



Recall 219 - FRONT SEAT BELT PRETENSIONER REPLACEMENT- REMEDY NOT AVAILABLE - Dealer Best Practice

February 11, 2022

Updates to this Document	Date
Remedy Not Available	02/11/2022

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 driver-side and/or passenger-side seat belt pretensioners in the subject vehicles were installed from a suspect 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 the same production lot to conduct a detailed part return analysis. The part inspections and investigation will actively continue to determine if a specific root cause and defect trend exists.

Applicable Vehicles:

- Certain 2020-2021 model year Accent vehicles produced on March 25, 2020 through July 29, 2020 by Kia Motors Mexico ("KMM") for sale in the U.S. market.
- To check vehicle specific recall and campaign applicability, access the "Vehicle Information" screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

Remedy Information:

Remedy currently in development.

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 final 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



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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

Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers when a remedy is available for this recall for the affected vehicles mentioned above.

Customer Notification

NHTSA has posted this recall. Owners will be mailed notification letters in February 2022.

Customer FAQ

Q1: What is the safety concern?

A1: An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

Q2: Have there been any accidents or injuries?

A2: As of the date of this filing, Hyundai is aware of one (1) related injury from one (1) crash event(s) in the U.S. received on December 3, 2021.

Q3: What will be done during the recall service at the dealer?

A3: 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) replaced. This remedy will be offered at no cost for all affected customers. All returned pretensioners will be collected for further analysis into root cause.

Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

Q4: When will owners be notified?

A4: Owners will be notified in February 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.



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	