

Recall 009G - Seat Belt Pretensioner- Job Aid

Key Information

Genesis is initiating recall campaign 009G, a safety recall to repair a condition involving the driver's side seat belt pretensioner in certain Hyundai/Genesis vehicles in the U.S. and Canada. Genesis is conducting this action to ensure the safety of its vehicles for Hyundai/Genesis customers.

AFFECTED VEHICLES

Model Year 2021-2022 Genesis vehicles produced for sale in the U.S. including:

195 model year 2021 Genesis GV80 vehicles

252 model year 2022 Genesis GV70 vehicles

Case Handling

Step 1: Verify that the customer is affected by Recall 009G in Siebel by reviewing the Recall/Service Campaign History Tab.

Vehicle Not Affected:

"I have reviewed your vehicle information and have determined that your vehicle is not affected by Recall 009G"

Vehicle Affected:

"I would be happy to schedule an appointment for you at your preferred Genesis Retailer. Would you like me to schedule an appointment with you on the phone today?"

- [Scheduling Appointments](#)

Step 2: Educate the owner about the Recall 008G microsite using the talk track below:

"You may also receive information regarding this recall by visiting our dedicated website at <http://www.genesis.com/us/recall>. 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 009G Q&A

Q1: What is the issue?

A1: *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.*

Q2: What are the affected vehicles?

A2: *978 model year 2021-2022 Hyundai/Genesis vehicles produced for sale in the U.S. including:*

- *282 model year 2021 Hyundai Elantra vehicles*
- *41 model year 2021 Hyundai Elantra HEV vehicles*
- *208 model year 2021 Hyundai Venue vehicles*
- *195 model year 2021 Genesis GV80 vehicles*
- *252 model year 2022 Genesis GV70 vehicles*

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, Hyundai is aware of one (1) related injury from one (1) crash event in the U.S.*

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

A5: *Genesis 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.*

Siebel Coding

Required CRS Keywords: RECALL 009G INQUIRY

Suggested CRS Keywords: 2021GV80 / 2022 GV70

Category: Campaign

Sub Category: 009G Seatbelt Pretensioner

Resolution: Required Resolution Coding (select appropriate choice):

Resolution if not affected: Not Affected Resolution if affected: Provided Information

Categories :

Hyundai Customer Care (Root) / Genesis / Genesis Core / Recalls
Hyundai Customer Care (Root) / Genesis / Genesis Core / Recalls / Safety
Recalls

Valid from :

Valid until :