

HMA Recall 240: Fuel Tank Inspection/Replacement - Remedy Not Available – Dealer Best Practice

January 26, 2023

Updates to this Document	Date
<ul style="list-style-type: none">Recall 240: Fuel Tank – Remedy Not Available	01/26/2023

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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description:

The fuel tanks may have been improperly manufactured resulting in a fuel leak at the seam between the tank halves. A fuel leak in the presence of an ignition source can increase the risk of a fire. Occupants might detect a fuel smell and/or visible fuel leak associated with this condition.

Affected Vehicles:

- Certain 2022MY Hyundai Santa Fe Plug-In Hybrid (TM PHEV) vehicles produced from 04/11/2022 – 07/21/2022

Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations, if applicable, will also be made available when the remedy is ready.

Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy.

Customer Talk Tracks

“The fuel tanks may have been improperly manufactured resulting in a fuel leak at the seam between the tank halves. If this were to occur, you might detect a fuel smell and/or visible fuel leak. The fuel leak in the presence of an ignition source can increase the risk of a fire. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealership to have it applied at no cost to you.

If you experience any of the aforementioned symptoms of the recall, please have your vehicle towed to the nearest Hyundai dealership and do not attempt to drive the vehicle until a remedy has been applied.”

Best Practice Checklist:



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

- Yes
- No



Reception: Did you offer the customer Alternative Transportation if requested?

- Yes
- No



Additional Training & Resources:

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.

Warranty

Warranty information will be updated once remedy has been released by HMA.

Customer FAQs:

Q1: What is the issue?

A1: The fuel tanks may have been improperly manufactured, resulting in a fuel leak at the seam between the tank halves.

Q2: What are the affected vehicles?

A2: Certain 2022 model year Hyundai Santa Fe Plug-In Hybrid vehicles produced on April 11, 2022, through July 21, 2022, by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: A fuel leak in the presence of an ignition source can increase the risk of a fire. Occupants might detect a fuel smell and/or visible fuel leak associated with this condition.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (01/25/23), Hyundai has confirmed no unique incident reporting a fuel leak in the U.S. There are no confirmed crashes, injuries, or fire related to this condition. This recall was decided based on three (3) incidents occurring in Europe.

Q5: Will a Stop Sale be issued?

A5: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

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

A6: Once an official remedy is available, 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 remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty.

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: When will owners be notified?

A7: All owners of the subject vehicles will be notified by First Class mail in late March 2023.

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.



Dealer Support		
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		
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

History	Date
<ul style="list-style-type: none">Recall 240: Fuel Tank – Remedy Not Available	01/26/2023