



Hyundai
Assurance Car Care



Recall 225: Hydrogen Gas Sensor – Remedy Not Available - Dealer Best Practice

April 18, 2022

Updates to this Document

Date

- Remedy Not Available

04/18/2022

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 safety recall campaign 225 to repair a condition involving the hydrogen gas detection sensors on certain 2019-2021MY Hyundai Nexo vehicles in the U.S. and Canada. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

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.

Affected Vehicles:

- Certain 2019-21MY Nexo vehicles produced by Hyundai Motor Company (“HMC”) from August 10, 2018 through June 28, 2021 for sale in the U.S.
- To check vehicle specific recall and campaign applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no 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.

Training recommendations will also be made available once countermeasure is developed.

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



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

- ☐ Yes
☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ 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.



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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

As of 04/14/2022, NHTSA has been notified of this recall. Owners will be mailed notification letters in mid-June 2022.

Customer FAQs

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: Should customers bring their vehicles to the dealership immediately?

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: Have there been any accidents or injuries?

A5: As of the date of the filing to NHTSA, there are no related fires or injuries in the U.S. or Canada.

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

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structure until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with instruction to bring their vehicles to a Hyundai dealer to have the hydrogen gas detection sensors replaced. 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.



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	