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|  HYUNDAI Technical Service Bulletin | GROUP RECALL | NUMBER 23-01-029H |
| | DATE MARCH, 2023 | MODEL(S) TUCSON (NX4A) SANTA CRUZ (NXT) |
| SUBJECT: ROOF MOLDING INSPECTION AND REPLACEMENT (RECALL 241) | | |

★ 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 via WEBDCS to identify open recalls.

Description: The roof moldings on certain 2022MY Tucson and 2022 – 2023MY Santa Cruz vehicles may detach during operation due to insufficient retention between the roof flange and mounting clips. A detached roof molding could create a road hazard for other vehicles, increasing the risk of a crash. This bulletin describes the procedure to inspect, and if necessary, replace the affected roof moldings.

STUI




This TSB includes a STUI picture as a requirement. Where indicated, please include the 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 the captured picture is 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.

Applicable Vehicles:

- Certain 2022MY Tucson (NX4A) vehicles produced between 2/3/2021 – 9/25/2021 (VINs beginning with "5NM").
- Certain 2022 – 2023MY Santa Cruz (NXT) vehicles produced between 6/8/2021 – 8/10/2022 (VINs beginning with "5NT").

SUBJECT: ROOF MOLDING INSPECTION AND REPLACEMENT (RECALL 241)**Parts Information:**

| PART NAME | MODEL | PART NUMBER | REMARKS |
|---------------------------------|------------------|-----------------------|---|
| Moulding Assy – Roof, LH | Tucson (NX4A) | 87230-CW100QQH | QQH part already includes roof molding clips |
| | Santa Cruz (NXT) | 87230-K5100QQH | |
| Moulding Assy – Roof, RH | Tucson (NX4A) | 87240-CW100QQH | |
| | Santa Cruz (NXT) | 87240-K5100QQH | |
| 3M Flexiclear Body Seam Sealant | Both | 3M part number: 08405 |  Approx. 1 tube per 10 vehicles |

NOTE: 3M Flexiclear Body Seam Sealant can be purchased at local or online retailers.

Warranty Information:

| MODEL | OP. CODE | OPERATION | OP TIME | CAUSAL PART | NATURE CODE | CAUSE CODE |
|-----------------------------------|----------|---|---------|--------------------------------------|-------------|------------|
| Tucson (NX4A) Santa Cruz (NXT) | 31DA03R1 | Roof Molding Inspection Only | 0.2M/H | <u>Tucson:</u> 87230-CW100QQH | A36 | ZZ4 |
| | 31DA03R2 | Roof Molding Inspection and Replacement (One Side Only) | 0.3M/H | <u>Santa Cruz:</u> 87230-K5100QQH | | |
| | 31DA03R3 | Roof Molding Inspection and Replacement (Both Sides) | 0.4M/H | | | |

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found 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 affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

NOTE 3: Op time includes taking a picture using STUI. Claim must include STUI pictures of the gap measurements between the roof moldings and roof body panel (inspection) and the new roof moldings, if replacement was required, with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If not included, claim will be subject to debit.**

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 not returned.**

NOTE 5: The cost of the 3M Flexiclear Body Seam Sealant will be reimbursed through sublet under op codes 31DA03R2 & 31DA03R3.



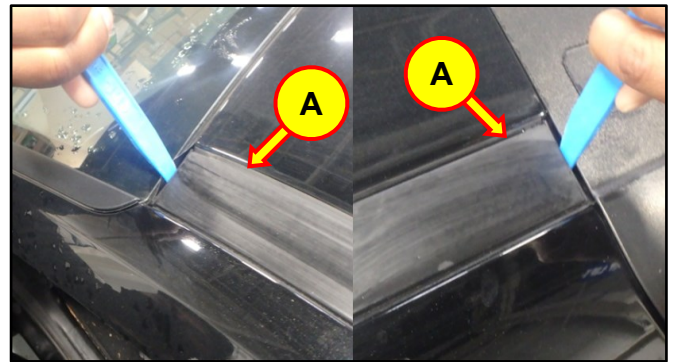
Refer to the QR code or link below for guided video information:
[Hyundai Service Learning – Recall 241 Service Procedure](#)

Inspection Procedure:

1. Use a thin plastic trim removal tool to inspect the roof moldings (A).

Gently pry up on the roof moldings (A) to measure the gap between the roof body panel.

Inspect both roof moldings (A) at the front, middle, and rear sections.



i Information

Do not use excessive force when prying up on the roof molding. If the roof molding comes loose during inspection, it must be replaced.

