



Recall 204 Dealer Best Practice

Date: June 23, 2021

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

Subject: Recall 204 – Front Seat Back Frame Inspection & Replacement (TSB# 21-01-050H) – **Remedy Now Available**

Updates To This Document	Date
<ul style="list-style-type: none"> Remedy Now Available – TSB# 21-01-050H 	6/23/21

*****IMPORTANT Dealer Stock and Retail Vehicles *****

As required by federal law, dealer must not deliver new vehicle for sale or for lease to customers until all open recalls have been performed. Dealers should also perform all open recalls on used vehicles, demo, and rental vehicle 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.

******A 'stop sale' has been initiated by Hyundai Motor America ("HMA") for Recall Campaign 204 for the affected vehicles listed below currently in Dealer's stock inventory.******

Affected Vehicles

Certain 2021MY Elantra (CN7a) vehicles

Description

Hyundai is initiating a new recall campaign 204, a safety recall to address a condition with the driver/passenger seat back frame assemblies in certain model year 2021 Hyundai Elantra vehicles produced for sale in the U.S. market. Hyundai is initiating this action to ensure the safety and compliance of its vehicles.

The driver/passenger seat back frame assemblies in the subject vehicles may have been assembled with seat back recliners that were improperly welded during manufacturing by the seat frame supplier. An improperly welded seat back recliner could lead to separation of the seat back from the frame in the event of a crash, increasing the risk of injury to occupants. This recall details the service procedure to inspect, and if necessary, replace the front seat back assemblies.

Important Note

If there are affected vehicles in Dealer's stock inventory, vehicles must be held at dealership and not sold until the remedy has been completed. Dealer will forfeit incentives if vehicles with an open recall are sold to customers. Please ensure that all Dealer stock vehicles have had all recalls completed prior to sale to customer.

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, if any, 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:**
Certified Service Technician with one or more years of experience repairing Hyundai vehicles.



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 the TSB for inspection and service procedures.
- **Using STUI, take clear picture(s) of the heat markings on both sides of the LH and RH front seats. Submit photos of the heat markings to HMA for confirmation of the inspection process.**
 - Refer to the “GDSM and STUI Tips” section on the Hyundai Tech Info website for the complete guide on how to capture picture and videos using STUI.
 - **Please include the VIN or copy of the RO with the VIN in the STUI picture(s) of the seats.**
 - If a seat back does not meet the inspection criteria and is deemed No Good (NG), replace the front seat back frame assembly according to the shop manual for the procedures.




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



Reconnect – Follow up for customer satisfaction.

Parts

Review the parts information in the TSB.

PART NAME	PART NUMBER	PART IMAGE
FRAME ASSY-FRONT SEAT BACK [POWER] (LH)	88310-AB030	
FRAME ASSY-FRONT SEAT BACK [MANUAL] (LH)	88310-AB010	
FRAME ASSY-FRONT SEAT BACK (RH)	88410-AB010	



Warranty

Warranty Information:

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Elantra (CN7a)	11DA02R0	INSPECTION ONLY (BOTH SIDES)	0.4 M/H	88310-AB010	H14	ZZ1
	11DA02R1	INSPECTION & REPLACEMENT (LH SIDE)	1.1 M/H	88310-AB010		
	11DA02R2	INSPECTION & REPLACEMENT (BOTH SIDES)	1.7 M/H	88310-AB010		
	11DA02R3	INSPECTION & REPLACEMENT (RH SIDE)	1.1 M/H	88410-AB010		

Note 1: Submit claim on Campaign Claim Entry Screen.

Note 2: If a part that is not covered by this recall is found in need of replacement while performing Recall 204 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 the repair.

Note 3: If a seat back assembly requires replacement, the incident part may be subject to callback through the normal Warranty Technical Center (WTC) parts return process.

Customer Notification

NHTSA has posted this recall. Owners will be mailed notification letters in late June 2021.

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

Hyundai Motor America



Q&A

Q&A: Recall 204 – CN7 Seat Back Frame

Q1: What is the issue?

A1: The driver/passenger seat back frame assemblies in the subject vehicles may have been assembled with seat back recliners that were improperly welded during manufacturing by the seat frame supplier.

Q2: What are the affected vehicles?

A2: 1,464 model year 2021 Hyundai Elantra vehicles produced from October 19, 2020 through November 5, 2020 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: An improperly welded seat back recliner could lead to separation of the seat back from the frame in the event of a crash, increasing the risk of injury to occupants.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing, Hyundai is not aware of any confirmed crashes or injuries attributable to the recall condition.

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

A5: Hyundai plans to notify owners to bring their vehicles to the nearest Hyundai dealership for inspection and, if necessary, replacement of the seat back frame assembly.

The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late June 2021.



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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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 <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	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	
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 > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails 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

Updates To This Document	Date
<ul style="list-style-type: none">Remedy Not Yet Available	5/3/21