



Recall 009G: FRONT SEAT BELT PRETENSIONER REPLACEMENT – Dealer Best Practice **(TSB 22-01-017G)**

February 10, 2022

Updates to this Document	Date
• TSB 22-01-017G – 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 22-01-017G**.

Applicable Vehicles:

- Certain 2021MY GV80 (JX1) produced from 3/9/2021 to 4/2/2021
 - Certain 2022MY GV70 (JK1) produced from 3/10/2021 to 6/17/2021
- 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:

Retailer 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:

Retailer should offer service valet to all customers.

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

GenesisdealerUSA.com

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

Parts

- **NOTE 1:** For both vehicles, 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:

Campaign Not Performed (1 Found)					
Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date	Campaign Bulletins
009G	Y	21D010R5 - GV70 - RH REPLACE ONLY	10/15/2021	10/15/2021	Inquiry



Model	Part Name	Part Number		Remarks
		LH	RH	
GV80 (JX1)	Front Seatbelt Pretensioner	888A0-T6500DUEQH	888B0-T6500DUEQH	Use op code in the WEBDCS 'Vehicle Information' screen to reference replacement of either LH, RH, or both sides. (See example below.)
			888B0-T6500VNBQH	
	Trim Fastener	85849-3X000QQH	85849-3X000QQH	4 Needed Per Side
GV70 (JK1)	Front Seatbelt Pretensioner	888A0-AR500LCRQH	888B0-AR500LCRQH	Use op code in the WEBDCS 'Vehicle Information' screen to reference replacement of either LH, RH, or both sides. (See example below.)
		888A0-AR500NNBQH	888B0-AR500NNBQH	
		888A0-AR500VNNQH	888B0-AR500VNNQH	
	Trim Fastener	82315-2W000QQH	82315-2W000QQH	2 Needed Per Side

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. Retailers will need to email the WTC at WTC@GMA.COM and wait for further instructions.

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).



Models	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV80 (JX1)	21D010R0	Front Seat Belt Pretensioner Replacement (LH ONLY)	0.4 M/H	888A0-T6500DUEQH	I11	ZZ3
	21D010R4	Front Seat Belt Pretensioner Replacement (RH ONLY)	0.4 M/H	888A0-T6500DUEQH		
	21D010R1	Front Seat Belt Pretensioner Replacement (LH & RH – BOTH)	0.6 M/H	888A0-T6500DUEQH		
GV70 (JK1)	21D010R2	Front Seat Belt Pretensioner Replacement (LH ONLY)	0.4 M/H	888A0-AR500LCRQH		
	21D010R5	Front Seat Belt Pretensioner Replacement (RH ONLY)	0.4 M/H	888A0-AR500LCRQH		
	21D010R3	Front Seat Belt Pretensioner Replacement (LH & RH – BOTH)	0.6 M/H	888A0-AR500LCRQH		

[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 retailer?

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

This remedy procedure will be performed at no charge to all affected customers. Genesis 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	1-844-436-6455 www.GenesisDealerUSA.com Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELP Line	1-877-446-2922 warranty@gma.com	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 pa@gma.com	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	Support@xtime.com / 1-866-984-6355 support@autoloop.com / 1-877-850-2010	Assistance with SLT Appointment: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customercare@genesismotorsusa.com	For Genesis Customer Care, Connected Services and Roadside Assistance
Genesis Recall /Campaign Website	www.genesis.com/us/recall	Updated information for customers related to recall and service campaigns
Genesis Roadside Assistance	1-844-340-9742	Genesis 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
Service Valet Appointment Scheduling	www.GenesisdealerUSA.com > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide
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"
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.GenesisdealerUSA.com > Resources > Documents Library > Parts > Campaign Parts Management
Courtesy Vehicle (CVP) Program	www.GenesisdealerUSA.com > Service tab > CVP Fleet Management
Technical Service Bulletin (TSB)	www.GenesisdealerUSA.com > Service tab > 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.genesis.com/us/recall
NHTSA Website	www.safercar.gov