

Safety Recall 255: Engine Sub-Assembly Replacement – Dealer Best Practice

May 16, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-039H - Remedy Available	05/16/2024

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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IMPORTANT: 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

Certain 2024MY Palisade (LX2) vehicles contain engine valve springs that may fracture while driving due to fatigue cracking as a result of damage to the springs during manufacturing. A fractured valve spring may result in a sudden loss of motive power. In rare cases, a hole in the engine block may occur due to a broken valve entering the combustion chamber.

Follow the Service Procedure outlined in **TSB 24-01-039H** to replace the Engine Sub-Assembly.

Applicable Vehicles (Certain)

- 2024MY Palisade (LX2) produced from 08/21/2023 – 10/12/2023

Remedy Information

The procedure outlined in **TSB 24-01-039H** (or latest version) requires replacement of the engine sub-assembly.

- **Recommended Service Technician Training Level:** Hyundai Expert (or higher)
- **Recommend classes completed:** Engine Technology (or Engine Diagnosis) instructor led training on Hyundai Learning Portal (HLP)

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until a remedy is available. In addition, a SRC may be required based on any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.



Other Notes/Recommendations

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- **Please note that the engine replacement for this recall is 100%.** Thus, ensure to plan ahead of time for reception of engine, service kits, and other parts (as indicated by customer) as well as customer to ensure an optimum customer experience.
- The repair takes several hours so ensure the appropriate expectations for completion are set with the customer in advance.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide help.

Warranty Information

Per **TSB 24-01-039H** (or latest version), the recall campaign pays the following:

- **9.5 M/H** to perform the engine sub-assembly replacement on Front Wheel Drive (FWD/2WD) vehicles, including wheel alignment adjustment
- **9.8 M/H** to perform the engine sub-assembly replacement on All-Wheel Drive (AWD/4WD) vehicles, including wheel alignment adjustment
- **Parts Reimbursement:** Dealer will be reimbursed for the engine replaced, along with the service kit, coolant, oil, and other necessary parts not included in the service kit (indicated in TSB).
- **Photos:**
 - The time above for both op codes includes taking a photo of the new engine sub-assembly serial number located on the Bank 2 Cylinder Head Cover (nearest to the front of the vehicle) with the last 6 digits of the VIN and the date of repair on a piece of paper.
 - Op times include VIN, Mileage, and Repair validation photo(s) as outlined in the Digital Documentation Policy.

Parts Information



Review **TSB 24-01-039H** (or latest version) for the complete list of the required parts, coolant and oil (and quantities of each) to perform this campaign.

- Parts Ordering
 - Valid Recall 255 VIN required for Order Engine/Service Kit per parts listed below:
 - 167G1-3LA0BQQH (FWD Engine)
 - 168G1-3LA0BQQH (AWD Engine)
 - 21111-3LG12QQH (FWD Service Kit)
 - 21111-3LG14QQH (AWD Service Kit)
 - There are no other limitations on other needed parts.
- **Engine Core Return:**
 - Additional information regarding the engine core return process will be shared via a Parts Bulletin **no later than Tuesday, 05/21**. Location of the parts bulletin will also be shared at that time.
 - **There will be no exceptions granted for failure to return a core.**
 - Please ensure that engine not damaged in any manner prior to shipping the core.

Special Tools

Please refer to **TSB 24-01-039H** (or latest version) for the latest information. The following special tools in the table are required to perform the recall.

- 09568-2J100 (outer tie-rod ball) was previously shipped to all dealers as an essential tool.
- Additional SST Tools can be ordered through Bosch at 1-866-539-4248 or hyundai.service@solutions.com.
- If further assistance is required, please contact hyundaitools@hmausa.com.

Tool Name	SST Tool #	Figure
Outer Tie-Rod Ball Joint Remover (or commercially available equivalent)	09568-2J100	
OTC Propulsion System Lift (or commercially available equivalent)	HMA52200-A	

Sample Customer Talk Track

1. For Customers on the phone:

“I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an engine replacement as the available remedy. The recall states that it is a condition relating to engine valve springs which may crack prematurely, which may result in a sudden loss of motive power and in rare cases, a hole in the engine block. A hole in the engine block increases the risk of a fire. You may bring your vehicle to a Hyundai dealer to have the remedy applied at no cost to you. Should you need, we can also arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience. Would you like to make an appointment for this recall service?”

2. For Customers in the service lane:

“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to engine valve springs which may crack prematurely, which may result in a sudden loss of motive power and in rare cases, a hole in the engine block. A hole in the engine block increases the risk of a fire. If time permits, we would like to perform this recall service for you. This service will be provided to you at no charge and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”

3. Customer concern with performance of vehicle:

“If you experience any concern(s) related to the performance of your vehicle such as a sudden loss of motive power, do not attempt to drive the vehicle. Please reach out to your nearest Hyundai dealer for assistance where the recall remedy will be applied to the vehicle at no cost to you.”

Best Practice Checklist



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

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Readiness: Are required parts, coolant/oil, and special service tools in stock to complete this recall?



- Yes
- No** – Please ensure that all required parts, coolant/oil, and special service tools are at the dealership and available for use. The recall cannot be performed without the noted items.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

Reception: Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Reception: Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit.



Repair: Did you provide & review the customer with an eMPI?

- Yes
- No** – Service Consultant should review the MPI with the customer.

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

- Yes
- No** – Please ensure a Technician with the recommended training level requirement (along with any recommended training classes) completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-039H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 24-01-039H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No** – Customer must sign the final invoice upon dealer deliver of the vehicle back to customer.



Customer FAQs

Q1: What is the issue?

A1: The subject vehicles contain engine valve springs that may fracture while driving due to fatigue cracking because of damage to the springs during manufacturing by the supplier. A fractured valve spring may result in a sudden loss of motive power. In rare cases, a hole in the engine block may occur due to a broken valve entering the combustion chamber.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain model year 2024 Hyundai Palisade vehicles produced 08/21/2023 – 10/12/2023 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: A loss of motive power increases the risk of a crash and a hole in the engine block increases the risk of a fire.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on February 13, 2024, there are no crashes, injuries, fires, or fatalities attributable to this condition in the U.S. or Canada.

Q5: Has a Dealer Stop Sale been issued?

A5: Yes, a **Dealer** “Stop Sale” (hold) has been issued in accordance with federal regulation for involved vehicles unsold at dealers. In addition, a **Port** “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

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 for replacement of the engine sub-assembly. 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: Mailing Deployment:

- Mid-April 2024: Owners of the subject vehicles were previously notified via First Class mail that remedy was in development for the recall.
- Late May 2024: Owners will be notified via First Class mail in late May 2024 of a remedy available for this recall.

Contact Reference

Please see the list below 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
WarrantyHELP 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 <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center(GeneralQuestions)	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 > DocumentsLibrary > 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 EMAILFIELD" 	
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

Update History	Date
<ul style="list-style-type: none">Remedy Not Available	02/14/2024