



Hyundai
Assurance Car Care



Recall 221: Trunk Latch – Remedy Not Available - Dealer Best Practice

April 01, 2022

Updates to this Document	Date
<ul style="list-style-type: none"> Remedy Not Available 	04/01/2022

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 221, a noncompliance recall to address and repair a trunk latch assembly in certain model year Hyundai vehicles in the U.S. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

The trunk latch pawl in the subject vehicles can thermally contract when exposed to high ambient temperature. When engaged under this condition, an attempt to release the pawl and open the trunk lid could result in damage to the pawl. A damaged pawl could prevent opening of the trunk lid through actuation of the emergency trunk release, which could increase the risk of injury to occupants. As such, the involved vehicles might not comply with Federal Motor Vehicle Safety Standard No. 401, "Interior Trunk Release."

Affected Vehicles:

- Certain 2020MY Hyundai Sonata vehicles produced from October 22, 2019 to April 30, 2020 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.
 - Certain 2020MY Hyundai Sonata Hybrid vehicles produced from January 29, 2020 to April 10, 2020 by Hyundai Motor Company ("HMC") 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 no new vehicles currently in dealer stock.

Remedy Information:

The remedy is currently under development and additional information will be provided once a countermeasure has been developed for release.

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 remedy.

Best Practice Checklist

This section should be focused on only best practices that pertain to that campaign



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

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No



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[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.

[Warranty](#)

Warranty information will be updated once remedy has been released by HMA.

[Parts](#)

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

[Customer Notification](#)

NHTSA has been notified of this recall. Owners will be mailed notification letters in late May 2022.

[Customer FAQs](#)

Q1: What is the issue?

A1: The trunk latch pawl in the subject vehicles can thermally contract when exposed to high ambient temperature. When engaged under this condition, an attempt to release the pawl and open the trunk lid could result in damage to the pawl.

Q2: What is the safety concern?

A2: A damaged pawl could prevent opening of the trunk lid through actuation of the emergency trunk release, which could increase the risk of injury to occupants. As such, the involved vehicles might not comply with Federal Motor Vehicle Safety Standard No. 401, "Interior Trunk Release."

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing, Hyundai has identified 169 reports received from February 22, 2019 – February 10, 2022, alleging the defect condition in the U.S. market. Hyundai is not aware of any confirmed crashes, injuries, or fires related to the recall condition.

Q4: What will be done during the 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 for inspection of the trunk latch and replacement of the trunk latch base, if necessary. This 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.



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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 <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 (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"> 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 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	