

# **Safety Recall 269: Thermally-Activated Pressure Relief Device (No Remedy) – Dealer Best Practice**

October 14, 2024

Document Topic	Date
• Remedy Not Available	10/14/2024

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.</b>	
---	---	---

**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**

The subject vehicles are equipped with a Thermally-activated Pressure Relief Device (“TPRD”) that vents hydrogen gas to the atmosphere to prevent over-pressurization of the hydrogen fuel tank in the event of overheating in the local area around the hydrogen fuel tanks. The TPRD is designed to vent gas through a glass bulb-type release mechanism that fractures when a specific operating temperature is reached. The glass bulb-type mechanism in the subject vehicles could prematurely fracture due to microcracks in the glass, which could lead to inadvertent discharge of hydrogen gas during normal vehicle operation.

Hydrogen gas leaking in confined areas with the presence of an ignition source may increase the risk of a vehicle fire while parked.

## **Applicable Vehicles (Certain)**

- 2019-24MY Nexo (FE) vehicles produced 08/10/2018 – 08/25/2023 by Hyundai Motor Company (“HMC”)

## **Remedy Information**

This remedy is currently under development and additional information will be provided once it has been developed for release by HMA.

**NOTICE:** Owners can continue driving these vehicles, however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed.

## **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.

## **Warranty Information**

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

## **Parts Information**

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

## **Additional Training & Resources**

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

## **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 without an available remedy. The recall states that it is a condition involving the Thermal-Activated Pressure Relief Device in your vehicle. The device will vent the hydrogen to the atmosphere, however, the device may contain microcracks in the glass bulb which could cause it to vent hydrogen gas unintentionally during normal vehicle operation. Hydrogen gas leaking in confined to areas with the presence of an ignition source may increase the risk of a vehicle fire while parked. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”*

### **2. For Customers at dealership 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 without an available remedy. The recall states that it is a condition involving the Thermal-Activated Pressure Relief Device in your vehicle. The device will vent the hydrogen to the atmosphere, however, the device may contain microcracks in the glass bulb which could cause it to vent hydrogen gas unintentionally during normal vehicle operation. Hydrogen gas leaking in confined to areas with the presence of an ignition source may increase the risk of a vehicle fire while parked. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”*

### **3. Customer concern with performance of vehicle:**

*“If you experience any concern(s) related to the performance of your vehicle, such as a Malfunction Indicator Lamp (MIL) “ON” or the fuel gauge quickly lowering, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance.”*

## **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.



**Reception:** Did you offer the customer/guest Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the release of the official remedy.



## **Customer FAQs**

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

**A1:** The subject vehicles are equipped with a Thermally-activated Pressure Relief Device (“TPRD”) that vents hydrogen gas to the atmosphere to prevent over-pressurization of the hydrogen fuel tank in the event of overheating in the local area around the hydrogen fuel tanks. The TPRD is designed to vent gas through a glass bulb-type release mechanism that fractures when a specific operating temperature is reached. The glass bulb-type mechanism in the subject vehicles could prematurely fracture due to microcracks in the glass, which could lead to inadvertent discharge of hydrogen gas during normal vehicle operation.

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

**A2:** Affected vehicles include certain 2019-24MY Nexo (FE) vehicles produced 08/10/2018 – 08/25/2023 by Hyundai Motor Company (“HMC”).

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

**A3:** Hydrogen gas leaking in confined areas with the presence of an ignition source may increase the risk of a vehicle fire while parked.

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

**A4:** As of the date of this filing (10/11/24), Hyundai is not aware of any confirmed crashes, injuries, fires, or incidents related to the recall condition in the U.S. or Canada.

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

**A5: Dealer:** A dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

**Port:** There are currently no vehicles currently at ports and vehicle processing centers.

### **Q6: What will be done (planned remedy) during the recall service at the dealer?**

**A6:** Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to replace the TPRD. 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 will be notified no later than December 10, 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>	