



# Recall 197 Dealer Best Practice

**Date: September 29, 2021**

**Attn:** Dealer Principal/General Manager/Service Manager/Parts Manager

**Subject:** Recall 197: 07-12MY Veracruz Oil Leak on Alternator (TSB# 21-01-047H-2) - Remedy Available v3

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Remedy Available: <b>TSB# 21-01-047H-2</b></li> <li><b>This TSB# 21-01-047H-2</b> supersedes 21-01-047H-1 for a revision to add a Note to check the drive belt condition and replace if evidence of cuts, cracks, excessive wear, and/or oil saturation is found.</li> </ul>	09/29/21

**\*\*\*IMPORTANT Retail Vehicles\*\*\***

As required by federal law, 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.

When a vehicle arrives at the service department, access Hyundai Motor America's "Warranty Vehicle Information Screen (VIS)" via WEBDCS to identify open Campaigns.

**Affected Vehicles**

Certain 2007-2012MY Veracruz (EN) vehicles

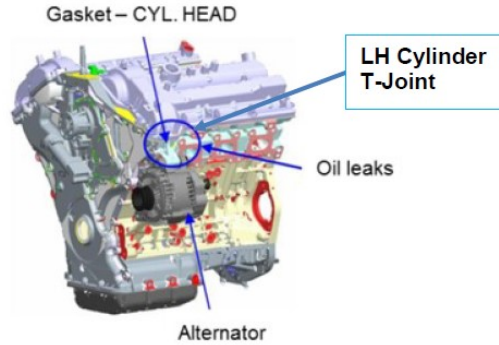
**Description**

Hyundai is conducting a safety recall in the United States to address a condition of engine oil leaking onto the alternator in vehicles involved in Recall 121, a safety recall addressing a similar condition, issued in November 2014. Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the continued satisfaction of Hyundai customers.

The subject vehicles were involved in Recall 121, a safety recall addressing a condition with engines potentially leaking oil from the front cylinder bank's valve cover onto the alternator. In a small number of cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover's gasket. A sufficient amount of oil could damage the alternator, resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven without recharging the battery, the engine will eventually shut off, increasing the risk of a crash.

This recall provides information on the service procedures to inspect for T-Joint leakage and install an oil protector to address the concern:

- If T-Joint shows no leakage, install oil protector.
- If T-Joint shows leakage, replace the LH cylinder head cover gasket, alternator, and install the oil protector.



## Service Action



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



**Readiness** – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- Be prepared to put customers in an SRC or alternative transportation, if needed.
- **Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work: Expert Service Technician and completed the Engine Technology Course and trained on this service operation.**



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.

