

Recall 234: Driver Airbag Emblem – Remedy Available - Dealer Best Practice

November 04, 2022

Updates to this Document	Date
<ul style="list-style-type: none">STUI picture of deployed air bag module required added (TSB 22-01-079H-1).	11/04/2022



A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

★ IMPORTANT

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:

The driver’s air bag emblem on certain 2022MY Elantra N vehicles and 2022-23MY Elantra (with N Line Trim) vehicles may not have been welded properly during installation and may detach during a frontal air bag deployment, increasing the risk of injury in a crash.

Affected Vehicles:

- Certain 2022MY Elantra N (CN7N) equipped with 2.0L Turbo engines produced between 12/08/2021 – 05/24/2022.
- Certain 2022-2023MY Elantra with N Line Trim equipped with 1.6L Turbo engines produced between 12/07/2021 – 05/17/2022.
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Remedy Information:

Replace the Driver’s Air Bag.

- **Estimated Repair Time:** 0.4 M/H
- **Recommended Technician Training Level:** **Expert (or above)** service technician that has completed the Special Service Tools Training

Recommended Alternative Transportation:

This recall can be performed while the customer waits so a Service Rental Car (SRC) would not be needed.

Customer Talk Tracks:

During every visit to our dealership, we check your vehicle for open recalls. We found that your vehicle has an open recall for the driver's air bag module. The driver's air bag module needs to be replaced because the emblem on the air bag may not have been properly welded and may separate during a frontal air bag deployment causing potential injury.

The good news is that we ordered the correct air bag module when you scheduled your appointment, and we can have the recall completed while you wait.

OR

Unfortunately, we are not able to stock the air bag modules since they are vehicle specific and cannot be ordered without an affected VIN. I will place the order for your air bag module and based on availability provide you with your options based on today's needs.

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness:

Was a drivers air bag ordered using the VIN for the vehicle?

- Yes – Provide customer with ETA
- No – Collect VIN and order appropriate part as per **TSB 22-01-079H-1**.

Does your dealership have the necessary special tools identified in **TSB 22-01-079H-1**?

- Yes
- No



Reception:

Did you explain to the customer the expected repair time and set the expectation for a status update?

- Yes
- No

Did you explain to customer the warranty requirements?

- Yes
- No



Repair:

Was a **STUI** picture of the driver's airbag label taken during installation with the 6 digits of the VIN and date of repair as per **TSB 22-01-079H-1**?

- Yes
- No

Was a **STUI** picture of the deployed driver's airbag inflator module with the last 6 digits of the VIN and date of repair as per **TSB 22-01-079H-1**?

- Yes
- No

Is the service technician **Expert (or above)** service technician that has completed the Special Service Tools Training?

- Yes
- No



Return:

Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Parts

- The two (2) part numbers below are on Critical Supply Part (CSP) restriction; **dealers require a valid recall VIN to order these parts.**

MODEL	PART NAME	PART NUMBER	IMAGE
ELANTRA N (CN7N)	DAB (DRIVER AIRBAG)	80100-IB000NNBQH	
ELANTRA (CN7) WITH N-LINE TRIM	DAB (DRIVER AIRBAG)	80100-AA200NNBQH	

Important: WTC Callback of Parts

Removed airbag must be deployed before shipping if parts are requested for WTC return. The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. Please ensure parts are retained. Please pay attention to any related callback request in WEBDCS. **Campaign claim will be subject to debit if the parts are requested and not returned.**

Warranty:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
ELANTRA N (CN7N)	21D116R0	DAB (DRIVER AIRBAG) REPLACEMENT	0.4 M/H	80100-IB000NNBQH	B12	ZZ7
ELANTRA (CN7) WITH N-LINE TRIM	21D116R1	DAB (DRIVER AIRBAG) REPLACEMENT	0.4 M/H	80100-AA200NNBQH	B12	ZZ7

NOTE 1: Submit claim on Campaign Claim Entry Screen

NOTE 2: If a part that is not covered by this campaign is found in need of replacement while performing this Campaign 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.

NOTE 3: Removed airbag **MUST** be deployed before shipping if parts are requested for WTC return.

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

NOTE 4: Two STUI pictures, one of the new air bag label (before inserted into the steering wheel) and one of the deployed inflator module along with a piece of paper displaying the last 6 digits of the VIN and the date of the repair must be included and uploaded to STUI. If not included, claim will be subject to debit.

STUI Picture Requirement



Ensure a STUI photo of the driver's airbag label with the last 6 digits of the VIN and the date of repair is included & uploaded.
Refer to TSB 22-01-079H-1.

- Picture must be taken prior to the new driver airbag being inserted into the steering wheel
- Picture must be taken of original air bag module deployed.

STUI pictures that do not have the last 6 digits of the VIN, date of repair, driver's airbag label and deployed inflator module are not acceptable.

Acceptable STUI photos of new driver airbag inserted and deployed airbag module below:



FAQs:

Q1: What is the issue?

A1: The emblem affixed to the driver's air bag cover in the subject vehicles may have been welded improperly during installation.

Q2: What is the safety concern?

A2: An improperly secured emblem could detach during frontal air bag deployment, increasing the risk of injury during a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (08/17/22) to NHTSA, there are no related injuries or reported incidents in the U.S.

Q4: What will be done during this 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 replacement of the driver air bag. 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.

Q5: Will a Stop Sale be issued?

A5: Yes, a "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Q6: When will owners be notified?

A6: Owners were notified 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

History	Date
<ul style="list-style-type: none">• Remedy Not Available	08/19/2022
<ul style="list-style-type: none">• Remedy Available (TSB 22-01-079H)	09/23/2022
<ul style="list-style-type: none">• STUI picture of deployed airbag module added (22-01-079H-1)	11/03/2022