



# Recall 240: Fuel Tank Lot Code Inspect & Replace - Dealer Best Practice

March 06, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> <li>Recall 240: Fuel Tank Lot Code Inspection and Replacement (TSB 23-01-020H)</li> </ul>	03/06/2023

**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 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.**

**To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.**

## Recall Description:

On certain 2022MY Santa Fe Plug-In Hybrid (TM PHEV) vehicles, the fuel tank may have been built out of specification which could lead to a fuel leak. A fuel leak in the presence of an ignition source can increase the risk of a fire. **TSB 23-01-020H** (or latest version) provides the service procedure to inspect the fuel tank LOT code and replace the fuel tank if necessary.

## Affected Vehicles:

- Certain 2022MY Hyundai Santa Fe Plug-In Hybrid (TM PHEV) vehicles produced from 04/11/2022 – 07/21/2022

## Remedy Information:

- Inspect the fuel tank lot code and replace the fuel tank if necessary.
  - When looking up the VIN in the “Vehicle Information” screen, check if the op code 21D181R2 is displayed.
  - If the op code listed is “21D181R2”, then skip directly to the procedure for fuel tank replacement on the TSB.

Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date
240	Y	21D181R2 - FUEL TANK REPLACEMENT	01/26/2023	01/26/2023

- If there is no op code listed, then proceed to first performing the LOT Code inspection of the fuel tank.
- Recommended Training Technician Level: Expert (or above)

## Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers when fuel tank replacement is necessary.

## Warranty Information:

This recall campaign pays 0.3 M/H for a fuel tank inspection, 2.3 M/H for direct replacement (if op code 21D181R2 appears on the “Vehicle Information” screen via WEBDCS) & 2.5 M/H for fuel tank inspection & replacement.

- Op times include taking STUI pictures where necessary and uploading. The STUI photos must include the inspection result of the EPCU and new EPCU installed (if necessary, based on inspection) with a piece of paper displaying the last 6 digits of the VIN and date of the repair. *If not included, claim will be subject to debit.*



**Acceptable STUI Photo of the Lot No. on Fuel Tank (zoom in to capture clearest picture)**

Please refer to TSB 23-01-020H (or latest version) for additional details.

**Parts Information:**

- Please refer to TSB 23-01-020H (or latest version) for the latest parts information.
- Please consider the following:
  - **Fuel Tank (31150-P4800QQH):** On CSP (Critical Parts Supply). Dealer will require a valid recall 240 VIN to order the part.
  - **BOLT – Propeller Shaft (11435-10256K):** Order 6 only when fuel tank replacement is required.

**Customer Mailing:**

- Owners of the subject vehicles are expected to be notified via First Class mail starting in late March 2023 of a remedy available for their vehicle.

**Customer Talk Tracks**

Sample (customer already at dealership): “During your visit we checked to see if your vehicle has any open recalls. We found that Recall 240 for the fuel tank is open on your vehicle. We are going to inspect the fuel tank to determine if it was built out of specification or not. If the inspection does not pass, we will replace the fuel tank for you at no cost. The inspection and replacement of the fuel tank, if necessary, is important as a leak from the fuel tank could increase the risk of a fire in the presence of an ignition source.”

This procedure will take a few hours so the dealership will provide you with a Service Rental Car (SRC) to offset the inconvenience of being without your vehicle.

Sample (customer calling in): “During your call-in, we checked to see if your vehicle has any open recalls. We found that Recall 240 for the fuel tank inspection & replacement is open on your vehicle. We’d like to schedule an appointment with you to bring your vehicle in so we can complete this safety recall. We would inspect the fuel tank to determine if it was built out of specification or not and may have a leak. If the inspection does not pass, we will replace the fuel tank at no cost to you. The inspection and replacement of the fuel tank, if necessary, is important as a leak from the fuel tank could increase the risk of a fire in the presence of an ignition source. If this were to occur, you might detect a fuel smell and/or visible fuel leak. The fuel leak in the presence of an ignition source can increase the risk of a fire.

If you experience any of the aforementioned symptoms of the recall prior to your arrival at the dealership, please have your

vehicle towed to the nearest Hyundai dealership and do not attempt to drive the vehicle until a remedy has been applied.”

## **Best Practice Checklist:**



**Reservation:** After looking up the VIN in the “Vehicle Information” screen, is operation code **21D181R2** listed in the “Campaign Description” field under the “Campaign Not Performed” section?

- Yes- Order the appropriate components identified in **TSB 23-01-020H (or latest version)**.
- No- Recall 240 still applies. Please schedule an appointment to have the fuel tank lot code inspected.



**Readiness:** Were the appropriate parts ordered as per **TSB 23-01-020H (or latest version)** if replacement of the fuel tank was needed?

- Yes – Provide customer with ETA and schedule a timing to have the replacement performed (if inspection does not pass OR operation code **21D181R2** shows up on the “Vehicle Information” screen).
- No – Contact parts and order appropriate components.



**Reception:** Did you get permission from the customer to perform the eMPI and review all declined services and additional recommended maintenance?

- Yes
- No



**Reception:** Did you explain to the customer the expected repair time and an expectation for a status update?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No



**Repair:** Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and also an adjusted promise time based on any additional services?

- Yes
- No



**Repair:** Is the Technician a Hyundai Expert Technician (or above)?

- Yes
- No



**Repair:** Was a **STUI** picture(s) taken of the **EXISTING** fuel tank lot code (as necessary) and **NEW** fuel tank lot code (as necessary) with the last 6 digits of the VIN and date of repair per **TSB 23-01-020H (or latest version)**?

- Yes
- No



**Return:** Did you get the customer’s signature on all warranty lines in addition to the final RO?

- Yes
- No

## **FAQs:**

### **Q1: What is the issue?**



**A1:** The fuel tanks may have been improperly manufactured, resulting in a fuel leak at the seam between the tank halves.

**Q2: What are the affected vehicles?**

**A2:** Certain 2022 model year Hyundai Santa Fe Plug-In Hybrid vehicles produced on April 11, 2022, through July 21, 2022, by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

**Q3: What is the safety concern?**

**A3:** A fuel leak in the presence of an ignition source can increase the risk of a fire. Occupants might detect a fuel smell and/or visible fuel leak associated with this condition.

**Q4: Have there been any accidents or injuries?**

**A4:** As of the date of this filing (01/25/23), Hyundai has confirmed no unique incident reporting a fuel leak in the U.S. There are no confirmed crashes, injuries, or fire related to this condition. This recall was decided based on three (3) incidents occurring in Europe.

**Q5: Will a Stop Sale be issued?**

**A5:** No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

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

**A6:** All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to inspect the fuel tank and replace it, 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.

**Q7: When will owners be notified?**

**A7:** All owners of the subject vehicles will be notified by First Class mail in late March 2023 of a remedy available.

**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.

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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>



CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall / Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>



## Appendix

History	Date
• Recall 240: Fuel Tank Lot Code Inspection and Replacement (TSB 23-01-020H)	03/06/2023
• Recall 240: Fuel Tank – Remedy Not Available	01/26/2023