

# Recall 212: BRAKE MASTER CYLINDER - Dealer Best Practice (TSB # 21-01-081H)

December 22, 2021

Updates to this Document	Date
<ul style="list-style-type: none"> <li>TSB # 21-01-081H – Remedy Available</li> </ul>	12/22/2021

**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:

The brake fluid in the subject vehicles may be contaminated with mineral oil causing the brake master cylinder inner cup seals to expand. Expanded brake master cylinder inner cup seals could reduce hydraulic pressure applied by the master cylinder resulting in reduced braking function at the wheels. The driver may experience longer brake pedal travel, change in pedal feel, and extended stopping distance, increasing the risk of a crash. **Follow the TSB# 21-01-081H** for the procedure to drain the brake fluid and replace the brake master cylinder.

## Affected Vehicles:

- Certain 2021 model year Hyundai Palisade (LX2) produced from March 9, 2021 to March 31, 2021 by Hyundai Motor Company (“HMC”) in Korea
- To check vehicle specific recall and campaign applicability, access the “Vehicle Information” screen via WebDCS.

## Remedy Information:




Hyundai dealers will drain the brake fluid and replace the vehicles’ brake master cylinder per the procedures outlined in **TSB # 21-01-081H**.

- Estimated Repair Time (Based on Warranty Op Time):** Up to 1.4 hours.
- Recommended Technician Training Level: Certified**
  - Technician should also have completed the **Special Service Tools – Classroom (SCSST38\_203)** or equivalent training

## Recommended Alternative Transportation:

It is advisable to have an SRC or other form of alternative transportation reserved for the customer(s) in anticipation of the vehicle remaining at the dealership for additional repairs.

## Best Practice Checklist

-  **Reservation:** Did you check WebDCS for additional campaigns or recalls?
  - Yes
  - No
-  **Readiness:** Are parts in stock to complete this campaign?
  - Yes – Provide customer with ETA
  - No – Contact parts and get ETA
-  **Reception:** Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- 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

## [Additional Training & Resources](#)

### Hyundai Learning Portal

#### Applicable Course(s) related to this TSB:

- **Completion of the Special Service Tools – Classroom (SCSST38\_203)**

### Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy available for this recall.



## Warranty

- Submit Claim on Campaign Claim Entry Screen
- If a part that is not covered by Recall 212 is found in need of replacement while performing the recall and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to performing the work.
- The incident part may be subject to callback through the normal Warranty Technical Center (WTC) parts return process.

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
Palisade (LX2)	11D189R0	Brake oil and master cylinder replacement	1.4 M/H	58510-C5070-QQH	D75	ZZ3

## Parts

- 1 cylinder per affected vehicle
- 6 bottles of DOT 4 Brake fluid needed per vehicle

PART NAME / IMAGE	PART NUMBER	REMARKS
 Brake Master Cylinder	58510-C5070-QQH	
 DOT 4 Brake Fluid	00232-19053	12 bottles per QTY 1 of P/N 00232-19053  12 oz. / 355 mL per bottle  2 liters (6 bottles) required per vehicle



## [Customer FAQ](#)

### **Q1: What is the safety concern?**

**A1:** Extended stopping distance could increase the risk of a crash.

### **Q2: What will be done during the recall service at the dealer?**

**A2:** 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 brake fluid flushed and brake master cylinder replaced.

This remedy procedure will be performed at no charge. 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 beginning in late December 2021/early January 2022. NHTSA has posted 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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall / Campaign Website</b>	<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 (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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
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	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <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 – 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

<b>Updates To This Document</b>	<b>Date</b>
<ul style="list-style-type: none"><li>Remedy Not Yet Available</li></ul>	12/07/2021