



Hyundai
Assurance Car Care



Recall 223: Seat Belt Pretensioner Replacement – Remedy Not Available - Dealer Best Practice

April 07, 2022

Updates to this Document

Date

- Remedy Not Available

04/07/2022

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:

Hyundai is initiating recall campaign 223, a safety recall to address a condition involving the driver's side seat belt pretensioner in certain Hyundai vehicles in the U.S. and Canada. This recall adds vehicles to the subject populations of Recalls 211, 219, and 220 in an effort to increase the number of parts returns available for this ongoing investigation. This recall is not based on additional occurrences in the U.S. or global markets. Hyundai is conducting this action to enhance efforts in identifying root cause and ensure the safety of its vehicles for Hyundai customers.

The front driver and/or passenger-side seat belt pretensioners in the subject vehicles were installed from a certain production lot containing pyrotechnic-type pretensioners that may deploy abnormally during a crash. At the time of this filing, the cause of the abnormal deployment is unknown. Hyundai is recalling vehicles equipped with pretensioners produced within certain production lot(s) to conduct detailed parts analyses. The part inspections and investigation will actively continue to determine if a specific root cause or trend exists.

Affected Vehicles:

- Certain 2020MY Hyundai Accent containing pretensioners from certain production lots built within approximately one (1) month before/after the certain production lots associated with Recalls 211/219/220
 - Certain 2021-2022MY Hyundai Elantra containing pretensioners from certain production lots built within approximately one (1) month before/after the certain production lots associated with Recalls 211/219/220
- To check vehicle specific recall and campaign applicability, access the "Vehicle Information" screen via WebDCS.
- For this recall, please note that there are no vehicles currently in dealer stock.

Remedy Information:

The remedy is currently under development and additional information will be provided once a countermeasure has been developed for release.

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.

Best Practice Checklist



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

- ☐ Yes
- ☐ No



Hyundai
Assurance Car Care



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](#)

NHTSA has been notified of this recall. Owners will be mailed notification letters in late May 2022.

[Customer FAQs](#)

[Q1: What is the issue?](#)

A1: The front driver and/or passenger-side seat belt pretensioners in the subject vehicles were installed from a certain production lot containing pyrotechnic-type pretensioners that may deploy abnormally during a crash. At the time of this filing, the cause of the abnormal deployment is unknown. Hyundai is recalling vehicles equipped with pretensioners produced within certain production lot(s) to conduct detailed parts analyses. The part inspections and investigation will actively continue to determine if a specific root cause or trend exists.

[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, Hyundai is aware of three crash events resulting in injuries (two incidents in the U.S. and one in Singapore).

[Q4: What will be done during the recall service at the dealer?](#)

A4: Hyundai Motor America plans to notify owners of affected vehicles by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the seat belt pretensioner(s) replacement remedy performed. 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.

[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.



Hyundai
Assurance Car Care



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	