

Recall 225: Hydrogen Leak Detection Sensor Replacement – Dealer Best Practice

July 25, 2022

Updates to this Document

Date

- TSB 22-01-062H – Remedy Available

07/25/2022

★ 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.

NOTICE

Dealers performing this recall remedy on NEXO vehicles must be NEXO certified. Claims submitted by Non NEXO certified dealers will not be accepted by HMA

Description of Campaign:

Certain 2019-2021MY NEXO (FE) vehicles may exhibit degradation in performance of the Hydrogen leak detection sensor caused by contamination of the sensor during manufacturing. **The TSB 22-01-062H** outlines the procedure to replace the Hydrogen Leak Detection Sensor located at the Fuel Processing System (FPS), the Fuel Stack Housing, and the Hydrogen Storage Tanks.

Affected Vehicles:

- Certain 2019-2021MY Hyundai NEXO vehicles produced from 08/10/2018 – 06/28/2021 by Hyundai Motor Company (“HMC”) for sale in the U.S.
- To check vehicle specific recall applicability, access the “Vehicle Information” screen (VIS) via WebDCS.
- As of this remedy launch, there are no new vehicles currently in dealer stock.

The Fix:

Remove and replace all three (3) of the Hydrogen Leak Detection Sensors.

- **Estimated Repair Time :** 0.7 M/H
- **Recommended Technician Training Level:** **Expert**
 - Technician **must have** completed the Fuel Cell Electric Vehicle Training – Classroom (SVCHFCEVTRAIN222_1097) instructor led training course

Recommended Alternative Transportation: It is recommended that Service Rental Cars (SRCs) be made available and provided for customers during the repair.



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

Warranty:

- **NOTE 1:** Submit claim on Campaign Claim Entry Screen.
- **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, 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 3:** 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 not returned.**
- **NOTE 4:** Each sensor replacement requires two (2) STUI pictures: 1) With the sensor serial numbers clearly visible, 2) With parts installed along with a piece of paper displaying the last 6 digits of the VIN, location of sensor, and date of the repair. **Claim is subject to debit if STUI pictures are illegible, missing, incomplete, or incorrect.**

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
NEXO (FE)	21D044R0	Hydrogen sensor replacement	0.7 M/H	35905-M5000QQH	I11	ZZ3





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Parts:

- This part number will be on Critical Supply Parts (CSP); dealers will require an applicable campaign VIN to order.

PART NAME	FIGURE / PART NUMBER		REMARKS
HYDROGEN SENSOR	 Sensing Unit FRONT	 REAR	1 order includes a quantity of 3
	35905-M5000QQH		

Customer Notification

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

Customer FAQ:

Q1: What is the issue?

A1: The hydrogen gas detection sensors in the subject vehicles may degrade over time, resulting in an inability to detect leaks in the hydrogen gas delivery system and illuminate the associated warning light.

Q2: What is the safety concern?

A2: A failure to alert the operator of a hydrogen gas leak could increase the risk of a vehicle fire while parked or driving.

Q3: Can owners continue driving these vehicles? Should they park them indoors or outdoors?

A3: Owners can continue driving these vehicles. However, Hyundai strongly recommends parking their vehicles outside and away from structures until the recall remedy is completed.

Q4: Has there been any accidents or injuries?

A4: If a customer does not feel safe driving in his/her vehicle, he/she should bring his/her vehicle to the dealership and be put in a service rental vehicle until the remedy is completed.

Q5: Has there been any accidents or injuries?

A5: As of the date of filing to NHTSA (04/14/2022), there were no related fires or injuries in the U.S. or Canada.

Q6: What will be done during this recall service at the dealer?

A6: Owners can continue driving these vehicles. However, Hyundai strongly recommends parking their vehicles outside and away from structures until the recall remedy is completed. 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 hydrogen gas detection sensors replaced.

This remedy will be offered at no cost for all affected customers.

Q7: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A7: 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 <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"> 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	



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Appendix

Updates to this Document

Date

- Remedy Not Available

04/18/2022