

## Recall 221 - Trunk Latch Base Replacement – Remedy Available - Dealer Best Practice

May 26, 2022

### Updates to this Document

### Date

- TSB 22-01-045H - Remedy Available

05/26/2022

**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 trunk latch pawl in certain 2020 Sonata and Sonata Hybrid vehicles 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.

### Affected Vehicles:

- Certain 2020MY Sonata (DN8A) vehicles produced between 10/22/2019 – 04/30/2020 by Hyundai Motor Manufacturing Alabama (“HMMA”) and sold in the U.S. Market
  - Certain 2020MY Sonata Hybrid (DN8 HEV) vehicles produced between 01/29/2020 – 04/10/2020 by Hyundai Motor Company (“HMC”) and sold in the U.S. market
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no vehicles currently in dealer stock.

### Remedy Information:

Replace the trunk latch base with revised parts.

- Estimated Repair Time: 0.3 M/H
- **Recommended Technician Training Level: Certified**
  - With 6 months or more experience servicing Hyundai vehicles

**Recommended Alternative Transportation:** Alternate transportation should not be necessary. However, customer’s alternative transportation needs may differ, including, but not limited to, the use of a Service Rental Car (SRC).

### 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 offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No



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

- ☐ Yes
- ☐ No



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**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

## Warranty

- 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 part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.
- NOTE 3:** The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. Claim is subject to debit if the part is not returned.

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Sonata Hybrid (DN8 HEV)	21D041R0	Trunk Lid Latch Partial Replacement	0.3 M/H	81231-G9001QQH	A32	ZZ3
Sonata (DN8A)	21D041R1					

## Parts

- This part number is on Campaign Parts Management (CPM);** dealers can keep ordering needed parts as long as they submit their corresponding campaign claims.

PART NAME	PART NUMBER
Trunk lid latch base	81231-G9001QQH

## Customer Notification

Owners are expected to be notified in late May 2022 of a remedy available for their vehicles. As of 04/02/2022, NHTSA has posted this recall.

## Customer FAQs:

### Q1: What is the issue?

**A1:** The trunk latch pawl in the subject vehicles can thermally contract when exposed to high ambient temperature. When engaged under this condition, an attempt to release the pawl and open the trunk lid could result in damage to the pawl.

### Q2: What is the safety concern?

**A2:** A damaged pawl could prevent opening of the trunk lid through actuation of the emergency trunk release, which could increase the risk of injury to occupants. As such, the involved vehicles might not comply with Federal Motor Vehicle Safety Standard No. 401, "Interior Trunk Release."

### Q3: Have there been any accidents or injuries?

**A3:** As of the date of the filing on 03/28/22, Hyundai has identified 169 reports received from February 22, 2019 – February 10, 2022, alleging the recall condition in the U.S. market. Hyundai is not aware of any confirmed crashes, injuries, or fires



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related to the recall condition.

**Q4: What will be done during this recall service at the dealer?**

**A4:** All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for replacement of the trunk latch base. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

**Contact Reference**

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important 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
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	<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>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. 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>	



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## Appendix

Updates to this Document		Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>		04/01/2022