

## Service Campaign 971: Tonneau Cover Latch Inspection and Replacement Dealer Best Practice

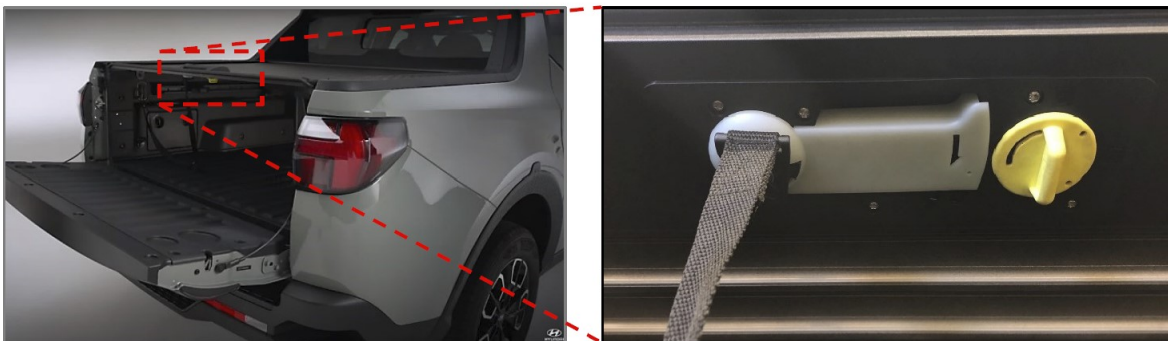
**October 25, 2021**

**To see if your vehicle is affected, please access Hyundai Motor America's "Warranty Vehicle Information Screen (VIS)" via WEBDCS to identify open campaigns/recalls. A WEBDCS announcement will also be provided on [Hyundaidealer.com](http://Hyundaidealer.com) informing dealers that this campaign is available for affected vehicles.**

### Description of Campaign:

The tonneau cover latch and pull strap may not be fully seated and could detach when pulled.

The TSB# [21-01-062H](#) described the procedure to inspect, and if necessary, replace the latch and pull strap assembly.



### Applicable Vehicles:

- Certain 2022MY Santa Cruz (NXT) equipped with the tonneau cover

### The Fix:

Hyundai will be inspecting the tonneau cover and pull strap, and replacing if necessary at no cost to customer (see TSB for inspection and replacement procedures)

- **Estimated Repair Time (Based on Warranty Time):** 12 minutes for inspection, 18 minutes for inspection and replacement if necessary
- **Recommended Technician Training Level:** Certified

### Recommended Alternative Transportation:

Based on the inspection and replacement procedure, this service campaign can be done quickly and without a lift. Offering alternative transportation might not be necessary and should be offered at the dealer's preference based on the customers needs.

### Customer Talk Tracks

"Hello Mr./Mrs. Customer,

Thank you for bringing in your vehicle for service today. As you may or may not be aware, there is a service campaign to inspect and replace, if necessary, the tonneau cover latch. When locking into place the tonneau cover, it might not fully seat

when closing and could potentially open. If you have had trouble with this, we can re-confirm this issue and have a fix ready for you. If you have not had this issue, my technician will double check and confirm the latch is in great working condition and further work will need to be done. This of course is covered under the Hyundai warranty and at no charge to you.”

**Best Practice Checklist**



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

- Yes
- No



**Readiness:** Are parts in stock 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



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

- Yes
- No



**Repair:** Did you provide the customer with an eMPI?

- Yes
- No



**Repair:** Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



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

- Yes
- No

**Prior Approval (PA) Required?**

No Prior Approval Needed for this repair

**Additional Training & Resources**

No Additional Training Needed

**Parts**

PART NUMBER	PART NAME	FIGURE
828C7-K5000	HDL & LATCH ASSY-TONNEAU	



## Warranty Information

MODEL	OP CODE	OPERATION	CAUSAL PART	OP CODE	NATURE CODE	CAUSE CODE
Santa Cruz (NXT)	10DA34R0	Latch Inspection	828C7-K5000	0.2 M/H	I11	ZZ3
	10DA34R1	Latch Inspection & Replacement	828C7-K5000	0.3 M/H		

**NOTE 1:** Submit Claim on Campaign Claim Entry Screen.

**NOTE 2:** If a part that is not covered by this campaign is found in need of replacement while performing this Service Campaign and the affected part is still under warranty, submit a separate claim using the same Repair Order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to the repair.

## Customer Notification

Owners of affected vehicles will be mailed letters to inform them of this service campaign in November/December 2021.

## Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important campaign matter and continued commitment to Hyundai customers.

**Hyundai Motor America**

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 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"> <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
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall / Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	Updated information related to the specific recall/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	
<b>Campaign Central</b>	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>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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>	