

Recall 224: Hydrogen Receptacle Inspection and Replacement Dealer Best Practice September 08, 2022

Updates to this Document

Date

- Recall 224 – Remedy Available (TSB 22-01-072H) for inspection and replacement of the fuel injection line receptacle has been published

09/08/2022

NOTICE

Recall 224 TSB repair procedures **MUST** be performed at an authorized Hyundai NEXO fuel cell vehicle dealer and by a Hyundai Expert (or above level) technician who has successfully completed the Fuel Cell Electric Vehicle Training Instructor Led Training course (SVCHFCEVTRAIN222_1097).

Claims submitted by Non-NEXO certified dealers will not be accepted by HMA.

★ IMPORTANT

*** Retail Vehicles ***

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

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.

Access the "Vehicle Information" screen (VIS) via WEBDCS to identify open recalls.

Description of Campaign:

Certain 2019MY NEXO (FE) vehicles may exhibit hydrogen gas leakage in the fuel injection line receptacle caused by parts out of specification. This bulletin outlines the procedures to inspect and if needed, replace the receptacle and fuel-line related parts if receptacle measurement is outside of specifications.

Affected Vehicles:

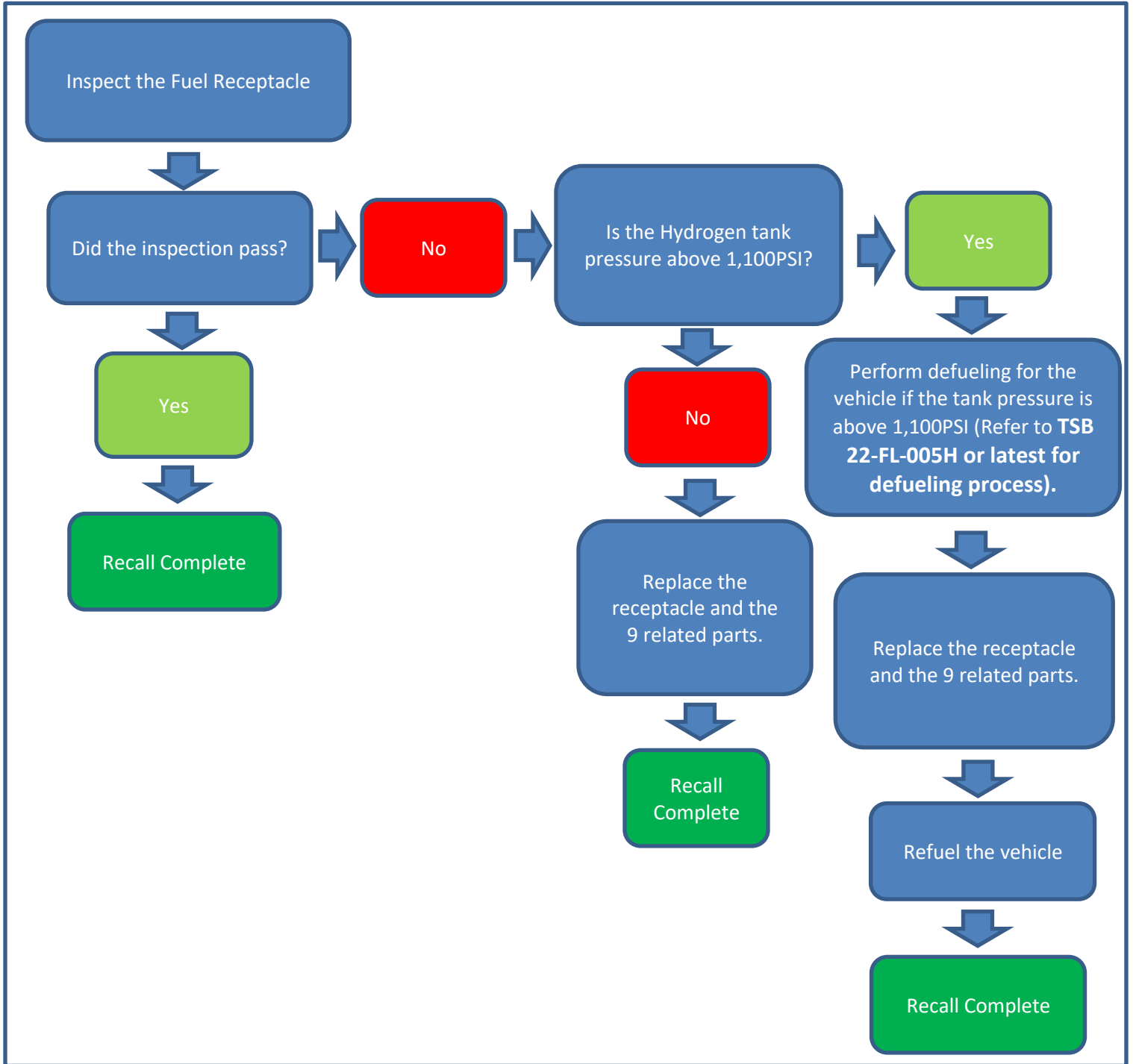
- Certain 2019MY NEXO (FE) vehicles produced between 08/10/2018 – 12/17/2018 by Hyundai Motor Company ("HMC")
 - To check vehicle specific recall applicability, access the "Vehicle Information" screen via WebDCS.
 - For this recall, please note that there no new vehicles currently in dealer stock.

