



Hyundai
Assurance Car Care



Recall 211 - FRONT SEAT BELT PRETENSIONER REPLACEMENT- Dealer Best Practice (TSB 22-01-017H)

February 10, 2022

Updates to this Document	Date
TSB 22-01-017H – Remedy Available	02/10/2022

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.

Description of Campaign:

The front seat pretensioner may deploy abnormally in the vehicles described below, causing the MMG (Micro Gas Generator) to detach from the assembly. This Dealer Best Practice will help guide the customer interactions and help establish expectations. For additional technical information please refer to **TSB 22-01-017H**.

Applicable Vehicles:

- Certain 2021MY Elantra (CN7) vehicles produced from 3/8/2021 to 4/15/2021.
 - Certain 2021MY Elantra Hybrid (CN7 HEV) vehicles produced from 3/8/2021 to 3/15/2021.
 - Certain 2021MY Venue (QX) vehicles produced from 3/8/2021 to 3/22/2021.
- To check vehicle specific recall and campaign applicability, access the "Vehicle Information" screen via WebDCS.
- For this recall, please note that there are some new vehicles currently in dealer stock.

Remedy Information:

Dealer will replace the front seat belt tensioner(s) with a revised part(s), depending on the VIN and op code.

- Important Note:** When looking up the vehicle in the "Vehicle Information" screen, make sure to go to the 'Campaign Not Performed' section, and view the 'Campaign Description' field for the applicable op code for your vehicle. The applicable op code will inform you if the left hand (LH), right hand (RH), or both sides need to have the pretensioner replaced.
- Estimated Repair Time (Based on Warranty Op Time):** 0.4 to 0.6 hrs. to complete inspection & repair
- Recommended Technician Training Level:**
It is recommended that an Expert Level Service Technician (ST) who has successfully completed the Special Service Tool course (instructor led training class) perform this update.

Recommended Alternative Transportation:

Alternative transportation should not be necessary. However, customers' alternative transportation needs may differ, including, but not limited to, the use of a Service Rental Car (SRC).



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Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



Readiness: Are parts in stock to complete this campaign?

- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- ☐ Yes
- ☐ No



Reception: Did you explain to customer the warranty requirements?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- ☐ Yes
- ☐ No



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

- ☐ Yes
- ☐ No

Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy available for this recall for the affected vehicles mentioned above.



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Parts

MODEL	PART NAME	PART NUMBER		NOTES
		LH	RH	
Elantra (CN7)	Front Seatbelt Pretensioner	88810-AA500NNBQH	-	Only Replace LH Side
		88810-AA500TVNQH		
		88810-AA500YFRQH		
	Trim Fastener	82315-2P000QQH	82315-2P000QQH	2 Needed Per Side
Elantra Hybrid (CN7 HEV)	Front Seatbelt Pretensioner	88810-AA500TVNQH	-	Only Replace LH Side
		88810-AA500YFRQH		
	Trim Fastener	82315-2P000QQH	82315-2P000QQH	2 Needed Per Side
Venue (QX)	Front Seatbelt Pretensioner	88810-K2500NNBQH	88820-K2500NNBQH	Use op code in the WEBDCS 'Vehicle Information' screen to reference replacement of either LH, RH, or both sides. (See example below.)
		88810-K2500UUGQH	88820-K2500UUGQH	
	Trim Fastener	82315-2W000QQH	82315-2W000QQH	4 Needed Per Side

- NOTE 1:** For all vehicles (including the Venue (QX)), you can also [see the applicable op code to your specific VIN when accessing the "Vehicle Information" screen in WEBDCS](#), regarding to which side(s) to replace. Go to the 'Campaign Not Performed' section and look in the campaign description field. RH is for right hand ONLY, LH is for left hand ONLY, and RH/LH is for both sides. See example below.
- NOTE 2:** Please refer to the [parts catalog for the applicable color](#) for your vehicle. Parts for this recall have an additional 'QH' added to the part number in the parts catalog.

Example:

Detail Vehicle Information					
Campaign Not Performed (1 Found)					
Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date	Campaign Bulletins
211	Y	11D185RB - VENUE - RH ONLY REPLACE	10/15/2021	10/15/2021	Inquiry

Important: WTC Callback of Parts

The Warranty Technical Center (WTC) may call back the seatbelt pretensioners as part of standard warranty policy & procedure. These parts are considered HAZMAT and will require special handling which will be handled by a 3rd-party shipping company. DO NOT ship these parts yourself. Please pay special attention to any related callback request in WebDCS. Dealers will need to email the WTC at WTC@HMAUSA.COM and wait for further instructions.



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Warranty

- **NOTE 1:** Submit Claim on Campaign Claim Entry Screen.
- **NOTE 2:** If a part that is not covered by this recall is in need of replacement while performing this recall, and the affected part is still under warranty, please 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:** The incident part(s) may be subjected to callback through the Warranty Technical Center (WTC).

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Elantra (CN7)	11D185R0	Front Seat Belt Pretensioner Replacement (LH ONLY)	0.4 M/H	88810-AA500NNBQH	I11	ZZ3
Elantra Hybrid (CN7 HEV)	11D185R1	Front Seat Belt Pretensioner Replacement (LH ONLY)		88810-AA500TVNQH		
Venue (QX)	11D185R2	Front Seat Belt Pretensioner Replacement (LH ONLY)		88810-K2500NNBQH		
	11D185RB	Front Seat Belt Pretensioner Replacement (RH ONLY)		88820-K2500NNBQH		
	11D185R3	Front Seat Belt Pretensioner Replacement (LH & RH – BOTH)	0.6 M/H	88810-K2500NNBQH		

Customer FAQ

Q1: What is the issue?

A1: The front seat pretensioner may deploy abnormally in the applicable vehicles, causing the MMG (Micro Gas Generator) to detach from the assembly.

Q2: What is the safety concern?

A2: An abnormal pretensioner deployment could cause metal fragments to enter the vehicle occupant department, which may result in injury to vehicle occupants.

Q3: What will be done during the recall service at the dealer?

A3: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the seat belt pretensioner(s) replaced.

This remedy procedure will be performed at no charge to all affected customers. Hyundai will provide reimbursement to owners for prior repairs according to the plan submitted to NHTSA on May 16, 2018.

Customer Notification

Owners will be notified beginning in March 2022 or earlier regarding a remedy available. NHTSA has posted this recall.

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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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 <u>recall or service campaigns</u>
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	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	