



HYUNDAI

Technical Service Bulletin

GROUP

CAMPAIGN

DATE

APRIL 2023

NUMBER

23-01-030H

MODEL(S)

NEXO (FE)

SUBJECT:

EXHAUST PIPE MOUNTING REVISION
(SERVICE CAMPAIGN T9R)

★ IMPORTANT

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.

Access the Vehicle Information Screen via WEBDCS to identify open campaigns.

Description: Certain NEXO (FE) vehicles may have had improper installations of the tailpipe fixing bracket which may cause a breakaway of the exhaust tailpipe when driving through pooled water. This bulletin describes the procedure to install steel plates onto the tailpipe fixing bracket.

STUI



This TSB includes STUI pictures as a requirement. Where indicated, please include the copy of the RO or last six (6) digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure all captured pictures are completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

Applicable Vehicles: Certain 2019MY ~ 2021MY NEXO (FE) vehicles produced from 08/10/2018 to 03/09/2021.

Parts Information:

PART NAME	DESCRIPTION	QTY	IMAGE	PART NUMBER	REMARKS
Tailpipe AS-Kit	Steel Plate	6		35768-M5000QQH	Four (4) spare screws included
	Screw	32			

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

Recommended Tools:

DESCRIPTION	IMAGE
PH-2 Phillips screw driver bit	
3/32" drill bit	
6" extension for use with drill bit and screw driver bit	
Drill motor, brushless type	

Warranty Information:

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
NEXO (FE)	30D004R0	Steel Plate Installation	0.4 M/H	35768-M5000QQH	A31	ZZ1

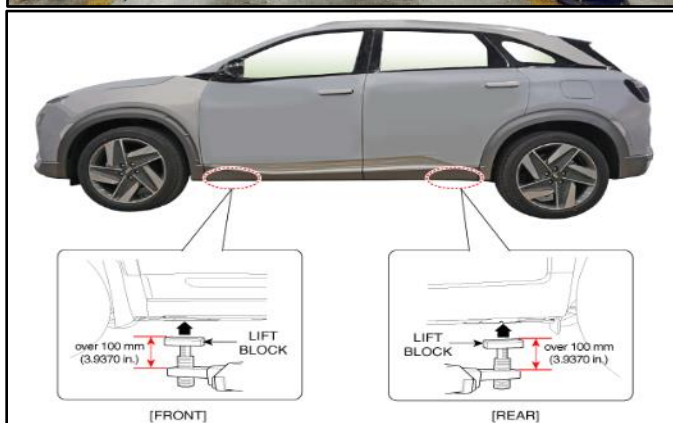
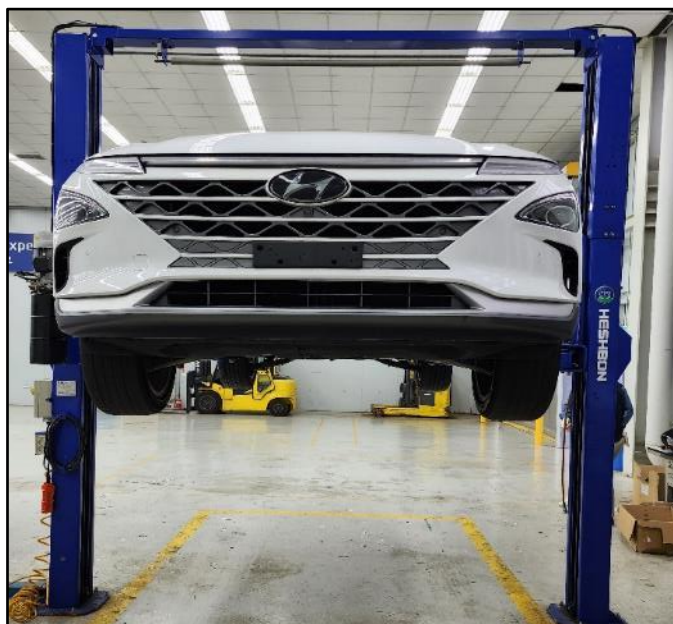
NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part that is not covered by this procedure is found in need of replacement while performing this 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 performing the work.