2. If the gaps between the roof moldings (A) and roof body panel are measured to be less than 5 mm (3/16 in) along all front, middle, and rear sections, no further action is required.

If the gaps between the roof moldings (A) and roof body panel are measured to be more than 5 mm (3/16 in.) in any section, the affected roof molding(s) must be replaced. Proceed to the next page.



STUI

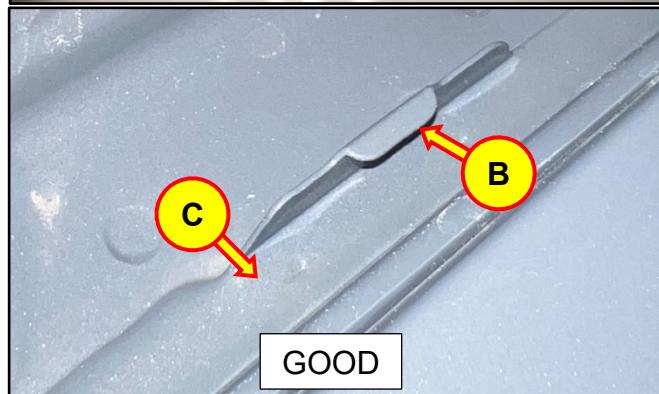
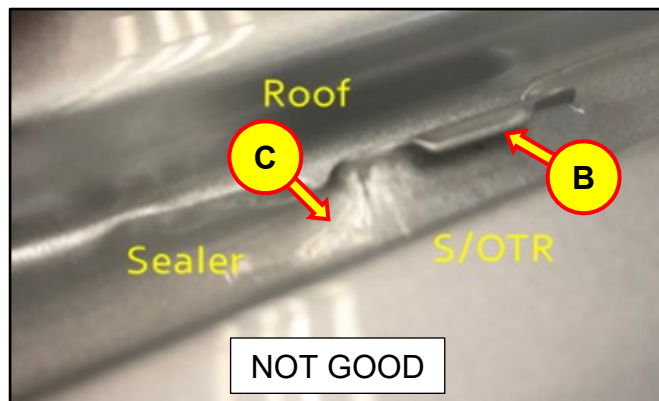
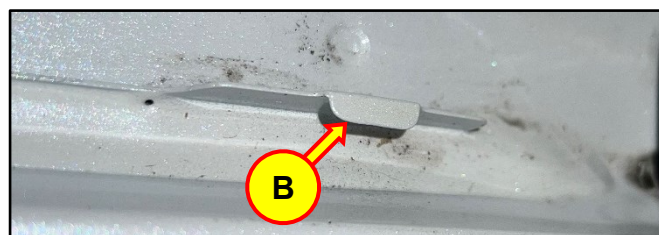
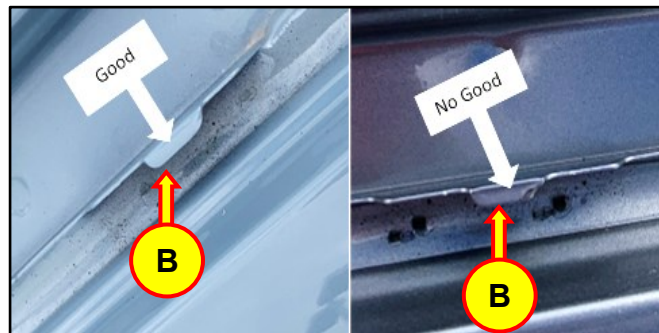
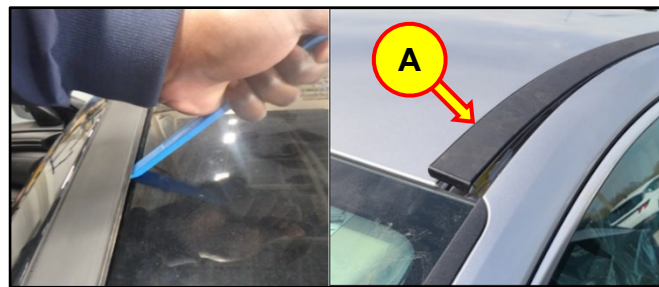


Using STUI, take photos of the gap measurements between the roof moldings and roof body panel. Include in the photos a piece of paper containing the last 6 digits of the VIN and the date of the repair.

Upload the photos to STUI.

Service Procedure:

1. Remove the affected roof molding(s) (A) using a plastic trim removal tool.
2. Inspect the roof body panel flanges (B) for any damage, abnormal shape, or excessive seam sealer.
3. If a flange(s) (B) is found to be damaged or has an abnormal shape, repair the flange(s) back to its original shape using the appropriate body repair manual procedures.
4. If the base of a flange(s) (B) has excessive body seam sealer (C), remove the excessive amount using an appropriate sanding tool and disc.



