

# **Safety Recall 268: SRS Warning Label Application for Glove Box: Dealer Best Practice**

September 13, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-078H Released – Remedy Available	09/13/2024

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.</b>	
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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 2025MY Tucson (NX4M) vehicles may not have a passenger-side Supplemental Restraint System (SRS) warning label affixed to the glove compartment box. As such, the affected vehicles fail to comply with the label requirement set forth in Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection".

## **Applicable Vehicles (Certain)**

- 2025MY Tucson (NX4M) produced from 06/07/2024 – 07/30/2024  
*Note: Only 65 vehicles total are affected for this recall.*

## **Remedy Information**

Follow the service procedure outlined in **TSB 24-01-078H** (or latest version) for instructions to apply the SRS warning label to the edge of the glove box, ensuring the label is properly positioned and visible.

- **Recommended Service Technician Training Level:** Hyundai Certified (or higher)
- **Recommended Classes Completed:** None

## **Recommended Alternative Transportation**

A Service Rental Vehicle (SRC) should be provided to customers/guests 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 the 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 dealership 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.
- The remedy service takes approximately 12 minutes. Ensure the appropriate expectations for completion are set with the customer in advance.
- **Order the part ahead of time if customer has scheduled an appointment to ensure an optimum customer experience. A label will be required for all affected vehicles.**
- 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 24-01-078H** (or latest version), the recall campaign pays the following:

- **Labor:**
  - 0.2 M/H to install the warning label to the edge of the glove box
- **Parts:**
  - Reimbursement of the SRS warning label (Part # 85261-2D700)
- **Photos:** The time above includes taking a picture as noted below.
  - A photo of the warning label installed with the last 6 digits of the VIN and the date of repair on a piece of paper.

## Parts Information

- Please refer to **TSB 24-01-078H** (or latest version) for the latest parts information.
  - Part Number 85261-2D700 (Label-C/Pad Airbag Warning)
    - Initial shipment of labels to dealers identified with affected dealer inventory have been shipped. They are expected to arrive to dealers starting Monday, 09/16.
    - This part number is on manual allocation.
    - Dealers may order through the normal WebDCS process.

## Sample Customer Talk Tracks

### 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 available remedy. The recall relates to a missing Supplemental Restraint System warning label that should have been affixed to the glove compartment box during assembly. Since it wasn't on your vehicle, it currently fails to comply with the label requirement set forth in Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection".*

*As a remedy is available, we are happy to help you schedule an appointment with your preferred dealer to complete this recall at no cost to you. We can also arrange for alternate transportation should you need and apologize for the inconvenience. Would you like to make an appointment? Is there anything else I can assist you with today?"*

## 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 parts available to complete this recall?

- Yes
- No** – Please ensure that the required SRS warning label is in stock for any customer that has scheduled an appointment in advance.



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

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

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 24-01-078H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). 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 delivery of the vehicle back to the customer.

## **Customer FAQs**

### **Q1: What is the issue?**

**A1:** Certain 2025MY Tucson (NX4M) vehicles may not have a passenger-side Supplemental Restraint System (SRS) warning label affixed to the glove compartment box. As such, the affected vehicles fail to comply with the label requirement set forth in Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection".

### **Q2: What are the affected vehicles?**

**A2:** Affected vehicle model years/models include the following:

- 2025MY Tucson (NX4M) produced from 06/07/2024 – 07/30/2024

### **Q3: What is the safety concern?**

**A3:** Without the SRS warning label, operators may be unaware of the increased risks that an air bag poses to an infant or child in the front seat, increasing the risk of injury to occupants.

### **Q4: Have there been any accidents or injuries?**



**A4:** As of the planned date of filing to NHTSA (09/13/24), Hyundai has confirmed there are no crashes, injuries, fires, or fatalities related to this condition in the U.S.

**Q5: Will a Dealer Stop Sale be issued?**

**A5: Dealer:** Yes, a Dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers. **Port:** A Port “hold” is not required.

**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 a SRS label. Additionally, affected owners will also have the option to bring their vehicles to a Hyundai dealer to have the SRS label affixed to the glove box by a technician. 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 22, 2024.

**Q7: When will owners be notified?**

**A7:** Owners of the subject vehicles will be notified via First Class mailing in October 2024.

**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
Warranty HELP 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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	