
Q&A: Recall 231 – QX Seat Belt Pretensioner**Summary**

Hyundai is initiating Recall 231 to address a condition involving the seat belt pretensioner in certain Hyundai Venue vehicles. A small population of Venue vehicles were previously recalled in a single lot activity, Recall 211. Recall 231 includes the previously recalled Hyundai Venue vehicles in addition to an expanded vehicle scope providing a formal remedy based on Hyundai's analysis of additional pretensioner testing, field events, and parts recovered from prior pretensioner recalls. The new remedy is based on further testing that revealed the Venue is susceptible to micro gas generator separation similar to Accent and Elantra vehicles referenced in Recall 229. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

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. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants. The potential for this condition is dependent on vehicle characteristics, pretensioner load limiter specification, airbag control unit logic, crash duration and severity.

Q2: What are the affected vehicles?

A2: The subject population includes 72,470 model year 2020-2022 Venue vehicles produced from September 17, 2019, through June 2, 2022, by Hyundai Motor Company ("HMC") for sale in the U.S. The total recall population was determined based on manufacturing records of vehicles equipped with the subject pretensioners including those previously involved in Recall 211.

Q3: What is the safety concern?

A3: An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing, there are no related crashes, injuries, or reported incidents involving Venue vehicles in the U.S.

Q5: Stop Sale?

A5: Dealer: Yes, a dealer "stop sale" will be issued in accordance with federal regulation for affected vehicles unsold at dealers. The stop sale will commence with the filing of the 573 to NHTSA.

Port Campaign: Yes, necessary for pre-wholesale vehicles currently at ports, a hold will be issued for all Venue vehicles at port produced before June 2, 2022.

Q5: What will be done during the recall service at the dealer?

A5: 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.

Q6: When will owners be notified?

A6: Owners will be notified in August 2022.