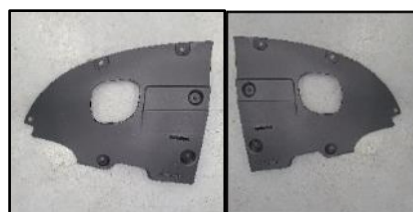
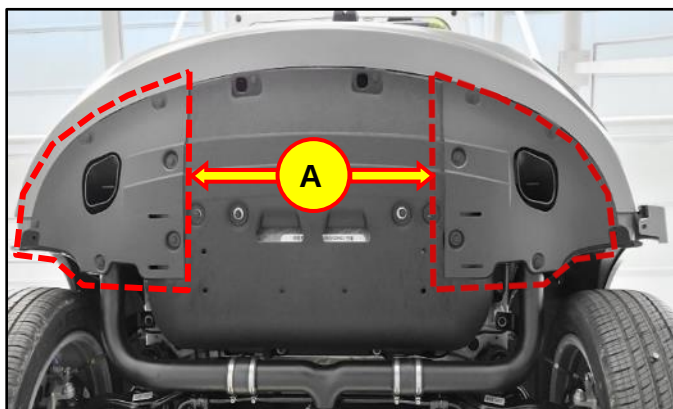
NOTE 3: Op time includes taking a picture using STUI. Claim must include a STUI picture of installed six (6) steel brackets with a piece of paper displaying the last 6 digits of the VIN and the date of installation. **If not included, the claim will be subject to debit.**

Service Procedure:

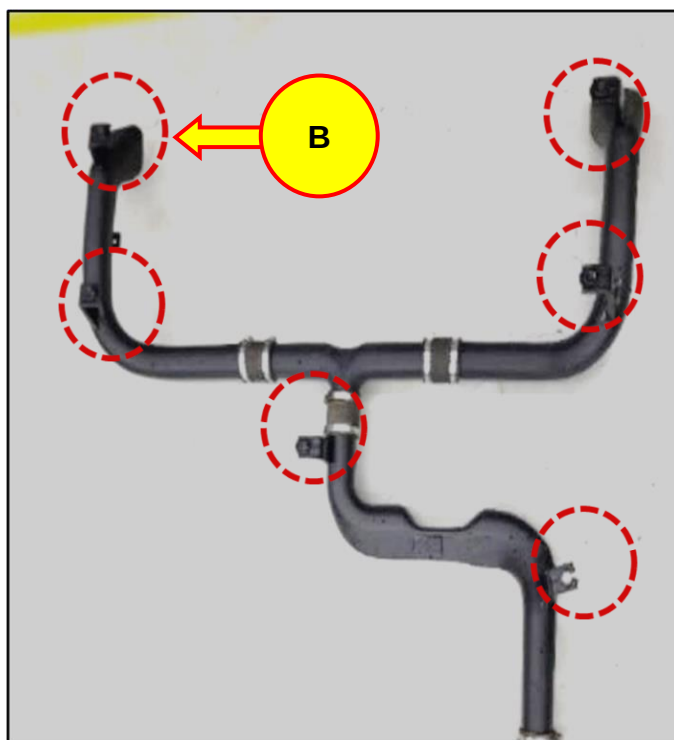
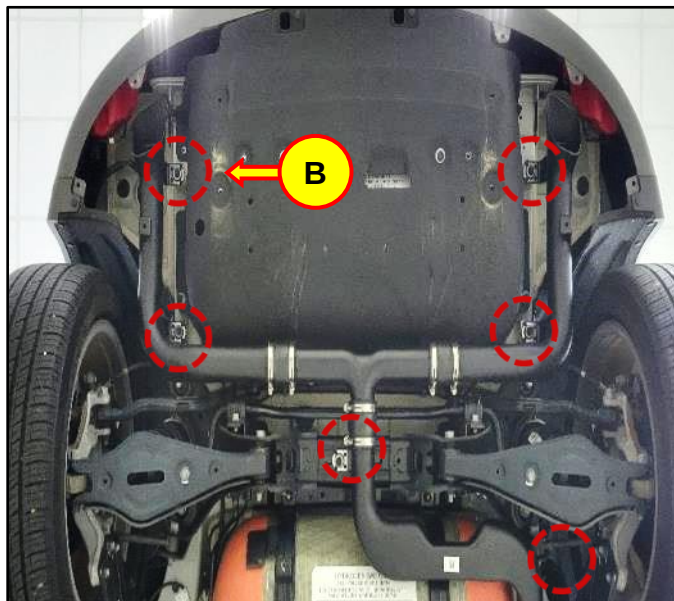
1. Raise the vehicle using a vehicle lift.



