



## Technical Service Bulletin

GROUP <b>CAMPAIGN</b>	NUMBER <b>22-01-048H</b>
DATE <b>MAY, 2022</b>	MODEL(S) <b>TUCSON (NX4A) SANTA CRUZ (NXT)</b>

**SUBJECT:** CRASH PAD INSPECTION AND REPLACEMENT  
(SERVICE CAMPAIGN T8J)

### \* IMPORTANT

#### \*\*\* Dealer Stock and Retail Vehicles \*\*\*

Dealers must perform this service campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Vehicle Information (VIS)" screen via WEBDCS to identify open Campaigns.

**Description:** Certain 2022MY Tucson (NX4A) and Santa Cruz (NXT) vehicles may exhibit delamination on the main crash pad assembly. This bulletin outlines the procedures to inspect and replace the assembly if necessary.

**Applicable Vehicles:** Certain 2022MY Tucson (NX4A) and Santa Cruz (NXT) vehicles.

#### Parts Information:

PART NAME	PART NUMBER
Main Crash Pad Assembly	84701-CW100NNB

#### Warranty Information:

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Tucson (NX4A)	20DA02I0	IMG Forming Date Code Inspection	0.2 M/H	84701-CW100NNB	A33	ZZ4
Santa Cruz (NXT)	20DA02R1	Crash Pad Inspection & Replacement	2.2 M/H			

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

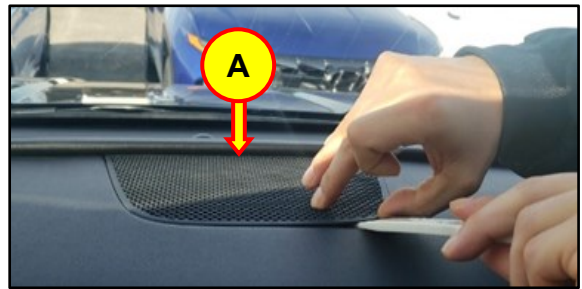
**NOTE 2:** If a part that is not covered by this service campaign is in need of replacement while performing this campaign, and the affected part is still under warranty, please submit a separate claim using the same repair order. If the affected part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.

**Service Procedure:**

1. Remove the crash pad speaker grill (A).

**NOTICE**

Use a plastic trim removal tool to prevent damage to the crash pad surface.

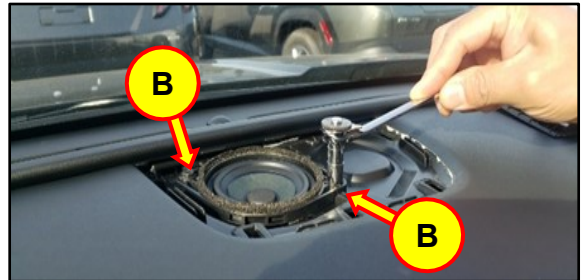


2. Remove the center speaker bolts (B).

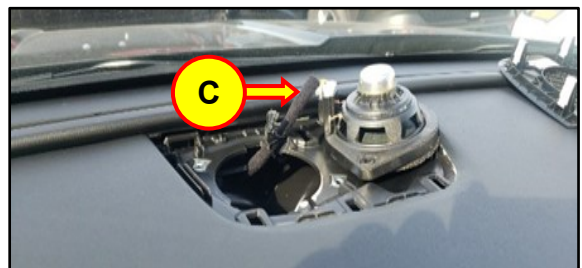
If the vehicle does not have a center speaker, proceed to step 4.

**Tightening Torque:**

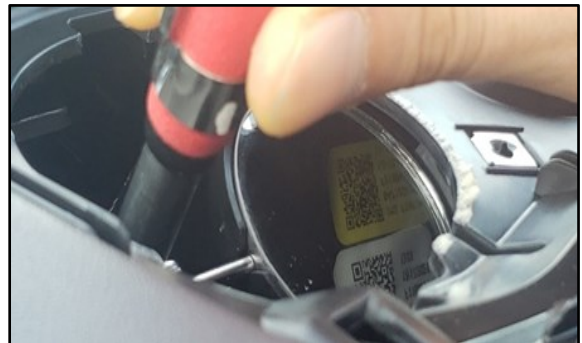
13.0 – 18.1 ft-lb (17.7 – 24.5 Nm)



3. Disconnect the speaker connector (C) and remove the center speaker.



4. Insert a mirror through the speaker hole to inspect the “IMG FORMING” label.



**NOTICE**

Two different labels are present under the crash pad. Only refer to “IMG FORMING” label. Do not refer to the “NX4A SCORING” label.



Incorrect label



Correct label

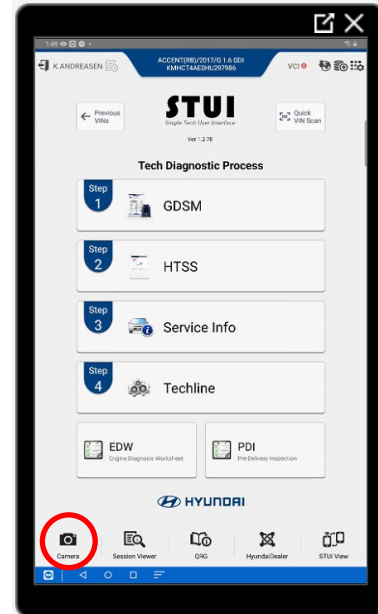


- Using STUI, take a clear picture of the “IMG FORMING” label with the mirror.

Please include the VIN or copy of the RO with the VIN in the STUI picture of the “IMG FORMING” label.

## NOTICE

Refer to the “*GDSM and STUI Tips*” section on the Hyundai Tech Info website for the complete guide on how to capture pictures and videos using STUI.



- If the date/time on the “IMG FORMING” label is between **01/07/2022 19:00 – 01/12/2022 12:00**, replace the crash pad.

If the date/time on the “IMG FORMING” label is before or after the dates/times above, no further action is necessary.



Incorrect label



Correct label



- If the crash pad needs to be replaced, refer to the shop manual section for complete service procedure:

**Body (Interior and Exterior) > Crash Pad > Main Crash Pad Assembly > Repair Procedure**

Parts incorrectly replaced will be subject to charge back.

- Reinstall all parts in the reverse order of removal.
- The service procedure is now complete.