

Noncompliance Recall 247: Tire Pressure Label Replacement – Dealer Best Practice

August 7, 2023

Document Topic	Date
• Remedy Available – Technical Service Bulletin (23-01-065H) published	08/07/2023

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.**

IMPORTANT: 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

The current tire and loading information labels on some 2024MY Tucson (NX4a) vehicles indicate tire pressure specification for a spare tire. However they do not have a spare tire. This results in a failure to comply with Federal Motor Vehicle Safety Standard (“FMVSS”) number 110, “Tire Selection and Rims. **TSB 23-01-065H** (or latest version) provides the service procedure to remove the incorrect tire pressure label, and replace with a revised label on some Tucson (NX4a) vehicles equipped with a tire mobility kit (TMK).

Applicable Vehicles (Certain)

- 2024MY Tucson (NX4a) produced 06/24/2023 – 07/17/2023

Remedy Information

This remedy requires removal of the vehicle’s existing tire pressure label on the driver’s door jamb and installing a new tire pressure label indicating no spare tire.

- **Recommended Service Technician Training Level: Hyundai Certified**

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the open recall has been completed. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.

If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

- This recall campaign pays 0.3 M/H for removal of the existing tire pressure label and replacing with a new one that indicates vehicle does not have a spare tire.
- **Photos:** Please refer to TSB 23-01-065H (or latest version) for repair validation sample photos and additional details regarding specific digital documentation requirements.

Parts Information

- **Tire Pressure Labels (TIRELABEL247)**
 - **100% replacement**
 - For dealers with vehicle(s) currently in dealer stock as of 08/07/2023: Label(s) were sent to affected dealers and arrived *starting Monday, 08/07/23*. The dealer’s respective region has also been notified of the labels being sent.
 - **On Critical Supply Parts (CSP) restriction;** Dealer will require a valid recall 247 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the recall receive priority part allocation.
- Refer to **TSB 23-01-065H** (or latest version) for the latest parts information.

Model	Part Name	Part Number	Figure	Remarks
24MY Tucson (NX4a)	Tire Pressure Label	TIRELABEL247		Spare: NONE Number: P50

Sample Customer Talk Tracks

1. *“We will replace your vehicle’s tire and loading information label located on your driver’s side door jamb. It indicates information for a spare tire, however, your vehicle did not come equipped with a spare tire. This is not in compliance with a federal safety standard. At no cost to you, we would like to apply the revised label indicating no spare tire is present. If necessary, we would like to offer you an SRC while we obtain the necessary parts to complete your vehicle’s repair. We apologize for the severe inconvenience.”*
2. *For walk-in Customer: “During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall is to correct the tire and loading information label for your Hyundai Tucson as it is equipped with a tire mobility kit rather than a spare tire and the tire and loading information placard in your vehicle may indicate a spare tire pressure rating despite no spare tire present. This is in noncompliance to a federal safety standard. We will secure the updated label/placard and apply it to your vehicle at no cost as soon as possible.”*

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.

**Readiness:**

Are parts in stock to complete this recall?

- Yes
- No** – It is highly recommended to have the tire label on-hand when customer arrives to the dealership, especially if customer has made appointment beforehand and to minimize dealership traffic. If a vehicle is currently in dealer’s stock, each affected dealer was shipped a label(s) for their affected units.

**Reception:**

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

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.

**Repair:**

Did you provide the customer with an eMPI?

- Yes
- No

Does the Technician meet the recommended training requirements (certified level or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with an certified level (or higher) completes this repair as it is a critical noncompliance recall.

Were the appropriate picture(s) taken as outlined in **TSB 23-01-065H** (or latest version)?

- Yes
- No** - Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-065H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No

Customer FAQ**Q1: What is the issue?**

A1: The tire and loading information placard in the subject vehicles may indicate spare tire pressure ratings despite the lack of an onboard spare tire, resulting in a failure to comply with Federal Motor Vehicle Safety Standard (“FMVSS”) number 110, “Tire Selection and Rims.”

Q2: What are the affected vehicles?

A2: Certain 2024MY Tucson (NX4a) vehicles produced between 06/24/2023 – 07/17/2023



Q3: What is the safety concern?

A3: The tire and loading information placard in the subject vehicles may not comply with Federal Motor Vehicle Safety Standard (“FMVSS”) number 110, “Tire Selection and Rims.”

Q4: Have there been any accidents or injuries?

A4: There are no confirmed crashes, fires, or injuries related to this condition.

Q5: Will a Dealer Stop Sale be issued?

A5: **Dealer:** A dealer “stop sale” may be issued in accordance with federal regulation for affected vehicles unsold at dealers.

Port: There will be no port hold as there are no affected vehicles at the ports/vehicle processing centers.

Q6: What will be done during the 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 install a new tire and loading information placard. 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: Owners of the subject vehicles will be notified via First Class mail in September 2023.

Contact Reference

Thank you for your prompt attention to this noncompliance matter and continued commitment to Hyundai customers. Please see next page for list of commonly referred to contacts.

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 HELPREPLine	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"> 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	