

Recall 229: Front Seat Belt Pretensioner Protection Cap Installation - Dealer Best Practice

July 14, 2022

Updates to this Document	Date
To update Related 211 information in the following sections: 'Important Notice regarding Related Recall 211/219/220/223' & Q&A #6.	07/14/2022

★ IMPORTANT

DEALER STOCK & RETAIL VEHICLES

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

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 Recalls 211/219/220/223:

For 219/220/223: Recall 229 supersedes various related recalls as outlined below and some recalls will be deactivated. Any repairs performed in accordance with the respective TSBs must have a repair order (RO) **open date on or prior to 06/15/2022**. Labor operation codes applicable to superseded recalls and vehicle models were deactivated and related claims were to be submitted by 06/30/2022.

For 211: Recall 231 supersedes recall 211 for the Venue (QX) as outlined below and will be deactivated. Any repairs performed in accordance with the respective 211 TSBs must have **a repair order (RO) open date prior to 07/15/2022**. Labor operation codes applicable to superseded recalls and vehicle models will be deactivated and related claims must be submitted by 07/30/2022.

The vehicles associated with the recalls above have also be deactivated on the "Vehicle Information Screen" on WEBDCS..

Recall #	Applicable Vehicles Prior to 6/16/2022	Applicable Vehicles 6/16/2022-07/14/2022	Applicable Vehicles 07/15/2022 Going Forward
211	2021MY Elantra (CN7) 2021MY Elantra Hybrid (CN7 HEV) 2021MY Venue (QX)	2021MY Venue (QX) Only	N/A - Deactivated
219	2020-21MY Accent (HC)	N/A - Deactivated	N/A - Deactivated
220 (Remedy Not Launched)	2022MY Elantra Hybrid (CN7 HEV) 2022MY Elantra (CN7)	N/A - Deactivated	N/A - Deactivated
223 (Remedy Not Launched)	2020MY Accent (HC) 2021-22MY Elantra (CN7)	N/A - Deactivated	N/A - Deactivated

Description of Campaign 229:

The front seat belt pretensioner may deploy abnormally in the vehicles described below, causing the MGG (Micro Gas Generator) to detach the from the assembly. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.



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Affected Vehicles:

- Certain 2021-22MY Elantra (CN7/CN7a) vehicles produced from 09/12/2020 - 05/12/2022 by Hyundai Motor Company ("HMC") and Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S.
- Certain 2022MY Elantra N (CN7 N) produced from 09/15/2021 – 04/25/2022 by Hyundai Motor Company ("HMC") for sale in the U.S
- Certain 2021-22MY Elantra Hybrid (CN7 HEV) vehicles produced from 12/15/2020 – 04/29/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.
- Certain 2020-22MY Accent (HC) vehicles produced from 05/30/2019 – 05/17/2022 by Kia Motors Mexico ("KMX") for sale in the U.S.

➤ To check vehicle specific recall applicability, access the "Vehicle Information Screen (VIS)" via WebDCS.

➤ As of 06/15/2022, please note that there are new vehicles currently in dealer stock.

Remedy Information:

Install front seat belt pretensioner anti-separation protection caps.

- **Estimated Repair Time:** 0.5 M/H for LH Only or 0.7M/H for LH & RH
- **Recommended Technician Training Level:** **Certified** with completion of the Technician Orientation virtual instructor led training or equivalent

Recommended Alternative Transportation: It is recommended that Service Rental Cars (SRCs) are made available for customers during the visit if recall is performed with other repairs.

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: Did you provide the customer with an eMPI?

- ☐ 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?

- ☐ No



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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 labor op times above include the time involved marking all 4 screws with paint and taking a STUI photo of the completed pretensioner with the caps installed.
- **NOTE 4:** All claims found must have a STUI picture uploaded. Claims found to not have a STUI picture uploaded with the caps installed or if picture is incomplete, claim will be subject to debit.

