



Recall 216: WINDSHIELD GLASS REPAIR PROCEDURES & CUSTOMER HANDLING –

Dealer Best Practice

May 25, 2022

1) Please note that remedy is **ONLY** available for the 21MY Elantra & 20-21MY Santa Fe vehicles

2) Remedy still in development for 21MY Sonata (DN8a)

Updates to this Document	Date
<ul style="list-style-type: none"> • TSB 22-01-051H - Remedy Available for Elantra (CN7a) & Santa Fe (TMa) • <u>For affected 21MY Sonata, remedy is currently in development. Hyundai will update the TSB when there is a remedy procedure available for these vehicles.</u> 	05/25/2022

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Description of Campaign:

Certain vehicles may have been built with nonconforming clear coat paint, which may lead to inadequate front windshield adhesion to the vehicle body. The windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant. This bulletin describes the procedures to repair this condition.

Affected Vehicles:

- Certain 2021 Elantra (CN7a) vehicles produced between 10/29/2020 and 1/8/2021
- Certain 2020-2021 Santa Fe (TMa) vehicles produced between 10/29/2020 and 12/7/2020
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are approximately 5 vehicles currently in dealer stock.

Remedy Information

At no cost to consumers, the windshield will be removed, pinch weld flange surface prepared, and windshield reinstalled to the vehicle. **It is highly advisable to use extreme care** in the removal of the original windshield preventing damage as it is HMA’s intent to minimize replacements glass as parts are in short supply. HMA recommends that the windshield removal and installation are sublet out to a glass company. For vehicles where the windshield sustains damage during the removal, a new windshield must be installed as part of the repair process.

- **Estimated Repair Time (only for front camera calibration and admin time for sublet coordination):** 0.8 hours
NOTE: If dealer chooses to remove/install glass OR perform the weld flange surface preparation, additional time will be needed. Please follow the warranty information details for labor submission.
- **Recommended Technician Training Level:** **Certified** with completion of the following course (for calibration of the camera):
 - Special Service Tool (SVCST38_203) Instructor Led Training Course.

Recommended Dealer Workflow & Customer Handling

It is highly recommended to utilize the following customer handling and dealer workflow provided to minimize down time, SRC utilization, Sublet Installer’s time, potential vehicle storage needs, and meeting the promise time expectations.

- Select 1 -2 days per week to schedule your Recall 216 customers.

Tips:

- All Service & Parts Team Members SHOULD BE made fully aware (BDC, SV, SC, PM, ST, & Glass Installer)
- Running a VIN Information Report during the Reservation process could help identify affected vehicles.

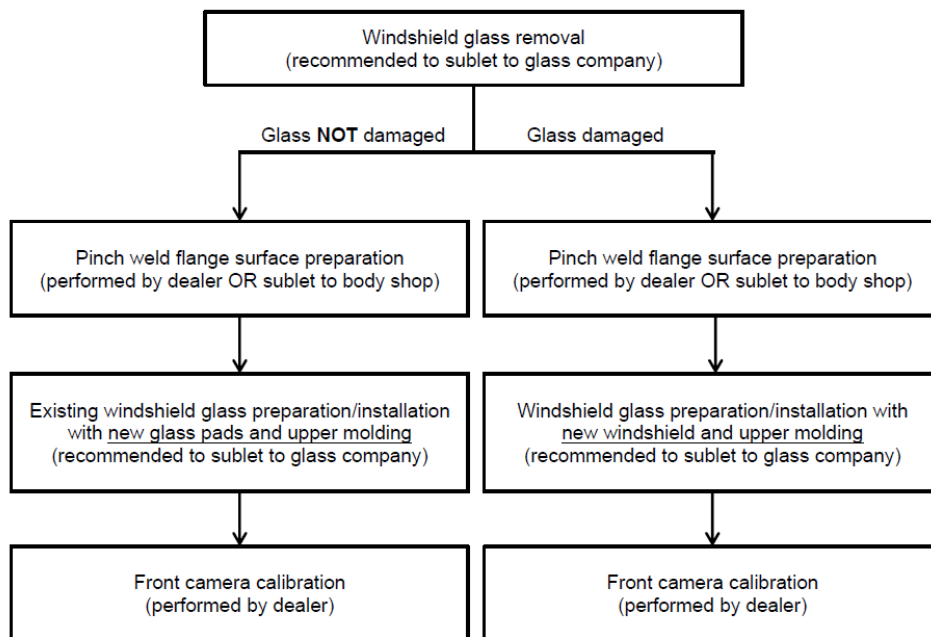
- Reserve SRCs in advance for each Recall 216 customer
- Verify parts availability at your facing PDC
- Notify Glass Installation Vendor
- Designate area for glass installer to remove/install glass (if being performed at dealership)
- Confirm customer/vehicle arrival & stage vehicles in the designated area
- Glass Installer removes windshield
- Parts Department orders parts as needed (If order is placed before order cutoff, the parts will be shipped next day)
- Optional processes for repairs: Print and review **the latest Recall 216 TSB**
 - A. Glass Installer completes entire repair
 - B. Glass Installer removes windshield & ST completes the Pinch Weld Flange surface preparation
 - C. Glass Installer removes windshield & Body Shop will complete the Pinch Weld Flange surface preparation
 - Once the Pinch Weld Flange is properly prepped, Glass Installer either reinstalls the old windshield OR the replacement windshield.

(NOTE: Repair time will be delayed if an offsite Body Shop is used to for this step.)

(NOTE: It is highly recommended that in-network collision centers be utilized when possible.)

