

Recall 241: Roof Moldings Inspection/Replacement - Dealer Best Practice

March 22, 2023

Updates to this Document	Date
<ul style="list-style-type: none">Recall 241: Roof Moldings Inspection & Replace (TSB 23-01-029H)	03/22/2023

	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 on certain 2022MY Tucson and 2022 – 2023MY Santa Cruz 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. **TSB 23-01-029H** (or latest version) describes the procedure to inspect, and if necessary, replace the affected roof moldings.

Affected Vehicles:

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

Remedy Information:

Inspect, and if necessary, replace the affected roof moldings.

- Recommended Technician Training Level:** Hyundai Certified Service Technician (or above)

Recommended Alternative Transportation:

A Service Rental Car (SRC) will not be needed for this recall.

Warranty Information:

This recall campaign pays 0.2 M/H for roof mold inspection, 0.3 M/H for roof mold inspection & one side replacement, 0.4 M/H for roof molding inspection & both sides replacement.

- Op times include taking STUI pictures and uploading. The STUI pictures must include the gap measurements between the roof moldings and roof body panel (inspection) and the new roof moldings, if replacement was required, with a piece of paper displaying the last 6 digits of the VIN and the date of repair. *If not included, claim will be subject to debit.*

Please refer to **TSB 23-01-029H** (or latest version) for additional details.

Parts Information:

- Please refer to **TSB 23-01-029H** (or latest version) for the latest parts information.
- Please consider the following:



- **Roof Molding Part Numbers (87230-CW100QQH, 82740-CW100QQH, 82730-K5100QQH, 82740-K5100QQH):** On CSP (Critical Supply Parts). Dealer will require a valid recall 241 VIN to order the parts.
- **3M Flexclear Body Seam Sealant** – Can be purchased at local or online retailers.

Customer Mailing:

- Owners of the subject vehicles are expected to be notified via First Class mail starting in early April 2023 of a remedy available for their vehicle.

Customer Talk Tracks

Sample (customer already at dealership): “During your visit we checked to see if your vehicle has any open recalls. We found that Recall 241 for the roof moldings inspection is open on your vehicle. We are going to inspect the roof moldings to determine if they need replacement or not. If the inspection does not pass, we will replace the roof moldings for you at no cost. The inspection and replacement of the roof moldings, if necessary, is important as a detached roof molding could create a road hazard for other vehicles, increasing the risk of a crash.”

Sample (customer calling in): “During your call-in, we checked to see if your vehicle has any open recalls. We found that Recall 241 for the roof moldings inspection is open on your vehicle. We’d like to schedule an appointment with you to bring your vehicle in so we can complete this safety recall. We would inspect the roof moldings to determine if they need replacement or not. If the inspection does not pass, we will replace the roof moldings at no cost to you. The inspection and replacement of the roof moldings, if necessary, is important as a detached roof molding could create a road hazard for other vehicles, increasing the risk of a crash.”

If you experience a detached or loose roof molding(s) related to the recall prior to your arrival at the dealership, 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



Reservation: Did you explain the total time to preform repair to each customer?

- Yes
- No



Readiness: Are the roof moldings in stock to if needed 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



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements (**Hyundai certified or above**) to complete this recall/campaign?

- Yes
- No



Repair: Were **STUI picture(s)** taken of the gap measurements between the roof moldings and roof body panel (inspection) and new roof moldings (if replacement necessary) with the last 6 digits of the VIN and date of repair per **TSB 23-01-029H** (or latest version)?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Customer FAQs:

Q1: What is the issue?

A1: The roof moldings on 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 the 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 fires related to this condition.

Q5: Stop Sale?

A5: Dealer: A dealer "stop sale" was issued in accordance with federal regulation for affected vehicles unsold at dealers.

Port: As of the date of the filing (01/31/23), there are no affected vehicles located at ports.

Q6: What will be done during the 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 inspect and secure/replace the roof moldings, if necessary. 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: When will owners be notified?

A7: Owners will be notified in early April 2023.



Hyundai
Assurance Car Care



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"> 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
• Recall 241: Roof Moldings Inspection & Replacement (TSB 23-01-029H)	03/22/2023
• Recall 241: Roof Moldings – Remedy Not Available	02/02/2023