

Recall 227: Fuel Tube Replacement Dealer Best Practice

August 31, 2022

Updates to this Document	Date
<ul style="list-style-type: none"> Recall 227 – Remedy Available (TSB 22-01-047H) for Replacement of the Fuel Tube has been published 	08/31/2022

★ IMPORTANT

*** Retail Vehicles ***

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work. 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.

Access the "Vehicle Information" screen (VIS) via WEBDCS to identify open recalls.

Important notices:

- Regarding Related Recall 189:**

Recall 227 supersedes recall 189 as outlined below and will be deactivated. Any repairs performed in accordance with the respective 189 TSB must have **a repair order (RO) open date prior to 09/01/2022**. Labor operation codes applicable to the superseded recall and vehicle models will be deactivated and related claims must be submitted by 09/15/2022.

- Any vehicle that also had its fuel tube replaced under Recall 189 does not need to have it its fuel tube replaced again under Recall 227. In other words, fuel tube replacement under recall 189 satisfies recall 227.**

Recall #	Applicable Vehicles Prior to 09/01/2022	Applicable Vehicles 09/01/2022 Going Forward
189	2013-14 Sonata (YFa) Fuel Tube Inspection/Replacement	N/A - Deactivated

Description of Campaign:

On certain 2013-2014MY Sonata vehicles, the fuel feed line connecting the low-pressure fuel pump to the direct injection fuel pump could develop a small crack over time due to ambient heat in the engine compartment. A damaged fuel line could allow fuel to leak, increasing the risk of an engine compartment fire.

Affected Vehicles:

- Certain 2013-14MY Hyundai Sonata (YFa) produced between 11/26/2012 – 02/07/2014 by Hyundai Motor Manufacturing Alabama (“HMMA”)
 - To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
 - For this recall, please note that there no new vehicles currently in dealer stock.

Remedy Information:

Replace the fuel tube connecting the low-pressure fuel line under the vehicle to the direct injection fuel pump using the service procedure outlined in TSB 22-01-047H.

- Estimated Repair Time:** 1.5 M/H for replacement
- Recommended Training Level:** **Expert Technician or higher**

Recommended Alternative Transportation: Based on the length of the recommended repair, it is recommended that the customer be provided with a Service Rental Car (SRC) during the 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

Parts:

- **These part numbers are on Campaign Parts Management (CPM);** dealers can keep ordering needed parts as long as they submit their corresponding recall campaign claims.

Engine	Figure / Part Name	Part Number	QTY	Comments
Sonata (YF) 2.4L		31310-3Q901QQH	1	Use correct P/N according to the vehicle engine type.
Sonata (YF) 2.0T		31310-3Q101QQH		

Warranty:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Causal Code
Sonata (YF)	21DA11R0	Fuel Feed Tube Replacement	1.5 M/H	31310-3Q901QQH	B25	ZZ3

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing Recall 227 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 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 parts are requested and not returned.

NOTE 4: A STUI video showing the VIN and the removed fuel feed tube assembly portion with the Date Code being cut off is required for campaign claim purposes. The cut portion of the removed fuel tube that has the Date Code is required for parts retention. Follow the information on page 6 to complete this process after the Service Procedure has been completed. **Claim is subject to debit if STUI video is incomplete and does not capture VIN, Date Code, or cutting of the existing fuel tube.**

STUI

This TSB includes a STUI video as a requirement.

- Where indicated, please ensure video shows the VIN plate and/or RO (with the VIN).
- Ensure the VIN is clearly visible.
- Finally, please ensure the video is completed according to the steps in this TSB on page 6 and uploaded to STUI.

All submitted claims are subject to debit that have an incomplete video and/or that do not capture the VIN, date code, or cutting of the existing tube.

Customer FAQ

Q1: My fuel feed line was inspected previously (but not replaced) under Recall 189, does it still need to be replaced?

A1: Yes, the fuel tube will be replaced in all affected vehicles under recall 227.

Q2: What is the risk if the fuel line is not replaced?

A2: The fuel line could develop a small crack leading to a leak, increasing the risk of an engine compartment fire.

Q3: What is the issue?

A3: The subject vehicles are part of the affected population under Recall 189 (20V-121), which provided an inspection of the fuel feed line connecting the low-pressure fuel pump to the direct injection fuel pump for damage and/or leakage. If the inspection revealed fuel feed line damage and/or fuel leakage, the fuel tube was replaced. If the fuel feed line did not show signs of damage and/or fuel leak, heat resistant tape was applied at the connection between the low-pressure fuel tube and fuel pump. A fuel leak was detected in a limited number of vehicles that received heat resistant tape as the remedy under Recall 189 (20V-121).

Q4: What is the safety concern?

A4: Leaking fuel in the engine compartment could increase the risk of an engine compartment fire while in the presence of an ignition source.

Q5: Have there been any accidents or injuries?

A5: As of the filing to NHTSA on 05/09/22, Hyundai identified 138 reports received from July 30, 2020, to April 18, 2022, of the feed line damage and/or fuel leakage condition in the U.S. market. As of the date of this filing, there are no confirmed crashes, fires, or injuries in the U.S.

Q6: What will be done during this recall service at the dealer?



A6: 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 fuel feed line (tube) replaced. 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.

Q7: What will owners be notified?

A7: Owners will be notified in Fall 2022 of a remedy available for their vehicle.

Those owners that had their fuel tube replaced under 189 while having 227 open on their vehicle will receive a letter notifying them that their fuel tube was replaced under 189 and no further action is required of them for 227.

[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"> 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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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

Historical Reference	Date
• Remedy Not Available	05/11/2022