

Recall 223 | Pre-launch No Remedy

Hyundai is initiating recall campaign 223, a safety recall to address a condition involving the driver's side seat belt pretensioner in certain Hyundai vehicles in the U.S. and Canada. This recall adds vehicles to the subject populations of Recalls 211, 219, and 220 in an effort to increase the number of parts returns available for this ongoing investigation. This recall is not based on additional occurrences in the U.S. or global markets. Hyundai is conducting this action to enhance efforts in identifying root cause and ensure the safety of its vehicles for Hyundai customers.

Affected Vehicles

- 2,108 2020 model year Accent vehicles containing pretensioners from certain production lots built within approximately one (1) month before/after the suspect production lots associated with:
 - [Recall 211](#)
 - [Recall 219](#)
 - [Recall 220](#)
 - 4,132 2021-2022 model year Elantra vehicles containing pretensioners from certain production lots built within approximately one (1) month before/after the suspect production lots associated with:
 - [Recall 211](#)
 - [Recall 219](#)
 - [Recall 220](#)
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Case Handling

Step 1: Verify that the customer is affected by **Recall 223** 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 seatbelt pretensioner recall, 223."

Vehicle Affected:

"Our system shows your vehicle is affected by the seatbelt pretensioner recall, 223. We are currently making preparations to implement the Safety Recall remedy. As soon as a remedy is available, owners will be mailed a notification letter by first-class mail to bring their vehicles in for service. This procedure will be performed at no charge."

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 223 Q&A

Q: What is the issue?

A: The front driver 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 certain production lot(s) to conduct detailed parts analyses. The part inspections and investigation will actively continue to determine if a specific root cause and defect trend exists.

Q: What are the affected vehicles?

A: The subject population for this recall includes:

- 2,108 2020 model year Accent vehicles containing pretensioners from certain production lots built within approximately one (1) month before/after the suspect production lots associated with Recalls 211/219/220.
- 4,132 2021-2022 model year Elantra vehicles containing pretensioners from certain production lots built within approximately one (1) month before/after the suspect production lots associated with Recalls 211/219/220.

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 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: 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) replacement remedy performed. 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.

Q: When will owners be notified?

A: Owners will be notified in late May 2022.

Siebel Coding

Contact Reason and Category/Sub-Category:

Required CRS Keywords: RECALL 223 INQUIRY

Suggested CRS Keywords: 2020 ACCENT, 2021 ELANTRA, 2022 ELANTRA

Category: Campaign

Sub Category: 223 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 :