

# Recall Campaign 213: BRAKE MASTER CYLINDER REPLACEMENT - Dealer Best Practice

## (TSB 22-01-001H)

January 27, 2022

Updates to this Document	Date
<ul style="list-style-type: none"><li>TSB 22-01-001H – Remedy Available</li></ul>	01/27/2022

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also 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.

### Description of Campaign:

The brake master cylinder in the subject vehicles may have been produced with sharp edges on one of the master cylinder's secondary inner cup seal seats, resulting in premature wear of the inner cup seal. Worn inner cup seals could reduce hydraulic pressure applied by the master cylinder resulting in reduced braking function at the wheels. The driver may experience longer brake pedal travel, change in pedal feel, and extended stopping distance, increasing the risk of a crash.

Follow the **TSB 22-01-001H** to replace the brake master cylinder and reservoir assembly.

### Applicable Vehicles:

- Certain 2021MY Accent (HC) produced from 09/29/2020 – 07/01/2021
- To check vehicle specific recall and campaign applicability, access the "Vehicle Information" screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

### Remedy Information:

Hyundai dealers will inspect and replace the master cylinder and reservoir assembly per the procedures outlined in **TSB 22-01-001H**. This will be at no cost to the customer.

- **Estimated Repair Time (Based on Warranty Op Time):** 1.5 hours
- **Recommended Technician Training Level:** Expert with 18 months or more repairing Hyundai vehicles

### Recommended Alternative Transportation:

It is recommended to plan and prepare an SRC for customer use while performing this recall based on the customer's transportation needs.

### 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:** 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**

None

**Hyundaidealer.com**

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy available for this recall for the affected vehicles mentioned above.

**Parts**

- 1 master cylinder per vehicle

MODEL	PART NUMBER	PART DESCRIPTION	PHOTO	REMARKS
ACCENT (HC)	58510-H9260QQH	Brake Master Cylinder, Reservoir Assembly		-
	00232-19053	DOT 4 Brake Fluid (12 FL.OZ., 355ML)		Requires approximately 2 ¼ bottles (27 FL.OZ.) of brake fluid per vehicle



## Warranty Information

- Submit claim on Campaign Claim Entry screen
- If a part that is not covered by this Recall campaign is found in need of replacement while performing this 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.
- Three (3) bottles of brake fluid will be reimbursed under labor op 211M18R0.

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
ACCENT (HC)	211M18R0	Brake Master Cylinder Replacement	1.5 M/H	58510-H9260QQH	D73	ZZ3

## Customer FAQ

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

**A1:** The brake master cylinder in the subject vehicles may have been produced with sharp edges on one of the master cylinder’s secondary inner cup seal seats, resulting in premature wear of the inner cup seal. Worn inner cup seals could reduce hydraulic pressure applied by the master cylinder resulting in reduced braking function at the wheels. The driver may experience longer brake pedal travel, change in pedal feel, and extended stopping distance, increasing the risk of a crash.

### **Q2: What is the safety concern?**

**A2:** Extended stopping distance could increase the risk of a crash.

### **Q3: What will be done during the recall service at the dealer?**

**A3:** 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 brake master cylinder and reservoir assembly replaced.

This remedy procedure will be performed at no charge to all affected customers. Hyundai will provide reimbursement to owners for prior repairs according to the plan submitted to NHTSA on May 16, 2018.

## Customer Notification

Owners will be notified beginning in late January 2022 regarding a remedy available. NHTSA has posted this recall.

## Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety 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"> <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

Updates to this Document	Date
• Remedy Not Available	12/07/2021