

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

November 17, 2023

Document Topic	Date
• Technical Service Bulletin (TSB) 23-01-085H-1 published – retail vehicles added	11/17/2023

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-1** (or latest version) 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-1** (or latest version) for repair procedure information to apply the sealant in the gap of the urethane seal between the body and windshield glass.
- **Where to repair:** Recommended to perform this repair in the shade or inside of a building.
- **Recommended Service Technician Training Level:** Hyundai Certified or higher

Service Tips/Training

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the dealer while part(s) are ordered.
- If dealer schedules an appointment in advance, order the part ahead of time to prevent any delays.
- **Application of sealant is 100%** - vehicle should not be left unattended 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 prior to this campaign being completed on the vehicle.
- 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's contents.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be mindful that 'service campaigns' could cause concern for some customers, reassure them that they will be taken care of at no additional cost to them.
- Offer SRC assistance for customers who may be pressed on time.
- Be clear on the repair procedure.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide some help.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- Actively communicate with your team members.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires to be kept overnight. In addition, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

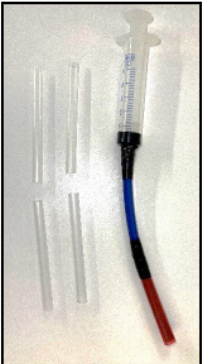

Warranty Information

This service campaign pays for the following:

- 0.3 M/H for applying the sealant with a syringe to the designated area according to **TSB 23-01-085H-1** (or latest version).
- The time above includes taking 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.
- Dealers will be reimbursed \$10.00 on the submitted campaign claim for sealant.
- **Photos:** Refer to **TSB 23-01-085H-1** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

Parts Information

- Refer to **TSB 23-01-085H-1** (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 (Kit Contents: 1 syringe & 4 barrier tubes)
 - Dealers can order the part from their facing PDC through the normal ordering process with a valid campaign VIN.
 - Previously on 11/02/2023: An initial shipment of kits was sent to dealerships with a high volume of vehicles and rainy areas.

Part Name	Part Number	Figure	Remarks
Syringe Kit	SVC9A-6SYRINQQH		<p><u>Contents:</u> 1 syringe and 4 barrier tubes</p> <p>For dealer stock units, perform this repair on all affected vehicles at the same time.</p> <p>Use a new syringe if the sealant has solidified inside the syringe.</p>
Permatex Windshield and Glass Sealant	N/A		<p>Dealer will be reimbursed in sublet for purchase of sealant.</p> <p>Purchase at local automotive parts retailers or online.</p> <p>One tube can be used for 4-5 vehicles.</p>

Customer Talk Tracks

1. *"I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign relates to windshield glass where water may flow into the front passenger seat side due to improper sealing. We will repair your vehicle by inserting sealant in the area that has been improperly sealed. This service, of course, will be provided at no charge to you. If necessary, we would like to offer you an SRC while we repair your vehicle. We apologize for the severe inconvenience."*

2. *“For Walk-In Customer: “During your visit today, I checked your vehicle for any open campaign or recalls and found that your vehicle has an open campaign that relates to the windshield glass. The campaign is to insert the sealant in the designated area that has been improperly sealed near the windshield glass. This service, of course, will be provided at no charge to you. We apologize for the severe inconvenience.”*

3. *“For customers over the phone: “While I have you on the line and verifying your current appointment, I ran your VIN and see that your vehicle has an open campaign that relates to the windshield glass. The repair will require a sealant to be inserted in the area that has been improperly sealed. If time permits, we can address this campaign during your current appointment and it will be at no cost to you. Should you need transportation assistance during this time, we can help arrange an SRC since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”*

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. Also ask customer if he/she would like to have any of the previous declined services performed.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – Please order the part from your corresponding PDC as necessary. If possible, place order ahead of time if customer has made an appointment in advance.



Reception: Did you explain to the customer the expected repair time and an expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation if requested?

- Yes
- No



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-1** (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-1** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No



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:

- Certain 2024MY Tucson (NX4A) vehicles produced 8/13/2023 – 10/26/2023
- Certain 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.

Q4: When will affected customer(s) be notified of this campaign?

A4: Customers will be notified via First Class Mail in December 2023.

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 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"> 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 <u>recall or service campaigns</u>
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	



Appendix

Document Topic	Date
<ul style="list-style-type: none">Repair Available – Technical Service Bulletin (TSB) 23-01-085H published	11/02/2023