

**HYUNDAI**NEW THINKING.
NEW POSSIBILITIES.**Technical Service Bulletin**

GROUP

BODY EXTERIOR

NUMBER

14-BD-004

DATE

JULY 2014

MODEL(S)

ALL**SUBJECT:****WINDSHIELD DAMAGE WARRANTY INFORMATION**

Description: Certain vehicles may experience a crack in the windshield as a result of road debris (i.e. stones, gravel, etc.). This bulletin provides information to help identify the different crack formations caused by road debris that are not considered a warrantable repair. Cracks can propagate from a crush mark later due to thermal stresses caused by temperature fluctuation, or from external physical stresses.

NOTICE

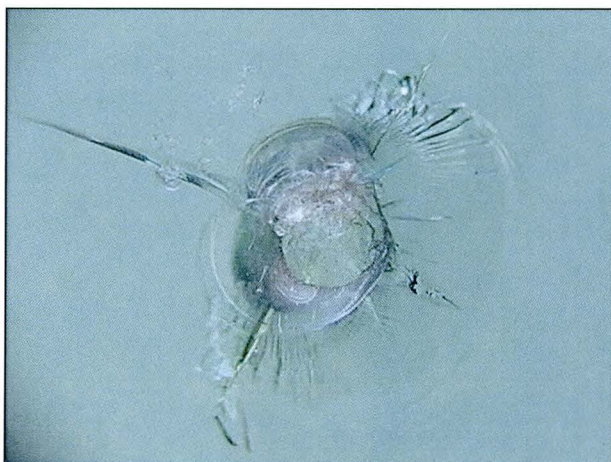
These types of windshield damages are not covered under the factory warranty.

1. Carefully inspect the entire exterior side of the windshield to check for damage.

*** IMPORTANT**

Any crack caused by road debris can be felt on the exterior of the glass with a fingernail.

2. Shown below are the different types of crush marks that can be caused by road debris.



Pictures above show examples of cone shaped breaks caused by road debris.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Pictures below show examples of star shaped breaks caused by road debris.

