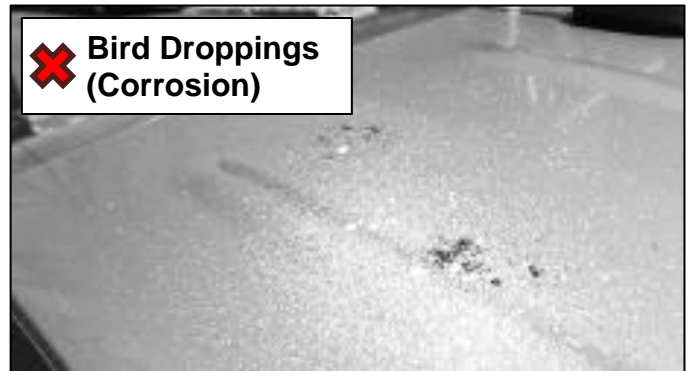
i Information

The warranty extension does **NOT** apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.



i Information

Paint issues such as rock chips, scratches, bird droppings, sap/wax, aftermarket wraps, collision damage, and/or customer-induced damage are excluded (❌ = **NOT** covered) by the warranty extension.



2.

DIGITAL DOCUMENTATION



Using STUI, take photos of the affected panel(s)/area(s) exhibiting peeling and/or bubbling of the white paint with the last 6 digits of the VIN and the date of repair on a piece of paper. Also photograph the LH & RH side, hood & roof, and front & rear areas to document vehicle condition.

Upload the photos to STUI.

Photo(s) of Problem Area(s)



LH & RH Side



Hood & Roof



Front & Rear



3. Sublet the vehicle to a body/paint shop.

**Information**

Refer to **Hyundai Warranty Policy and Procedures Manual, "Section 6.5: Sublet Repair Record Requirements"** when sublet repairs are performed by a body/paint shop to refinish the affected area(s).

**Information**

Only repaint the affected area(s). The surrounding body panel(s) should only be repainted if it is necessary for proper color matching and blending.

**Information**

If the sublet body vendor discovers more panel(s) exhibiting peeling or bubbling beyond the dealer's original assessment, it is mandatory that the vendor take pictures of the additional panel(s) exhibiting peeling or bubbling so the dealer can include them as part of its claim submission.