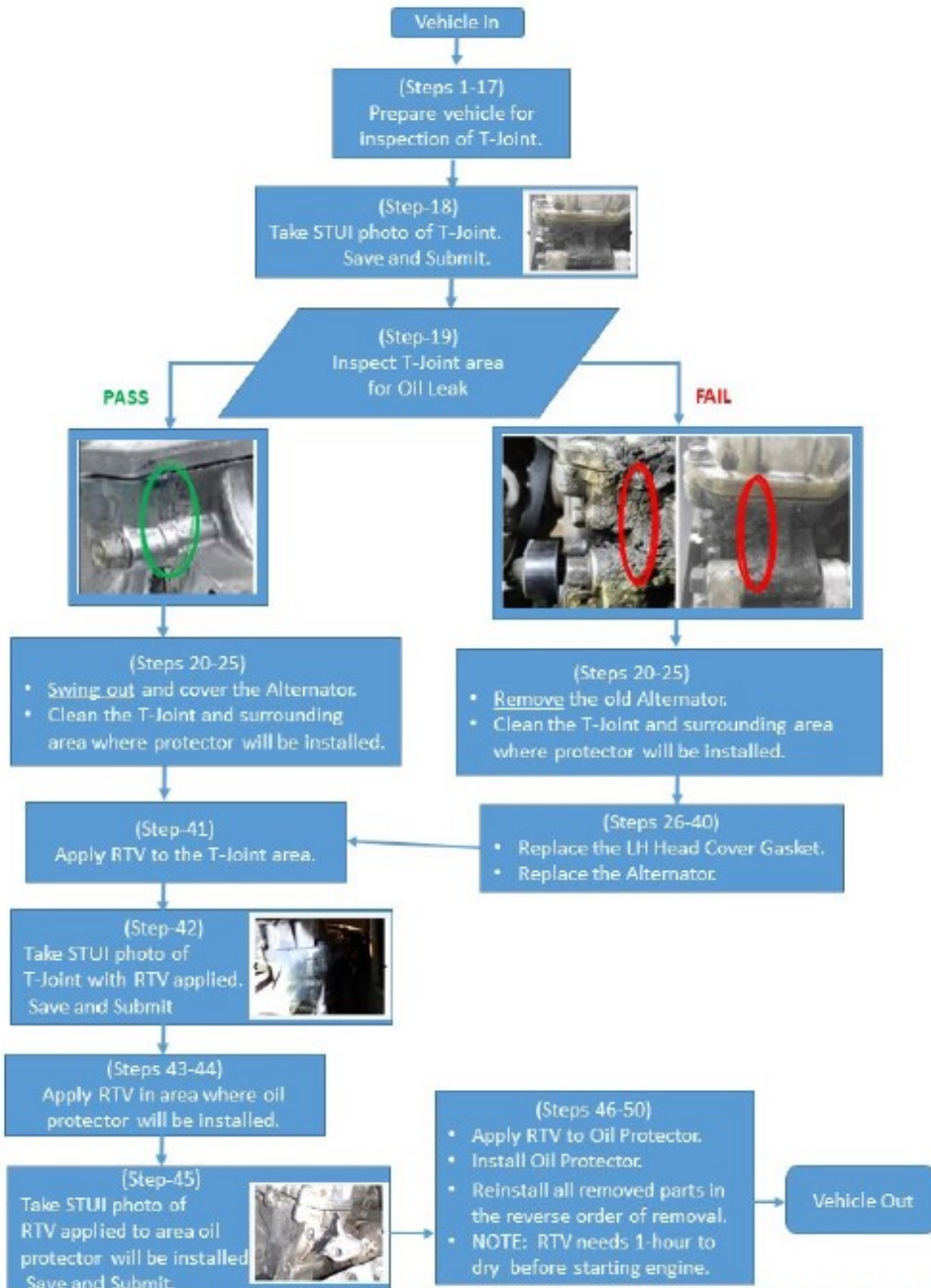


**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Refer to TSB for inspection and service procedures.
- **It is required to take and submit STUI photos for steps 18, 42, and 45. Please see TSB for more details.**
  - Ensure STUI camera photo uploads are for the correct VIN. Review Step 1 instructions on Page 4 of the TSB.
  - Refer to the “GDSM and STUI Tips” section on the Hyundai Tech Info website for the complete guide on how to capture pictures and videos using STUI.
- **It is critical that the ‘T’-Joint area** consisting of the Head, Head Cover, Chain Cover, and Block are **free of oil and contaminants**; see page 12 of TSB for zoomed in picture
- The removed liquid gasket residue should not fall into the engine.
- Carefully remove the cylinder head cover to avoid any dirt/debris falling into the engine. Debris falling into the cylinder head can result in engine damage.
- Be careful not to damage the surface of the cylinder head cover.
- **Once repair has been completed, allow RTV sealant to dry 1 hour before starting engine.**
- Please review the Service Procedures Chart below on the next page:

**SERVICE PROCEDURE:**

**Summary of Procedure**



**NOTE:** In winter, the vehicle should be stored indoors to perform work on parts at room temperature. Start the engine after 1 hour to allow the RTV sealant to harden.



**Return** – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer’s next service.



**Reconnect** – Follow up for customer satisfaction.



## Parts

Review the parts and supplies information in the TSB.

Part Name	Part Number	Qty.
Service Kit – Protector	22400-3C000QQH	1 Kit
<b>(Service Kit – Protector includes the following 3 parts):</b>		
(Protector –Oil)	(22495-3C000QQH)	
(Bolt - Flange / M8X35mm)	(25124-3C500QQH)	
(Bolt - Flange / M8X45mm)	(11403-08456K)	
<b>NOTE: Replacement of below parts only applies if vehicle FAILS the T-joint oil leak inspection:</b>		
Gasket - Rocker Cover LH*	22453-3C120QQH	1 ea.
Generator Assembly*	37300-3C125QQH	1 ea.

