

Recall 208 TRUNK LATCH BASE REPLACEMENT - Dealer Best Practice

October 18, 2021

Updates to this Document	Date
• TSB # 21-01-063H – Remedy Available	10/18/2021

To see if your vehicle is affected, please access Hyundai Motor America’s “Warranty Vehicle Information Screen (VIS)” via WEBDCS to identify open campaigns/recalls.

Description of Campaign:

On certain Accent (HC), Azera (HG), Sonata (LF/LFa), Sonata Hybrid (LF HEV), and Sonata Plug-in Hybrid (LF PHEV) vehicles, the trunk latch pawl can thermally contract when exposed to high ambient temperatures. An attempt to release the pawl and open the trunk lid in this condition could result in damage to the pawl, preventing opening of the trunk lid through actuation of the emergency trunk release and presenting risk of injury to an occupant locked in the trunk. This bulletin **TSB# 21-01-063H** describes the procedure to replace the trunk latch base with revised parts.

Easy & Simplified Description: When the trunk latch pawl is exposed to hot temperatures, it may shrink. When the trunk is opened and the pawl shrinks, the trunk lid may not open when applying the emergency trunk release. This may cause harm to an occupant stuck in the trunk.

Stop Sale Action:

No, a “stop sale” is not needed as these vehicles are no longer in production or offered for retail.

However, please note that vehicles in dealer’s used stock inventory must have the recall completed prior to placing them into customer use.

Applicable Vehicles:

- Certain 2018 – 2020MY Accent (HC) vehicles produced from 9/8/2017 to 5/31/2019
- Certain 2016 – 2017MY Azera (HG) vehicles produced from 3/8/2016 to 11/21/2016
- Certain 2017 – 2018MY Sonata (LFa) vehicles produced from 5/2/2016 to 7/18/2018
- Certain 2016 – 2018MY Sonata Hybrid (LF HEV) vehicles produced from 3/2/2016 to 3/30/2018
- Certain 2017 – 2018MY Sonata Plug-in Hybrid (LF PHEV) vehicles produced from 5/12/2016 to 3/9/2018.

The Fix:

Hyundai will be replacing the trunk latch base for the vehicles impacted by this recall at no cost to the customers.

The reference video of the service procedure can be accessed via the QR code or link below (also in TSB):

- Link: <https://vimeo.com/610413286/1563f12008>

- QR Code:



- **Estimated Repair Time (Based on Warranty Time):** [.3 to .4hrs.]
- **Estimated Customer Wait Time (Based on Campaign + MPI + Oil Change):** [1.3- to 1.4hrs.]
- **Recommended Technician Training Level:** Hyundai Certified Service Technician with 6 months or more repairing Hyundai vehicles” for training.

Recommended Alternative Transportation:

It is recommended that customers be placed in a SRC if parts are not available at time of initial visit.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Additional Training & Resources

Hyundai Learning Portal

- Are there any applicable training courses here? – No applicable training course(s) related to this recall.

Hyundaidealer.com

- A WEBDCS announcement will be provided on Hyundaidealer.com informing dealers that a remedy is now available for this recall.

Parts

Applicable Model(s)	Part Number	Part Name	Comments
Accent (HC)	81231-A7030QQH	Trunk lid latch base	N/A
Azera (HG) 2018MY Sonata (LFa) 2018MY Sonata Hybrid (LF HEV) 2018MY Sonata Plug-in Hybrid (LF PHEV)	81231-3V000QQH		Without valet locking switch
2017MY Sonata (LFa) 2016 – 2017MY Sonata Hybrid (LF HEV) 2017MY Sonata Plug-in Hybrid (LF PHEV)	81231-C1010QQH		With valet locking switch

Warranty Information

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Sonata (LFa)	11D153R0	Trunk Latch Base Replacement	0.3 M/H	81231-C1010QQH	111	ZZ3
Sonata Hybrid (LF HEV) Sonata Plug-in Hybrid (LF PHEV)	11D153R1					
Accent (HC)	11D153R2			81231-A7030QQH		
Azera (HG)	11D153R3		0.4 M/H	81231-3V000QQH		

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this recall is in need of replacement while performing this recall, and the affected part is still under warranty, please 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.

Customer FAQ

Q1: What is the issue?

A1: The trunk latch pawl in the subject vehicles can thermally contract when exposed to high ambient temperature. While engaged under this condition, an attempt to release the pawl and open the trunk lid could result in damage to the pawl. A damaged pawl could prevent opening of the trunk lid through actuation of the emergency trunk release, presenting risk of injury to an occupant locked in the trunk. As such, the involved vehicles might not comply with Federal Motor Vehicle Safety Standard No. 401, "Interior Trunk Release."

Q2: What will be done during the recall service at the dealer?

A2: 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 trunk latch base replaced. The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to the NHTSA on May 16, 2018.

Customer Notification

Owners were mailed interim notification letters in early October 2021. Owners will be mailed final notification letters with remedy available in November/December 2021.

Contact Reference

Please see the following page for commonly referred to contacts.

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



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 HELPREP 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: <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 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 (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	08/11/2021