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Accent (HC)	21D074R0	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (ONLY LH)	0.5 M/H	888HC-AACAPQQH	I14	ZZ3
Accent (HC)	21D074R1	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (BOTH LH AND RH)	0.7 M/H	88820-AACAPQQH	I14	ZZ3
Elantra (CN7/CN7a) Elantra Hybrid (CN7 HEV)	21D074R2	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (BOTH LH AND RH)	0.7 M/H	88810-AACAPQQH	I14	ZZ3
Elantra N (CN7 N)	21D074R3	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (BOTH LH AND RH)	0.7 M/H	888N0-AACAPQQH	I14	ZZ3

Parts

- Initial shipments of parts for dealer stock, SRC, and some retail vehicles will begin to arrive at dealers 6/16/2022. Some dealers may have experienced a 1-2 day delay in receiving parts due to shipments out of PDCs further away.
- **The part numbers below are currently on Critical Supply Parts (CSP);** dealers will require an applicable campaign VIN to order a part. A DCS communication will be published once this restriction has been lifted.

PARTS KIT COMPONENTS					
Cap: SWLL,A (Black)	Cap: SWLL,B (Black)	Cap: STD,A (Silver)	Cap: STD,B (Silver)	Screw	Pad



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MODEL	PART NUMBER						REMARKS
Elantra (CN7/CN7a), Elantra Hybrid (CN7HEV)	88810-AACAPQQH						LH (SWLL) / RH (STD)
	Cap: SWLL,A (1)	Cap: SWLL,B (1)	Cap: STD,A (1)	Cap: STD,B (1)	Screw (9)	Pad (1)	
Elantra N (CN7 N)	888N0-AACAPQQH						LH/RH (SWLL)
	Cap: SWLL,A (2)		Cap: SWLL,B (2)		Screw (9)	Pad (2)	
Accent (HC)	88820-AACAPQQH						Use applicable op code in the WEBDCS 'Vehicle Information Screen (VIS)' to reference installation of either LH or both sides (LH/RH). See example below.
	Cap: STD,A (2)		Cap: STD,B (2)		Screw (9)		
	888HC-AACAPQQH						
	Cap: STD,A (1)		Cap: STD,B (1)		Screw (5)		

NOTE 1: One extra screw is provided. Please discard if not needed.

NOTE 2: SWLL = Switchable Load Limiter and STD = Standard Type Cap.

NOTE 3: For all vehicles, you can also see the applicable op code to your specific VIN when accessing the "Vehicle Information Screen (VIS)" in WEBDCS, regarding to which side(s) to replace. Go to the 'Campaign Not Performed' section and look in the campaign description field. **LH is for left hand ONLY and RH/LH is for both sides.** See example below.

Campaign Not Performed (2 Found)				
Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date
229	Y	21D074R0 - ACCENT - LH CAP ONLY INSTALL	05/20/2022	05/20/2022

Customer Notification

NHTSA has posted this recall. Owners are expected to be notified in July 2022 of a remedy available for this recall.

Customer FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with driver/passenger pyrotechnic-type seat belt pretensioners that may deploy abnormally during a crash.

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 date of filing on 05/18/22, Hyundai is only aware of three crash events resulting in injuries (two incidents in U.S. and one in Singapore).

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

A4: 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 pretensioner protection cap(s) installed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A5: Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for



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the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q6: Will this recall supersede previous recalls 211, 219, 220, and 223 for the seat belt pretensioner?

A6: Yes, Recall 229 supersedes the previous recalls 219, 220, and 223. Recall 211 has also been closed with the launch of Recall 231; Recall 211 was previously closed for the Elantra and Elantra Hybrid associated with 229.

Q7: My vehicle had the recall procedure completed for Recall 211, 219, 220, or 223. Does it still need to be repaired under Recall 229?

A7: Yes, Recall 229 still needs to be performed on the vehicle.

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	



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Appendix

Updates to this Document		Date
• TSB 21-01-055H – Remedy Available		06/15/2022
• Remedy Not Available		05/20/2022