

## Dealer Notification

### **Wiper Park Position Misalignment: Wiper Motor Crank Arm Nut Replacement (Warranty Ext. Z08)**

July 06, 2026

| Document Topic                                                               | Date       |
|------------------------------------------------------------------------------|------------|
| • <b>Technical Service Bulletin (TSB) 26-BD-007H</b> posted on HMA Tech Info | 07/06/2026 |

## Warranty Extension Description

Some Tucson (NX4A and NX4M) and Santa Cruz (NXT) vehicles may have front wipers that do not return to the designated park position due to a loose wiper motor crank arm nut.

Hyundai is extending the warranty coverage for the wiper motor crank arm nut under this condition to 10 years / 100,000 miles from the date of original retail delivery or date of first use (whichever comes first) and is valid for original and subsequent owners.

*Please note any vehicles within 10 years / 100,000 miles are covered by this TSB, even if the vehicle is still within the New Vehicle Limited Warranty (NVLW) of 5 years / 60,000 miles.*

## Affected Vehicles

- 2025MY Tucson (NX4M) produced 06/05/2024 – 03/31/2025
  - Built by Kia Motors Mexico (“KMX”) – VIN prefix “3KM”
- 2022-25MY Tucson (NX4A) produced 05/26/2021 – 04/06/2025
  - Built by Hyundai Motors Manufacturing Alabama (“HMMA”) – VIN prefix “5NM”
- 2022-25MY Santa Cruz (NXT) produced 02/03/2021 – 05/11/2025
  - Built by HMMA

## Repair Information

Follow **TSB 26-BD-007H** (or latest version) to identify the front wipers not returning to the designated park position and replace the wiper motor crank arm nut.

- **Recommend Technician Level/Requirement:** **Hyundai Certified (or higher)**

## Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required 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 should be provided.

## Other Notes/Recommendations

- **Please note that this is a warranty extension.**
- 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 any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- **The customer’s concern of the front wipers not returning to the designated park position must be verified before proceeding with any repairs.**
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Update the customer if the original wait time is exceeded.

## Parts Information

- Refer to **TSB 26-BD-007H** (or latest version) for applicable part number information.
- Part Number 10P00-6203QQH (Nut-Flange) will require an applicable Z08 VIN to order the part.

## Warranty Information

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

- If the affected parts are within the extended period of 10 years/100,000 miles, submit a “Campaign” claim on the “Claim Entry/Edit/Submit” screen on WebDCS and attach all required Digital documentation per TSB to the claim. *Any vehicles with Z08 under 10 years/100,000 miles are covered by this warranty extension, even if the vehicle is still within the New Vehicle Limited Warranty (NVLW) of 5 years / 60,000 miles. Do not submit as warranty.*
- Per **TSB 26-BD-007H** (or latest version), this warranty extension pays the following:
  - Labor:
    - 0.3 M/H – Wiper Motor Crank Arm Nut Replacement
  - Parts:
    - 10P00-6203QQH – QTY: 1
  - Sublet:
    - \$2.50 for any damaged clips during the repair procedure
  - Digital Documentation:
    - Claims are subject to review after submission. **Please note a picture of the windshield wipers parking in the incorrect position on the windshield is required. If it found that the picture(s) are not compliant with requested ones per TSB, claim is subject to debit.**

## Best Practice Checklist

- **Reservation:** Has WebDCS been checked for additional campaigns or recalls?
  - ☐ Yes
  - ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are all necessary parts, tools, and equipment on-hand and ready to perform the repair procedure?
  - ☐ Yes
  - ☐ **No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
  - ☐ Yes
  - ☐ **No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
  - Has the customer been informed of the expected repair duration and a timeframe for status updates?
    - ☐ Yes
    - ☐ **No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
  - Has the customer been offered alternative transportation?
    - ☐ Yes
    - ☐ **No** - Customers should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, a SRC may be required based on the service procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.
- **Repair:** Does the Technician meet the recommended training requirements to complete this campaign?

- ☐ Yes
  - ☐ **No** – Please reference the “Repair Information” section on page 1 and ensure a qualified technician performs the service procedure.
- **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.
    - ☐ Yes
    - ☐ **No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

## **Anticipated FAQs**

### **Q1: What is the issue?**

**A1:** Some Tucson (NX4A/NX4M) and Santa Cruz (NXT) vehicles may have front wipers that do not return to the designated park position due to a loose wiper motor crank arm nut.

