

Recall 229 | Job Aid

Hyundai is initiating recall campaign 229, a safety recall to address a condition involving the seat belt pretensioner in certain Hyundai Elantra and Accent vehicles. This campaign also addresses previously recalled Hyundai Elantra/Elantra HEV and Accent vehicles with a formal remedy based on Hyundai's analysis of parts recovered through Recalls 211, 219, 220, and 223. A specific root cause has not yet been determined. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

Please Read

- Recall letters sent to customers referenced parking outside, however, this is unnecessary as the recall is for the seatbelt pretensioner.

Key Information about Recall 229

NOTE: 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.

Recall 229 supersedes various related recalls as outlined in the chart below and some recalls will be deactivated.

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

Affected Vehicles

- 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. - **PLEASE SCHEDULE APPOINTMENTS FOR THESE 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. - **PLEASE SCHEDULE APPOINTMENTS FOR THESE VEHICLES.**

- 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. - **PLEASE SCHEDULE APPOINTMENTS FOR THESE VEHICLES.**
 - 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. - **PLEASE SCHEDULE APPOINTMENTS FOR THESE VEHICLES.**
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Case Handling

Step 1: Verify that the customer is affected by **Recall 229** in Siebel by reviewing the **Recall Campaign History Tab**.

Vehicle Not Affected:

"I have reviewed your vehicle information and have determined that your vehicle is not affected by the seat belt pretensioner recall 229."

Vehicle Affected:

"Our system shows your vehicle is affected by the seat belt pretensioner recall 229. I would be happy to schedule an appointment for you at your preferred Hyundai dealership. Or, if you'd prefer, you can contact your Hyundai dealer directly. Would you like me to schedule an appointment with you on the phone today?"

Step 2: [Value Add] Educate the customer about the Hyundai Recall microsite using the talk track below:

"You may also receive information regarding this recall by visiting our dedicated website at HyundaiUSA.com/Recalls. This website allows you to receive updated information including Frequently Asked Questions (FAQs), and will provide you with an easy to use tool so that you can verify if your vehicle is affected. Please feel free to check the website for updates as often as you would like."

Step 3: If the customer is concerned that their vehicle is currently experiencing a mechanical concern related or unrelated to this recall, offer to schedule a service appointment.

Recall 229 Q&A

Q: What is the issue?

A: The subject vehicles are equipped with driver/passenger pyrotechnic-type seat belt pretensioners that may deploy abnormally during a crash. A specific root cause has not yet been determined.

Q: What are the affected vehicles?

A: The subject population for this recall is approximately 239,000 vehicles including:

- 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.

Q: What is the safety concern?

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

Q: Have there been any accidents or injuries?

A: As of the date of this filing, Hyundai is only aware of three crash events resulting in injuries (two incidents in the U.S. and one in Singapore).

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

A: 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 pretensioner's micro gas generator and delivery pipe secured with a cap to prevent potential abnormal deployment. 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. This recall supersedes Recalls [219](#), [220](#), and [223](#). Recall [211](#) will remain open for vehicles not included in Recall 229.

Q: When will owners be notified?

A: Owners will be notified in July 2022.

Siebel Coding

Contact Reason and Category/Sub-Category:

Required CRS Keywords: RECALL 229 INQUIRY

Category: Campaign

Sub Category: 229 Seat Belt Pretensioner

Resolution:

Required Resolution Coding (select appropriate choice):

Resolution if not affected: Not Affected

Resolution if affected: Provided Information

Categories : **Hyundai Customer Care (Root) / Hyundai / Hyundai Core / Campaigns & Recalls**

Valid from :

Valid until :