



Recall 231: Seat Belt Pretensioner – Remedy Not Available - Dealer Best Practice

June 28, 2022

Updates to this Document	Date
Remedy Not Available	06/28/22



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.

Important notice regarding Related Recall 211:

Recall 211 will stay open until Recall 231's remedy is available. Recall 211 vehicles are included in Recall 231's population.

Description of Campaign:

Hyundai is initiating Recall 231 to address a condition involving the seat belt pretensioner in certain Hyundai Venue vehicles. A small population of Venue vehicles were previously recalled in a single lot activity, Recall 211. Recall 231 includes the previously recalled Hyundai Venue vehicles in addition to an expanded vehicle scope providing a formal remedy based on Hyundai's analysis of additional pretensioner testing, field events, and parts recovered from prior pretensioner recalls. The new remedy is based on further testing that revealed the Venue is susceptible to micro gas generator separation similar to Accent and Elantra vehicles referenced in Recall 229. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

The subject vehicles are equipped with driver/passenger pyrotechnic-type seat belt pretensioners that may deploy abnormally during a crash. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

Affected Vehicles:

- Certain 2020-2022 Hyundai Venue vehicles produced from 09/17/2019 – 06/02/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.
- To check vehicle specific recall applicability, access the "Vehicle Information" screen (VIS) via WebDCS.
- For this recall, please note that there are new vehicles currently in dealer stock.

Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready.

Recommended Alternative Transportation: It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy



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Best Practice Checklist:



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

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No

Additional Training & Resources

Hyundai Learning Portal

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Warranty

Warranty information will be updated once remedy has been released by HMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.

Customer Notification

As of 06/27/2022, NHTSA has been notified of this recall. Owners will be notified in August 2022.

Customer FAQs:

Q1: What is the issue?

A1: The front driver's and/or passenger-side seat belt pretensioners in the subject vehicles were installed containing pyrotechnic-type pretensioners that may deploy abnormally during a crash. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants. The potential for this condition is dependent on vehicle characteristics, pretensioner load limiter specification, airbag control unit logic, crash duration and severity.

Q2: What is the safety concern?

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

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (06/27/22), there are not related crashes, injuries, or reported incidents involving Venue vehicles in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: Once an official remedy is available, 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 remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: Will a Stop Sale be issued?

A5: Recall Campaign 231: Yes, a dealer "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at dealers.



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Port Campaign: Yes, a port campaign has been issued for pre-wholesale vehicles currently at ports; a hold has been issued for all Venue vehicles at port produced through June 2, 2022.

Q6: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A6: 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: Will this recall 231 supersede previous recall 211 for the seat belt pretensioner involving Venues?

A7: Recall 211 will remain open until a remedy is available for Recall 231. Once a remedy is available for Recall 231, Recall 211 will be inactivated.

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	