### **Q2: What are the affected vehicles?**

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

- 2025MY Tucson (NX4M) produced 06/05/2024 – 03/31/2025
  - Built by Kia Motors Mexico (“KMX”) – VIN prefix “3KM”
- 2022-25MY Tucson (NX4A) produced 05/26/2021 – 04/06/2025
  - Built by Hyundai Motors Manufacturing Alabama (“HMMA”) – VIN prefix “5NM”
- 2022-25MY Santa Cruz (NXT) produced 02/03/2021 – 05/11/2025
  - Built by HMMA

### **Q3: What will be done by the dealer if the vehicle is eligible for the warranty extension and the dealer confirms the customer’s concern?**

**A3:** The replacement of the wiper motor crank arm nut at **no cost** to the customer if the condition(s) covered by the warranty extension are confirmed.

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

**A4:** Owners are expected to be notified via First Class Mail in August 2026.

## **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                                                         | <a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a><br>1-800-545-4515                                                                                                                                                                                                                                                                 | Parts ordering hotline                                                                                                     |
| Special Service Tools                                         | <a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a><br>1-855-763-9199                                                                                                                                                                                                                                                                                   | For ordering SST parts                                                                                                     |
| 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                           | <a href="mailto:PA@hmausa.com">PA@hmausa.com</a>                                                                                                                                                                                                                                                                                                                         | Warranty Prior Approval (PA) Center for Hyundai Dealers                                                                    |
| Xtime Technical Support                                       | <a href="mailto:Support@xtime.com">Support@xtime.com</a><br>1-866-984-6355                                                                                                                                                                                                                                                                                               | Assistance with Car Care Scheduling:<br>Appointment / Shop Capacity Management /<br>Campaign Integration / Operation Codes |
| AutoLoop Technical Support                                    | <a href="mailto:Support@autoloop.com">Support@autoloop.com</a><br>1-877-850-2010                                                                                                                                                                                                                                                                                         | Assistance with Car Care Scheduling:<br>Appointment / Shop Capacity Management /<br>Campaign Integration / Operation Codes |
| CDK Technical Support                                         | <a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>                                                                                                                                                                                                                                                                            | Assistance with Car Care Scheduling:<br>Appointment / Shop Capacity Management /<br>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                             | <a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>                                                                                                                                                                                                                                                                                                 | Updated information related to the specific recall or service campaign                                                     |
| Hyundai Customer Care Center                                  | 1-800-633-5151                                                                                                                                                                                                                                                                                                                                                           | Customers general questions, non-campaign related                                                                          |
| Hyundai Roadside Assistance                                   | 1-800-243-7766                                                                                                                                                                                                                                                                                                                                                           | Hyundai Roadside Assistance                                                                                                |
| Key Reference Information                                     |                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                            |
| Name                                                          | Source                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                            |
| Car Care Scheduling (Xtime) - Tutorials                       | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling                                                                                                                                                                                                                                   |                                                                                                                            |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | 1. Log into Xtime<br>2. Under the menu at the top left, select "Configure"<br>3. Under the dealership tab, select "Email Communication"<br>4. Slide the toggle to "Advanced"<br>5. Populate as many emails as desired in the "Parts Desk Email Field"                                                                                                                    |                                                                                                                            |
| Parts – Campaign Parts Management (CPM) Procedure             | As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management                                                                                                                                                                                                                                  |                                                                                                                            |
| Service Rental Car (SRC) Program                              | SRC Documentation: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car<br>TSD: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software<br>Insurance: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance |                                                                                                                            |
| Technical Service Bulletin (TSB)                              | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Hyundai Tech Info                                                                                                                                                                                                                                                                       |                                                                                                                            |
| Uncompleted Campaign VIN Listing                              | A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING<br>– Dealer Stock (New, SRC, CPO, etc.) and Retailed.                                                                                                                                                                                                                 |                                                                                                                            |
| Recall Campaign Website                                       | <a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>                                                                                                                                                                                                                                                                                                 |                                                                                                                            |
| NHTSA Website                                                 | <a href="http://www.safercar.gov">www.safercar.gov</a>                                                                                                                                                                                                                                                                                                                   |                                                                                                                            |

Appendix

| Document Topic                                                                                                             | Date       |
|----------------------------------------------------------------------------------------------------------------------------|------------|
| <ul style="list-style-type: none"><li>Technical Service Bulletin (TSB) <b>26-BD-007H</b> posted on HMA Tech Info</li></ul> | 07/06/2026 |