2. Remove the LH and RH tailpipe undercovers (A).



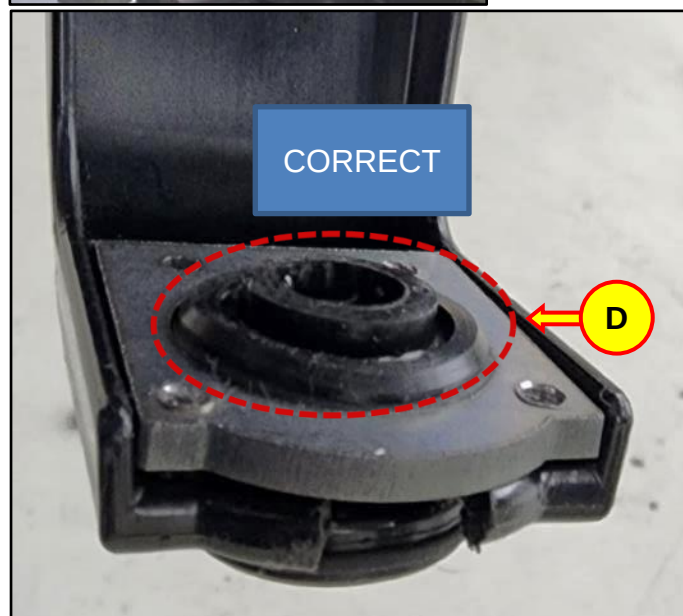
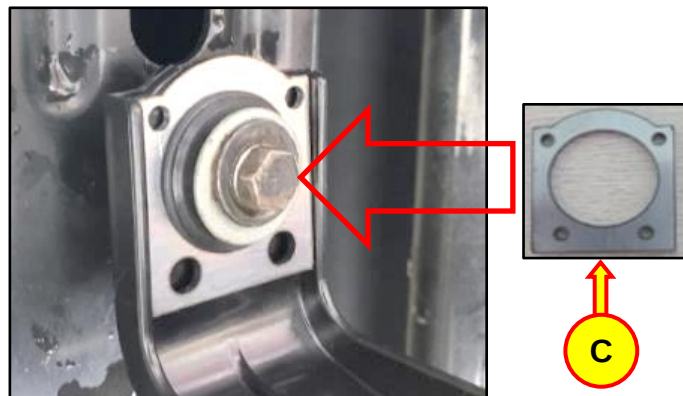
3. Steel plates will be installed on the exhaust system support brackets at six (6) locations on the exhaust system. (B)



4. Install the steel plate (C) onto the tailpipe fixing bracket.

i Information

- When inserting the steel plate, make sure the insulator (D) protrudes out of the steel plate.



5. While holding the supplied steel plate in proper position on the exhaust bracket, use a brushless drill motor and drill a 3/32" hole in the plastic exhaust bracket at each of the four (4) screw mounting locations (E)

i Information

A 3/32" drill bit is preferred, do not use a drill bit larger than 3mm.



