

# RECALL 241 ATTACHMENT A

## CHRONOLOGY OF EVENTS LEADING UP TO DEFECT DECISION

### ❖ February 2022

On February 1, 2022, HMA'S NASO received a social media complaint regarding a model year 2022 Santa Cruz vehicle on which the roof moldings appeared to have become loose/detached from the vehicle body. NASO gathered preliminary field data to measure incident frequency in the U.S.

### ❖ March 2022 – July 2022

NASO's Data Review Committee ("DRC") actively monitored new reports of the subject condition. An increasing trend of complaints was confirmed in July 2022 prompting escalation of the matter to the Technical Review Committee ("TRC") as a new investigation.

### ❖ August 2022 – September 2022

NASO's TRC conducted a review of U.S. market field information and confirmed an increasing trend of loose/detached roof moldings on Hyundai Tucson and Santa Cruz vehicles produced by HMMA. U.S. specification Tucson/Santa Cruz vehicles produced by HMC did not exhibit a similar trend. NASO issued a summary of its findings to HMC on August 16, 2022.

In September 2022, HMC provided information identifying inconsistent application and thickness of paint sealer applied to the roof flange of Tucson/Santa Cruz vehicles assembled by HMMA. According to HMC, paint sealer application speed was addressed in production for both models and a redesigned roof flange was implemented in production of Santa Cruz vehicles by HMMA in August 2022. For affected Hyundai Tucson vehicles, which employ a longer roof molding of similar design, the mounting clips retaining the roof molding within the roof channel were redesigned and implemented by HMMA in August 2021.

### ❖ October – December 2022

HMC and HMMA jointly evaluated the interface between the vehicle's roof flange and associated roof molding mounting clips. HMC validated the effectiveness of the retention countermeasures to the roof molding assemblies for both Tucson and Santa Cruz vehicles. Additionally, HMC concluded Tucson vehicles produced in Korea do not exhibit similar claim trends due to different body production and molding installation procedures, including paint sealer application during vehicle body assembly.

### ❖ January 2023

Based on the information provided by HMC and TRC's final assessment, on January 24, 2023, NASO convened its North America Safety Decision Authority and decided to conduct a recall of all affected model year 2022 Hyundai Tucson and 2022-2023 Santa Cruz vehicles produced for sale in the U.S.

As of the date of this filing, Hyundai has confirmed 336 related incidents involving Hyundai Tucson vehicles, and 106 related incidents involving Santa Cruz vehicles, from reports received by Hyundai from April 5, 2021 to December 1, 2022. There are no confirmed crashes, injuries, or fire related to this condition.