

Recall 220 Pre-launch No Remedy

Hyundai is initiating a safety recall to repair a condition involving the seat belt pretensioners in certain Hyundai vehicles produced for sale in the U.S. and Canada. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers while continuing its investigation into possible root cause(s).

Affected Vehicles

- 129 2022MY model year Elantra vehicles produced for sale in the U.S. market on July 5, 2021, through November 22, 2021, by Hyundai Motor Company ("HMC").
 - 11 2022MY model year Elantra HEV vehicles produced for sale in the U.S. market on July 5, 2021, through July 14, 2021, by Hyundai Motor Company ("HMC").
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Case Handling

Step 1: Verify that the customer is affected by **Recall 220** 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, 220."

Vehicle Affected:

"Our system shows your vehicle is affected by the seatbelt pretensioner recall, 220. 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 220 Q&A

Q: What is the issue?

A: The front 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.

Q: What are the affected vehicles?

A:

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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 one (1) related injury from one (1) crash event(s) in the U.S. received on December 3, 2021. As of the date of this filing, Hyundai is aware of one (1) related injury from one (1) crash event(s) in Singapore received on February 15, 2022.

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 early May 2022.

Siebel Coding

Contact Reason and Category/Sub-Category:

Required CRS Keywords: RECALL 220 INQUIRY

Suggested CRS Keywords: 2022 Elantra, 2022 Elantra Hybrid

Category: Campaign

Sub Category: 220 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 :