

Service Campaign 9A6: Windshield Water Leak Repair Dealer Best Practice

November 02, 2023

Document Topic	Date
• Repair Available – Technical Service Bulletin (TSB) 23-01-085H published	11/02/2023

[*Please Note: This campaign is for new dealer stock vehicles ONLY.*](#)

Description of Campaign

Certain 2024MY Tucson (NX4A) and Santa Cruz (NXT) vehicles may exhibit water intrusion in the front passenger cabin from improper sealing of the windshield glass. **TSB 23-01-085H** provides the procedures to fill in the gap of the urethane seal between the body and windshield glass.

Affected Vehicles (Certain):

- 2024MY Tucson (NX4A) vehicles produced 8/13/2023 – 10/26/2023
- 2024MY Santa Cruz (NXT) vehicles produced 8/14/2023 – 10/26/2023

Repair Process/Information

Refer to **TSB 23-01-085H** (or latest version) for repair procedure information to apply the sealant in the gap of the urethane seal between the body and windshield glass.

- **Recommended Service Technician Training Level:** [Hyundai Certified or higher](#)

Other Notes/Recommendations

- Application of sealant is 100% - vehicle should not be left unattended to and left/tied up in a service bay.
- It is advised that vehicles be parked indoors or a car cover installed over them to prevent any possible water leak into the passenger side area.
- For dealerships with multiple vehicles affected, it is highly recommended to perform the repair on as many affected vehicles at the same time. This will help maximize use of the kit.

Recommended Alternative Transportation

This campaign is for new dealer stock units ONLY; no alternative transportation is required since there is no customer involvement.

Warranty Information

This campaign is for new dealer stock units; no alternative transportation is required since there is no customer involvement.

- 0.3 M/H for applying the sealant with a syringe to the designated area according to **TSB 23-01-085H** (or latest version)
- Dealers will be reimbursed \$10.00 on the submitted campaign claim for the sealant.
- The time above includes take a photo of the barrier tube in place after the sealant has been applied with a piece of paper with the last 6 digits of the VIN & date of the repair.
- **Photos:** Refer to **TSB 23-01-085H** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

Parts Information

- Refer to **TSB 23-01-085H** (or latest version) for the latest parts information.
 - **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid service campaign 9A6 VIN to order the following part number. Due to a limited quantity of parts inventory, this will ensure affected vehicles encompassed in this campaign receive priority parts allocation. If the restriction is lifted, there will be notification via WEBDCS.
 - SVC9A6SYRINQQH (Syringe kit with 1 syringe & 4 barrier tubes)
 - Dealers can order the part from their facing PDC through the normal ordering process with a valid campaign VIN. As noted earlier, if dealer has multiple affected vehicles in its dealer stock, it only needs one kit to do multiple vehicles in quick succession.
 - An initial shipment of kits was sent to dealerships with a high volume of vehicles and rainy areas on 11/02/2023.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls? Did you check for any decline services from previous visits?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – Please order the part from your corresponding PDC as necessary.



Repair: Does the Technician meet the recommended training requirements (Certified level or above) to complete this campaign?

- Yes
- No** – Please ensure a technician with a Certified level (or higher) completes this repair.



Repair: Were the VIN/mileage captured and appropriate picture(s) taken based on the repair need as outlined in **TSB 23-01-085H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage and appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-085H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

FAQs

Q1: What is the issue?

A1: The subject vehicles may exhibit water intrusion in the front passenger cabin from improper sealing of the windshield glass.

Q2: What are the affected vehicles?

A2: The following vehicles are included in this campaign:

- 2024MY Tucson (NX4A) vehicles produced 8/13/2023 – 10/26/2023
- 2024MY Santa Cruz (NXT) vehicles produced 8/14/2023 – 10/26/2023

Q3: What will be done during service at the dealer?

A3: The service procedure includes the application of sealant in the gap of the urethane seal between the body and windshield glass.



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Q4: Will retailed vehicles (sold to customers) be added to this campaign?

Yes, retail vehicles identified to have this issue (already sold to customers) will be added in the very near future. At that time, customer letters will be prepared to mail to affected customers.

Contact Reference:

Please see the following list of commonly referred to contacts on the next page. Thank you for your prompt attention to this important 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 HELPREPLine	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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	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 www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > 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	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	