- Vehicle Storage considerations:
 - Out of the elements
 - Workshop (Not necessarily in a workable bay)
 - Detail area overnight
 - Service Drive overnight
- Front Camera Recalibration
- Vehicle Q/C and Cleaning

Repair Procedure Overview:



Refer to the QR code or link below for guided video information:
[Hyundai Service Learning – Recall 216 Service Procedure](#)

Recommended Alternative Transportation:

It is highly recommended to have a SRC reserved for each customer requiring this recall completion.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Reservation: Did you explain the total time to perform repair to each customer?

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Readiness: Have you contacted the sublet installer and provided them information on total scheduled cars, VINs, parts status?

- Yes
- No



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



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






- Yes
- No

Parts

- VIN will be required for windshield ordering; part will be under CSP (Critical Supply Part) restriction
- Order model's molding ahead of time due to 100% replacement

MODEL	PART NAME	PART NUMBER	REMARKS
Elantra (CN7A)	GLASS ASSY-WINDSHIELD	86110-AB020QQH	The windshield glass is intended to be reused.
		86110-AB025QQH	
		86110-AB045QQH	
	PAD-WINDSHIELD GLASS	86114-3D000	If a new windshield is required, please refer to the parts catalog for the applicable part number to your vehicle. Parts for this recall have an additional 'QQH' added to the part number in the parts catalog.
MOLDING-WINDSHIELD, UPPER	86121-AB000		
Santa Fe (TMA)	GLASS ASSY-WINDSHIELD	86110-S2120QQH	The glass pads are only required if the windshield is reused. They are already included with a new windshield.
		86110-S2140QQH	
		86110-S2160QQH	
		86110-S2280QQH	
		86110-S2290QQH	
		86110-S2300QQH	
		86110-S2310QQH	
	PAD-WINDSHIELD GLASS	86114-3D000	The upper molding must be replaced, regardless if the windshield is new or reused.
MOLDING-WINDSHIELD, UPPER	86121-S1000		

Special Service Tools (SST):

DESCRIPTION	IMAGE	REMARK
Urethane scraper tool		N/A
Pneumatic angle die grinder		N/A
3M Scotch-Brite Roloc Disc		180 – 240 grit (Super Fine or Very Fine)
Sandpaper		180 grit
Collision or window guard wrap		N/A

NOTE: Tools can be purchased at local or online retailers.

Warranty:

MODEL	DESCRIPTION	NEW WINDSHIELD?	OP CODE	OP TIME	WINDSHIELD (QTY: 1)	UPPER MOLDING (QTY: 1)	GLASS PADS (QTY: 10)
Elantra (CN7A)	Admin & Front Camera Calibration (New Windshield)	Yes	11DA31A0	0.8 M/H	86110-AB020QQH	86121-AB000	N/A
			11DA31A1		86110-AB025QQH		
11DA31A2			86110-AB045QQH				
Admin & Front Camera Calibration (Existing Windshield)	No	11DA31A3	N/A		86114-3D000		
Santa Fe (TMA)	Admin & Front Camera Calibration (New Windshield)	Yes	11DA31A9		86110-S2120QQH	86121-S1000	N/A
			11DA31B0		86110-S2140QQH		
			11DA31B1		86110-S2160QQH		
			11DA31B2		86110-S2280QQH		
			11DA31B3	86110-S2290QQH			
			11DA31B4	86110-S2300QQH			
			11DA31B5	86110-S2310QQH			
	Admin & Front Camera Calibration (Existing Windshield)	No	11DA31B6	N/A	86114-3D000		

NOTE 1: Submit 2 or 3 claims as needed:

1. Submit one claim as Campaign from the op code table listed above. The Campaign claim will include reimbursement of the following:
 - Camera calibration (existing or new windshield)
 - Administrative time
 - If existing windshield is used: Glass pads (QTY: 10) & upper molding (QTY: 1)
 - If new windshield is used: Windshield (QTY: 1) & upper molding (QTY: 1)
2. Submit the 2nd claim as Warranty using the same repair order as the Campaign claim.
 - **Include all sublet items under op code 86110AZZ** with the following information

Repair Order	OP Code	Sublet Code	Nature Code	Causal Code	Causal Part
Same as Campaign claim	86110AZZ	G1	A25	ZZ8	QQH or OE windshield

The Warranty claim will include the following:

- Labor for windshield glass removal
- Labor for pinch weld flange surface preparation
- Labor for existing/new windshield glass preparation & installation
- Any miscellaneous materials for repair (sealant, shop supplies, etc.)

3. If a rental is needed, use the same repair order as the Campaign claim and submit as a separate claim.

NOTE 2: If a part that is not covered by this recall is in need of replacement while performing this recall, and the affected part is still under warranty, please submit a separate claim using the same repair order. If the part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.

Customer Notification

NHTSA has posted this recall. Owners are expected to be notified in June 2022 of a remedy available for this recall.



Customer FAQs:

Q1: What is the issue?

A1: The subject vehicles may have been assembled with non-confirming clear coat paint which could lead to inadequate adhesion of the front windshield to the vehicle structure.

Q2: What is the safety concern?

A2: A windshield that is not adequately retained could increase the risk of an injury in a crash.

Q3: Have there been any accidents or injuries?

A3: As of 12/27/2021 (date of filing), Hyundai is not aware of any crashes, fires, or injuries related to the recall condition in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the front windshield panel removed and reinstalled with properly formulated material per standard repair procedure. The remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety 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 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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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

Updates to this Document	Date
• Remedy Not Available	01/06/2022