Remedy Information:

Inspect the receptacle and if needed, replace the receptacle & fuel-line related parts **only if the vehicle DOES NOT pass the inspection.**

- Estimated Repair Time (Based on Warranty Time):** 0.3 for inspection pass ONLY, 2.4 or 3.2 M/H if inspection does not pass and depending on fuel level of vehicle at time of repair.
- Recommended Technician Training Level:** **Expert (or above) service technician that has successfully completed the Fuel Cell Electric Vehicle Training Instructor Led Training (SVCHFCEVTRAIN222_1097)**

Service Workflow:



Recommended Alternative Transportation:

It is recommended that the customer is provided with a Service Rental Car (SRC) during the inspection of the fueling receptacle.

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 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:

- The 7 part numbers ending in 'QQH' below are on Critical Supply Part (CSP) restriction; dealers require a valid recall VIN to order these parts.
- The O-rings are available to order via normal procedure in WEBDCS.
- Each certified NEXO dealer was shipped the O-Ring lubricant and the Hydrogen Receptacle Depth Gauge Kit on 09/06/22.

PART NAME	FIGURE	PART NUMBER	REMARKS
Charge Receptacle Assembly		35950-M5000QQH	1 each
Check Valve Manifold		35909-M5000QQH	1 each
High Pressure Fuel Lines		35916-M5000QQH	Regulator (1 each)
		35961-M5000QQH	Front Tank (1 each)
		35962-M5000QQH	Center Tank (1 each)
		35963-M5000QQH	Rear Tank (1 each)
High Pressure Regulator Assembly		35982-M5001QQH	(1 each)
O-Ring: High Pressure Sensor 15.8mm Outside Diameter		359C3-M5000	Available via regular parts order (1 each / 3 in total)
O-Ring: High Pressure Sensor 8.1mm Outside Diameter		359B1-M5000	
O-Ring: Middle Pressure Sensor 12.5mm Outside Diameter		359C1-M5000	
O-Ring Lubricant	No Image	Molykote HP-300 100-gram container	Directly supplied. Quantity sufficient for 1,000 vehicles

Special Service Tools (SST) Information

TOOL NAME	FIGURE	TOOL NUMBER	REMARKS
Hydrogen Receptacle Depth Gauge Kit		Depth Gauge (Z0033) Adapter Kit (TE-HMA-FRA)	SST directly supplied Contact hyundaitools@hma-usa.com for additional kits
Hydrogen supply tube release tool		09356-4W110	Contained in previously Supplied Nexo dealer SST kit Contact hyundaitools@hma-usa.com for additional kits.
O-ring Installation Tool		09356-4W270	

Warranty:

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
NEXO (FE)	21D051R2	Receptacle Inspection Only	0.3 M/H	35950-M5000Q QH	B21	ZZ1
	21D051R3	Receptacle Inspection & Parts Replacement: Fuel Level < 11%	2.4 M/H			
	21D051R4	Receptacle Inspection & Parts Replacement: Fuel Level ≥ 11%	3.2 M/H			

NOTE 1: Op codes 21D051R3 and 21D051R4 require defueling and refueling of the vehicle. Both include the following:

- Labor time for the defueling process as outlined in a separate TSB 22-FL-005H (or latest)
- \$150 sublet (\$50 to transport the vehicle to the fueling station + \$100 for fuel to refuel)

Please **DO NOT** submit a separate claim with duplicate labor or sublet for the items outlined above.

NOTE 2: Submit claim on Campaign Claim Entry Screen.

NOTE 3: If a part that is not covered by this recall needs replacement while performing this recall, and the affected part is still under warranty, 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 the work.

NOTE 4: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is requested and not returned.**

NOTE 5: Claim must include a STUI picture of the inspection procedure’s measurement that is clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the measurement. If replacement of parts is required.

STUI



This TSB includes STUI pictures as a requirement. Where indicated, please include a copy of the RO or last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure all captured pictures are completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

NOTICE

Be sure to check vehicle for outstanding campaigns requiring defueling and perform all repairs together.

****For Refueling: Refer to the station websites below to confirm station availability before driving or towing vehicle to the station:**

- <https://cafcp.org/stationmap>
- <https://h2-ca.com/>



Customer FAQ:

Q1: What is the issue?

A1: Immediately following hydrogen refueling, the receptacle filter material could detach, impacting the sealing performance of the hydrogen refueling inlet receptacle and increasing the risk of a hydrogen fuel leak.

Q2: What is the safety concern?

A2: Hydrogen fuel leakage in the presence of a potential ignition source increases the risk of a fire.

Q3: What are the affected vehicles?

A3: Certain 2019 model year Nexo vehicles produced by HMC from 08/10/2018 through 12/17/2018 for sale in the U.S.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing to NHTSA (04/12/22), Hyundai is only aware of one (1) incident in South Korea that resulted in a fire.

Q5: What will be done during the recall service at the dealer?

A5: Hyundai Motor America plans to notify owners of affected vehicles by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the hydrogen fuel inlet receptacle inspected, and if necessary, have the receptacle and fuel-line related parts replaced. **Owners may continue driving these vehicles; however, out of an abundance of caution, Hyundai recommends parking them outside and away from structures until the recall remedy is completed.**

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.

Q6: When will owners be notified?

A6: Owners were previously notified of a remedy not available for their vehicle. Owners will now be notified of a remedy available for their vehicles in October 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

Historical Reference	Date
<ul style="list-style-type: none">Remedy Not Available	04/12/2022