

# Part 573 Safety Recall Report

# 21V-00M

**Manufacturer Name :** Hyundai Motor America**Submission Date :** DEC 28, 2021**NHTSA Recall No. :** 21V-00M**Manufacturer Recall No. :** 216**Manufacturer Information :**

Manufacturer Name : Hyundai Motor America

Address : 10550 Talbert Avenue

Fountain Valley CA 92708

Company phone : 800-633-5151

**Population :**

Number of potentially involved : 26,413

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2021-2021 Hyundai Sonata

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

**Descriptive Information :** The subject vehicles include 9,596 model year 2021 Hyundai Sonata vehicles produced on 10/29/2020 through 12/17/2020 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.

**Production Dates :** OCT 29, 2020 - DEC 17, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Hyundai Santa Fe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** The subject vehicles include 8,561 model year 2021 Hyundai Santa Fe vehicles produced on 10/29/2020 through 12/17/2020 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.

**Production Dates :** OCT 29, 2020 - DEC 17, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2021 Hyundai Elantra

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The subject vehicles include 8,256 model year 2021 Hyundai Elantra vehicles produced on 10/29/2020 through 1/8/2021 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.

Production Dates : OCT 29, 2020 - JAN 08, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : The subject vehicles may have been assembled with non-conforming clear coat paint which could lead to inadequate adhesion of the front windshield to the vehicle structure.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A windshield that is not adequately retained could increase the risk of an injury in a crash.

Description of the Cause : Non-conforming flow additive was mixed with the production paint clear coat during supplier production.

Identification of Any Warning that can Occur : The operator may experience wind noise or water leaking from the front windshield.

## Involved Components :

Component Name 1 : Windshield Assembly, Front

Component Description : Front windshield panel

Component Part Number : 86110L0130, 86110L0140, 86110L0150 (Sonata)

Component Name 2 : Windshield Assembly, Front

Component Description : Front windshield panel

Component Part Number : 86110S2280, 86110S2290, 86110S2300, 86110S2310 (Santa Fe)

Component Name 3 : Windshield Assembly, Front

Component Description : Front windshield panel

Component Part Number : 86110AB020, 86110AB025, 86110AB045 (Elantra)

## Supplier Identification :

### Component Manufacturer

Name : Axalta

Address : 50 Applied Bank Blvd  
Suite 300 Glen Mills Pennsylvania 19342

Country : United States

## Chronology :

February 2021

Axalta notified HMMA of its investigation with another OEM involving clear coat paint that was mixed with non-conforming flow additives causing poor adhesion of the front windshield to the vehicle's body structure. HMMA and Axalta jointly conducted adhesion tests based on MS715-25 and using HMMA's paint application process. All test windshield panels passed adhesion tests leading Axalta and HMMA to conclude that Hyundai products using Axalta clear coat paint are not at risk of poor adhesion.

November 2021

On November 5, Axalta filed a recall addressing a suspect production lot of non-conforming clear coat paint that could lead to poor adhesion between certain vehicle OEM components to the vehicle's body structure. Axalta identified Hyundai as an OEM recipient of potential defective paint in its report.

December 2021

On December 1, based on information in Axalta's 573 report, HMMA performed internal testing of the front windshield adhesion on two (2) test vehicles that were previously assembled within Axalta's suspect production range and one (1) vehicle assembled with clear coat sourced from a different supplier. Both test vehicles using Axalta paint were found to have lower adhesion than the vehicle using the other supplier's paint. HMMA notified NASO of its investigation findings. NASO conducted a review of field information and did not locate any related incidents in the U.S. market; however, based on HMMA's test results, NASO escalated the investigation to its Technical Review Committee for further assessment. On December 20, NASO convened its North America Safety Decision Authority and decided to initiate a new recall for all vehicles potentially built with clear coat paint from Axalta's suspect production lot in the U.S. market.

Regarding field claim counts from available data sources at the time of the filing, Hyundai is not aware of any incidents, crashes, fires, or injuries related to the defect condition in the U.S.

**Description of Remedy :**

Description of Remedy Program : 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 front windshield panel removed and reinstalled with properly formulated material per standard repair procedures. This remedy will be offered at no cost for all affected customers. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

How Remedy Component Differs from Recalled Component : The windshield will be removed and reinstalled with proper formulated material per standard repair procedures.

Identify How/When Recall Condition was Corrected in Production : The suspect non-conforming clear coat paint was last used on December 16, 2020.

**Recall Schedule :**

Description of Recall Schedule : Notifications will be sent no later than February 25, 2022.

Planned Dealer Notification Date : FEB 25, 2022 - FEB 25, 2022

Planned Owner Notification Date : FEB 25, 2022 - FEB 25, 2022

\* NR - Not Reported