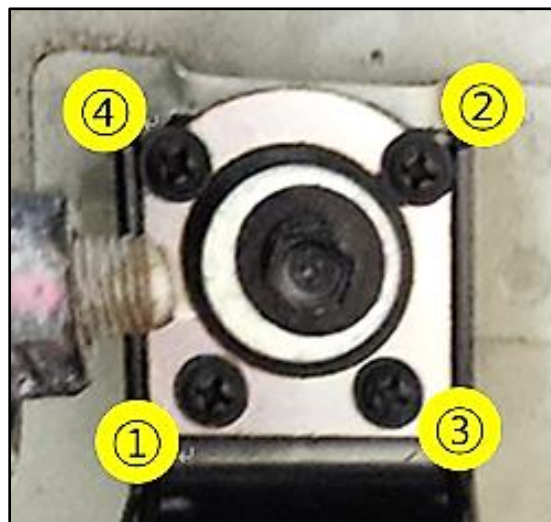
6. While holding the steel plate flat against the exhaust bracket, use a brushless drill motor and install the four supplied screws into the steel plate.



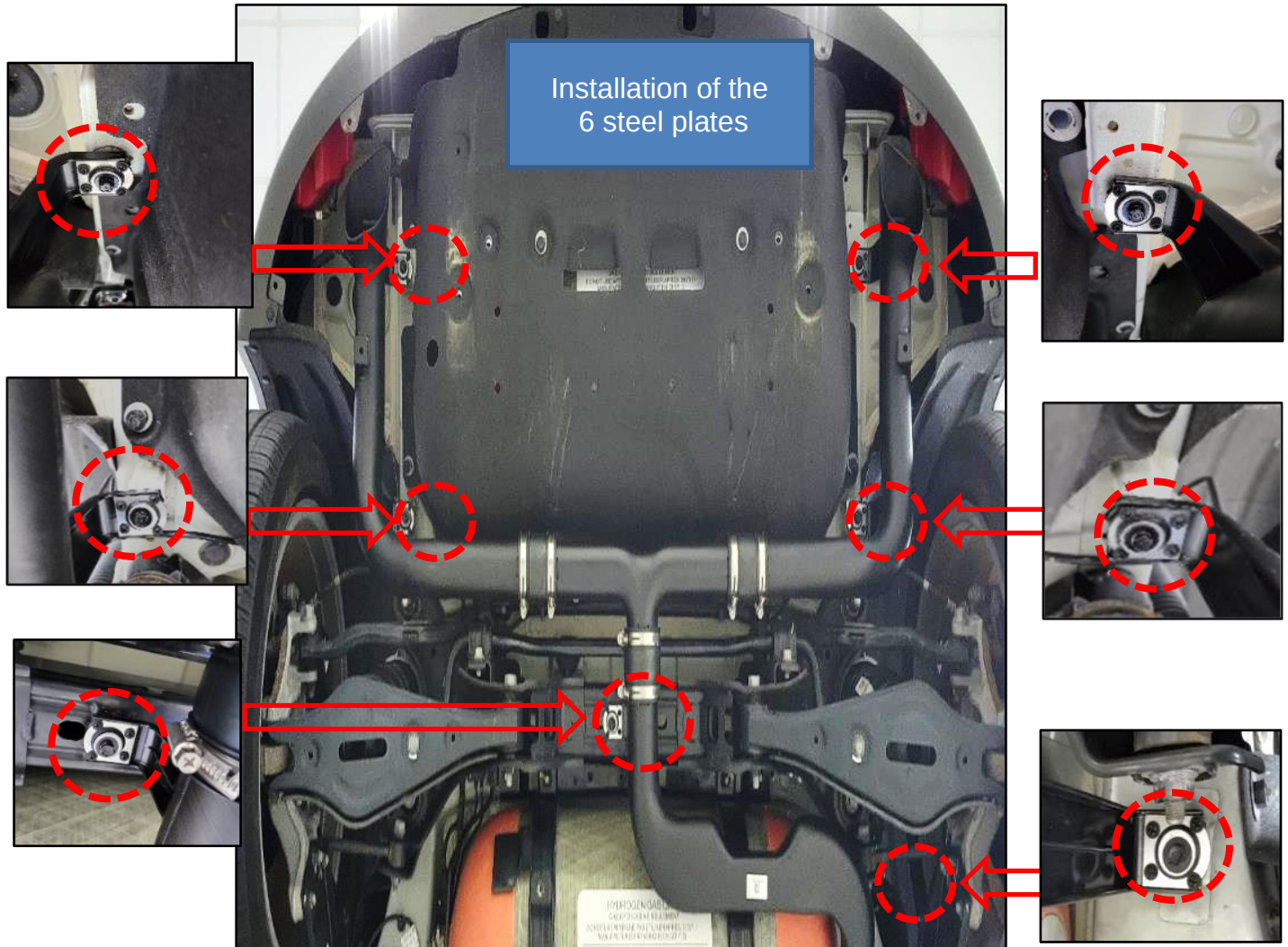
7. Follow the sequence indicated in the photo when installing the screws.

