

HMA Recall 241: Roof Moldings Inspection/Replacement - Remedy Not Available – Dealer Best Practice

February 02, 2023

Updates to this Document	Date
<ul style="list-style-type: none">Recall 241: Roof Moldings – Remedy Not Available	02/02/2023

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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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 roof moldings in the subject vehicles may detach during operation due to insufficient retention between the roof flange and mounting clips. A detached roof molding could create a road hazard for other vehicles, increasing the risk of a crash.

Affected Vehicles:

- Certain 2022MY Hyundai Tucson (NX4A) vehicles produced from 02/02/2021 – 09/25/2021
- Certain 2022-23MY Hyundai Santa Cruz (NXT) vehicles produced from 06/08/2021 – 08/10/2022

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 roof moldings in the subject vehicles may detach during operation due to insufficient retention between the roof flange and mounting clips. If this were to occur, a detached roof molding could create a road hazard for other vehicles, increasing the risk of a crash. 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 and/or witness visible loosening of the roof moldings, 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 roof moldings in the subject vehicles may detach during operation due to insufficient retention between the roof flange and mounting clips.

Q2: What are the affected vehicles?

A2: 1) Certain 2022 model year Hyundai Tucson vehicles produced on February 3, 2021 through September 25, 2021 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. market.

2) Certain 2022-23 model year Hyundai Santa Cruz vehicles produced on June 8, 2021 through August 10, 2022 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: A detached roof molding could create a road hazard for other vehicles, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (01/31/23), Hyundai has confirmed 336 related incidents involving Hyundai Tucson vehicles, and 106 related incidents involving Santa Cruz vehicles, from reports received by Hyundai from April 5, 2021 to December 1, 2022. There are no confirmed crashes, injuries, or fire related to this condition.

Q5: Stop Sale?

A5: Dealer: A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers. The stop will commence with the filing of the 573 to NHTSA.

Port: As of the date of this filing, there are no affected vehicles located at ports.

Q6: What will be done during the 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: Owners will be notified in early April 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	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

History	Date
<ul style="list-style-type: none">Recall 241: Roof Moldings – Remedy Not Available	02/02/2023