

Recall 216: Windshield Mounting - Dealer Best Practice - Remedy Not Available

January 06, 2022

Updates to this Document	Date
<ul style="list-style-type: none">Remedy Not Available	01/06/2022

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:

Hyundai is initiating recall campaign 216, a safety recall to repair a condition involving the windshield assemblies in certain Hyundai vehicles in the U.S. and Canadian markets. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. The subject vehicles may have been assembled with non-conforming clear coat paint which could lead to inadequate adhesion of the front windshield to the vehicle structure.

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

Affected Vehicles:

- Certain 2021 Hyundai Sonata (DN8a) produced on 10/29/2020 through 12/17/2020 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.
- Certain 2020-21 Hyundai Santa Fe (TMA) produced on 10/29/2020 through 12/17/2020 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.
- Certain 2021 Hyundai Elantra (CN7a) produced on 10/29/2020 through 1/8/2021 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.

- To check vehicle specific recall and campaign applicability, access the "Vehicle Information" screen via WebDCS.
- For this recall, please note that there are some vehicles currently in dealer stock.

Remedy Information: Remedy is currently under development.

Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of final remedy. Additionally, it is advisable to utilize a SRC while final remedy repairs are being completed.

Best Practice Checklist



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

- Yes
- No



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

- Yes
- No



[Additional Training & Resources](#)

[Hyundai Learning Portal](#)

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

[Hyundaidealer.com](#)

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy not yet available for this recall.

[Warranty](#)

Additional warranty information will be provided once a remedy has been released by HMA.

[Parts](#)

Parts, if applicable, will be provided once a remedy has been released by HMA.

[Customer FAQ](#)

Q1: What is the issue?

A1: The subject vehicles may have been assembled with non-conforming 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: What will be done during the recall service at the dealer?

A3: 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 procedures. This remedy will be offered at no cost for all affected customers. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

[Customer Notification](#)

Owners will be notified in late February 2022. NHTSA has been notified of this recall.

[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.

Hyundai Motor America



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	