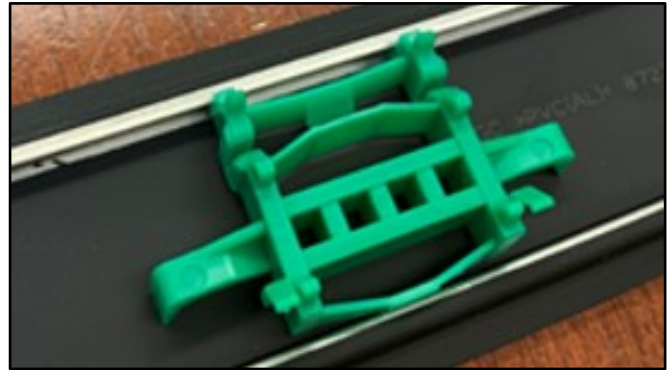
NOTICE

Removing too much sealer may cause a water leak into the cabin. Remove only the necessary amount of sealer to prevent interference when installing the roof molding clips.

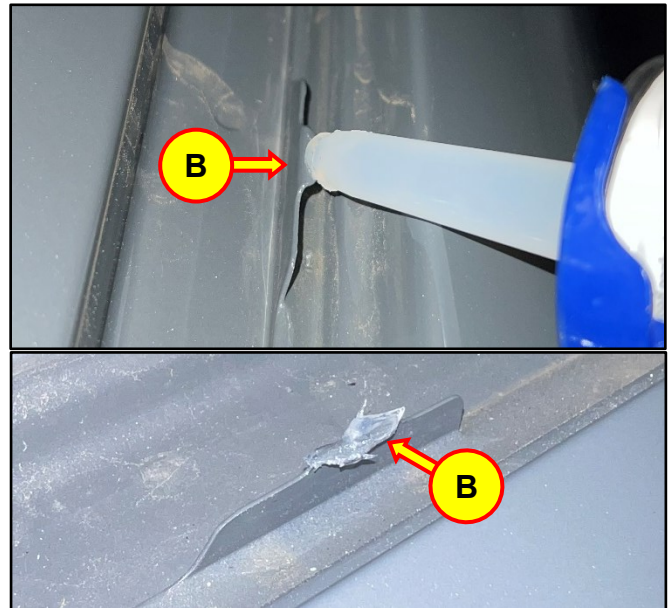
5. Before installing the new roof molding(s), ensure all clips are present and fully secure.

***i* Information**

Tucson (NX4A) has 7 clips per molding. Santa Cruz (NXT) has 6 clips per molding.

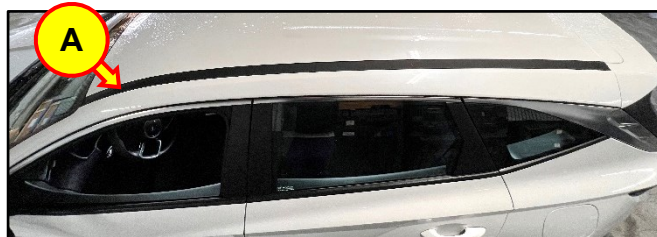


6. Use a caulk gun to apply 3M Flexiclear Body Seam Sealer to the top of all flanges (B).



7. Install the new roof molding(s) (A) onto the vehicle.

Secure the front clip first, the rear clip second, then the remaining clips afterwards.

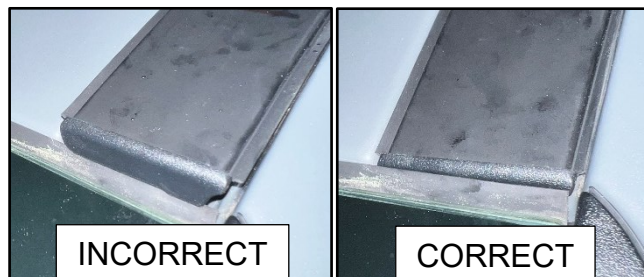


i Information

To ensure the clips are fully secured, apply pressure until a click sound is heard.

i Information

The roof molding(s) should be installed underneath the upper windshield molding.



STUI



Using STUI, take photos of the new roof moldings after they are installed on the vehicle. Include in the photos a piece of paper containing the last 6 digits of the VIN and the date of the repair.

Upload the photos to STUI.

8. Wait 10 minutes for the sealant to cure.
9. The service procedure is now complete.