

Recall 231: Front Seat Belt Pretensioner Protection Cap Installation – Dealer Best Practice

July 14, 2022

Updates to this Document

Date

- TSB 22-01-057H – Remedy Available

07/14/2022



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.



★ 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.

Access Hyundai Motor America's "Vehicle Information" screen (VIS) via WEBDCS to identify open recalls.

Important Notice regarding Related Recalls 211:

Recall 231 supersedes recall 211 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 Labor operation codes applicable to superseded recalls and vehicle models will be deactivated and related claims must be submitted by 07/30/2022.

Recall #	Applicable Vehicles Prior to 07/15/2022	Applicable Vehicles 07/15/2022 Going Forward
211	2021MY Venue (QX)	N/A - Deactivated

Description of Campaign:

The front seat belt pretensioner may deploy abnormally in the vehicles described below, causing the MGG (Micro Gas Generator) to detach 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.

Affected Vehicles:

- Certain 2020-2022MY Hyundai Venue vehicles produced from 09/17/2019 – 05/31/2022 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.
- As of this remedy launch, there are new vehicles currently in dealer stock.

Remedy Information:

Install front seat belt pretensioner anti-separation protection caps.

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



Hyundai
Assurance Car Care



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



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?

- ☐ Yes
- ☐ No

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 includes the time to mark all 4 screws with paint and to take STUI picture of the pretensioners with caps installed.
- **NOTE 4:** All claims must have STUI pictures uploaded. Claims with illegible, incomplete, missing, or incorrect STUI pictures are subject to debit.

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Venue (QX)	21D089R0	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (LH AND RH)	0.7 M/H	888N0-AACAPQQH	I14	ZZ3



Hyundai
Assurance Car Care



Parts:

- Initial shipments of parts for dealer stock units will arrive at dealers starting 07/15/22. Some dealers may experience a 1-2 day delay in receiving parts due to shipments out of PDCs further away.
- At the start of remedy availability, this part number will be 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)	Screw	Pad		
MODEL	PART NUMBER				REMARKS
Venue (QX)	888N0-AACAPQQH				LH/RH (SWLL)
	Cap: SWLL,A (2)	Cap: SWLL,B (2)	Screw (9)	Pad (2)	

NOTE 1: Part contains an extra screw. Please discard if not needed.

NOTE 2: SWLL = Switchable Load Limiter

Customer Notification:

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

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.

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 to NHTSA (06/27/22), there are no 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: 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 pre-tensioner anti separation caps 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 the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.



Hyundai
Assurance Car Care



Q6: Will this recall supersede previous recall 211 for the seat belt pretensioner involving Venues?

A6: Yes, Recall 231 supersedes previous recall 211.

Q7: My vehicle had the recall procedure previously completed for Recall 211. Does it still need to be repaired under Recall 231?

A7: Yes, Recall 231 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	



Hyundai
Assurance Car Care



Appendix

Updates to this Document		Date
Remedy Not Available		06/28/2022