i Information

Fasten the screws in the order indicated in the image.



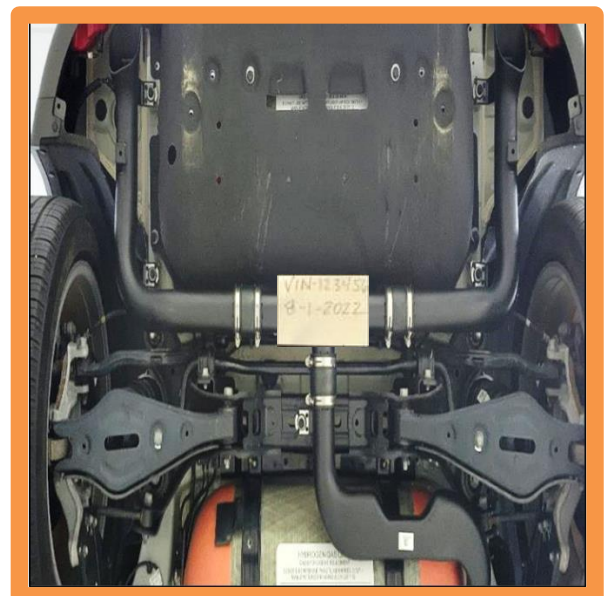
8. Repeat steps five (5) through seven (7) at each of the exhaust bracket locations identified in the photos below.



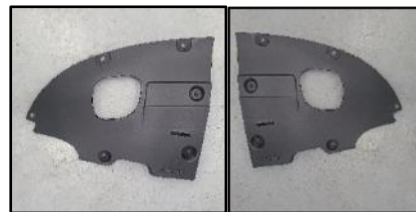
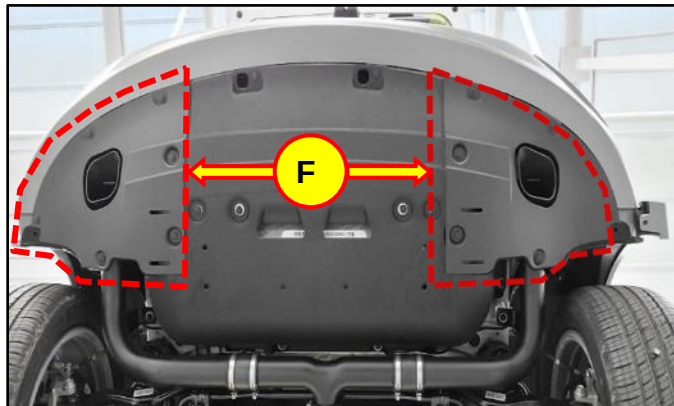
9. After all brackets are installed, use STUI to record a photograph of the installed brackets.

STUI

Using STUI, photograph the installed six (6) steel brackets. Include in the photo a piece of paper containing the last six (6) digits of the VIN and date of repair. Ensure the photo is in focus and captures the installed brackets and the note. Upload the photo to STUI.



10. Reinstall the LH and RH tailpipe undercovers (F).



11. The procedure is complete.