

Warranty Extension Z05: White Paint – Dealer Notification

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Document Topic	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 25-BD-004H published on Hyundai Tech Info under Hyundaiadealer.com	05/23/2025

Warranty Extension Description

Certain Hyundai vehicles with exterior white paint may exhibit peeling or bubbling on metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk. **The paint warranty coverage for affected vehicles has been extended to 10 years/unlimited miles** from the date of original retail delivery or date of first use, and is valid for original and subsequent owners.

The warranty extension does NOT apply to any vehicle that has been previously declared a total loss, and/or sold for salvage by a financial institution or insurer, and/or has a branded or similar title under any state's law.

Affected Vehicles (Certain)

Check WebDCS under 'Vehicle Information' to confirm whether the vehicle is applicable for this warranty extension. 'Z05' will be listed under 'Extended Factory Warranty' category for the vehicle.

- 2015-16MY Elantra (UD) with exterior Quartz White Pearl paint
- 2017-18MY Elantra (ADA) with exterior Quartz White Pearl paint
- 2015-19MY Sonata (LFA) with exterior Quartz White Pearl paint
- 2017-18MY Santa Fe Sport (AN) with exterior Frost White Pearl paint
- 2019MY Santa Fe (TMA) with exterior Quartz White Pearl paint
- 2017-21MY Tucson (TL) with exterior Dazzling White or Cream White paint
- 2021-23MY Santa Fe Hybrid (TM HEV) with exterior Cream White paint
- 2020-23MY Palisade (LX2) with exterior Hyper White paint

Repair Information

Follow the service procedure outlined in **TSB 25-BD-004H** (or latest version) for white paint repairs.

- Inspect the entire vehicle for paint peeling/bubbling on the metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk, and identify any impacted.
- Take photo(s) of the affected area(s) and entire vehicle as instructed in **TSB 25-BD-004H**.
- **If the body/repair shop finds additional panel(s)/area(s) of the vehicle that need to be repainted, please ensure pictures of the additional panels are taken according to the TSB directions and provided to the dealership for claim submission.**
- **Only repaint the affected area(s). The surrounding body panel(s) should only be repainted if it necessary for proper color matching and blending.**
- **Sublet the repairs to a body/paint shop**
 - **It is recommended to use a body/paint shop within the Hyundai Certified Collision Repair Center Network: <https://autobodylocator.com/hyundai>**
- If the vehicle is out of the extended term, please submit a Prior Approval (PA) for goodwill consideration prior to performing the work.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers, as subletting paint repairs may take several days, depending on the paint/body shop. In addition, an 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 the customer's visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare should be provided.

Other Notes/Recommendations

- **Please note that this is an extension of warranty coverage for certain white paint colors.**
- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure there is personnel on hand to swiftly and accurately inspect the entire vehicle and the metal body panels for any excessive paint peeling/bubbling on the factory-applied paint. **Aftermarket paint is not covered under this extension.**
- 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 honest with customers regarding wait times, especially if the vehicle is expected to be at the body/paint shop for multiple days. Update the customer if the original estimated wait time is exceeded.

Warranty Information

Please note that this is an **extended** warranty.

- Per **TSB 25-BD-004H** (or latest version), dealer needs to refer to WebDCS for applicable paint labor, description, and labor time standard times for paint.
 - One (1) claim is to be submitted, inclusive of all of the published LTS paint labor operations for the affected panel(s)/areas(s)
 - For claim submission, **ensure that 'Z05', 'White', or 'Paint Extension',** are in the 3C's or 'Comments' section of the claim.
 - **Include operation code SUBLTR0F for 0.3 M/H along with additional \$100 in sublet** for administrative support in coordinating the various activities for paint repair.
 - Use **sublet type "P1"**
 - If a rental is needed, use the same repair order as the Warranty claim and submit as a separate claim.

Parts Information

- Refer to the Electronic Parts Catalog (EPC) for the related panels/areas per VIN.

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



Readiness: Has the dealership identified a reliable body/paint shop within the Hyundai Certified Collision Repair Center Network?

- Yes
- No** – Please ensure one is identified that can complete repairs for the vehicle to prevent any unnecessary delays.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

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

- Yes
- No** – The customer should be informed of expected repair time regarding sublet of vehicle to a body/paint repair shop in order to allow them to schedule accordingly.

Reception: Did you offer the customer Alternative Transportation if requested?

- Yes
- No** - Customer should be offered alternative transportation as subletting paint repairs may take several days, depending on the paint/body shop. In addition, an SRC may be required based on the duration of the repair procedure and any other additional work on the vehicle that may need to be addressed during the customer's visit.



Repair: Has the vehicle been inspected and the appropriate pictures taken of the affected panel(s)/area(s) before subletting the repairs over to a body/paint shop? If the body/paint shop has found other panel(s)/area(s) that need to be addressed, has this been communicated to the customer?

- Yes
- No** – Please ensure the appropriate pictures are taken of the entire vehicle as well as the affected areas. **Refer to TSB 25-BD-004H for details.** Keep customer informed on any additional areas of the vehicle that need to be repainted and **have body/repair shop take pictures of any additional panel(s)/area(s) that need to be repaired prior to painting them. These pictures will need to be included in the claim submission to HMA once the repairs are completed.**



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

- Yes
- No** – Customer must sign the final invoice upon delivery of the vehicle.

Customer FAQs

Q1: What is the issue?

A1: Certain Hyundai vehicles with exterior white paint may exhibit peeling or bubbling on metal body panels: hood, fender(s), roof, door(s), quarter panel(s), and tailgate/trunk.

Q2: What are the affected vehicles?

A2: Affected vehicle model years/models include the following:

- Certain 2015-2016MY Elantra (UD) with exterior Quartz White Pearl paint
- Certain 2017-2018MY Elantra (ADA) with exterior Quartz White Pearl paint
- Certain 2015-2019MY Sonata (LFA) with exterior Quartz White Pearl paint
- Certain 2017-2018MY Santa Fe Sport (AN) with exterior Frost White Pearl (SWP) paint
- Certain 2019 Santa Fe (TMA) with exterior Quartz White Pearl paint
- Certain 2017-2021MY Tucson (TL) with exterior Dazzling White/Cream White paint
- Certain 2021-2023MY Santa Fe Hybrid (TM HEV) with exterior Cream White paint
- Certain 2020-2023MY Palisade (LX2) with exterior Hyper White paint

Q3: What will be done if the vehicle comes into the dealership and is eligible for the warranty extension?

A3: The vehicle will be assessed for panel(s)/area(s) of the vehicle needing white paint repairs according to **TSB 25-BD-004H**.

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

A4: Customers will be notified via First Class Mail starting in late June 2025 or July 2025.

Contact Reference

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important matter and the continued commitment to our 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 HELP 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(GeneralQuestions)	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 > DocumentsLibrary > 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 EMAILFIELD" 	
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.	
NHTSAWebsite	www.safercar.gov	