### Supplies:

Part Name	Part Number	Note
Liquid RTV Gasket	00232-19061 <b>(NOTE: Only use Hyundai RTV. Substitute is not allowed)</b>	3 vehicles/bottle
Brake Cleaner	00232-19077	3 vehicles/bottle

## Warranty

Op Code	Operation	Op. Time	Causal Part	Nature	Cause
11D099R0	Oil leak inspection and install oil protector	0.9	22400-3C000QQH	E74	ZZ1
11D099R1	Oil leak inspection and Head cover cleaning, Replace gasket / alternator and Install oil protector	1.9	37300-3C125QQH	E74	ZZ1

**NOTE 1:** Submit Claim on Campaign Claim Entry Screen.

**NOTE 2:** If a part that is not covered under this recall is found in need or replacement while performing this Recall Campaign and the affected part is still under warranty, submit a separate warranty 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.

**NOTE 3:** The campaign claim submitted under labor operations 11D099R0 and 11D099R1 will include reimbursement of the Liquid RTV Gasket and Brake Cleaner in sublet. Each tube of liquid RTV & bottle of brake cleaner do 3 vehicles each. Do not submit a separate claim for these items.

## Customer Notification

NHTSA has posted this recall. Owners were mailed interim notification letters in January 2021, March 2021, and May 2021. Owners were mailed notification letters regarding remedy available in early September 2021.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America

## Q&A

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

**A1:** The subject vehicles were involved in Recall 121, a safety recall addressing a condition with engines potentially leaking oil from the front cylinder bank's valve cover onto the alternator. In a small number of cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover's gasket. A sufficient amount of oil could damage the alternator, resulting in illumination of the charging system warning lamp and disablement of the charging system.

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

**A2:** The subject vehicles include 60,097 model year 2007-2012 Hyundai Veracruz vehicles built between December 26, 2006 and July 24, 2012 by Hyundai Motor Company ("HMC") for sale in the U.S. market.

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

**A3:** If the vehicle is continually driven without recharging the battery, the engine will eventually shut off increasing the risk of a crash.

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

**A4:** To date, Hyundai is not aware of any crashes or injuries/fatalities in the U.S. attributable to this condition.

### **Q5: What will be done during the recall service at the dealer?**

**A5:** The remedy will include new dealer instructions on performing the repair. Based on an inspection, vehicles identified with no oil leakage specified in the 'T' joint area will have an oil protector installed with RTV sealant application. For those vehicles identified with oil leakage, the valve cover gasket and alternator will also be replaced for those vehicles identified with an oil leakage in addition to the installation of oil protector with RTV sealant application. An oil protector cover will be installed on all vehicles. Details will also be provided on site cleanliness and additional RTV sealant application in the area where oil leaks occur. The remedy procedure will be performed at no charge to the customer. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

### **Q6: When will owners be notified?**

**A6:** Owners were mailed interim notification letters in January 2021, March 2021, and May 2021. Owners were mailed notification letters regarding remedy available in early September 2021.

### **Q7: If Recall 121 that addresses the same concern for the engine oil leak onto the alternator was completed for the vehicle, do I still need to get Recall 197 done?**

**A7:** Yes, Recall 197 still needs to be completed on the vehicle. This Recall 197 also includes the installation of an oil protector cover on all vehicles to prevent oil leakage from the valve cover gasket onto the alternator. It also includes very specific details on site cleanliness and application of RTV sealant on all vehicles in the area where oil leaks occur.

### **Q8: What if the owner asks why he/she should get recall 197 completed on his/her vehicle when recall 121 was already completed addressing the same issue?**

**A8:** Please let the owner/customer know that Hyundai is first and foremost concerned about the safety of its owners and the compliance of its vehicles. While recall 121 previously addressed the same concern, recall 197 provides an updated remedy with installation of an oil protector with sealant application on all vehicles and sealant application in the area where oil leaks occur.





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>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

<u>Updates To This Document</u>	<u>Date</u>
• <b>TSB# 21-01-047H-1</b> - Increased op time for inspection operation and inspection/replacement operation	07/15/21
• Remedy Available: <b>TSB # 21-01-047H</b> • Recall 197 replaces existing Recall 121 for the affected vehicles.	07/01/21
• Initial Communications to Dealers – Remedy Not Yet Available	11/19/20