

Recall 231 | Job Aid

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.

The subject vehicles are equipped with driver/passenger pyrotechnic-type seat belt 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

Affected Vehicles

- Certain 2020-2022 Hyundai Venue vehicles produced from 09/17/2019 – 06/02/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.

Case Handling

Step 1: Verify that the customer is affected by **Recall 231** 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, 231."

Vehicle Affected:

"Our system shows your vehicle is affected by the seat belt pretensioner recall 231. 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 231 Q&A

Q: What is the issue?

A: 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.

Q: What are the affected vehicles?

A: Certain 2020-2022 Hyundai Venue vehicles produced from 09/17/2019 – 06/02/2022 by Hyundai Motor Company ("HMC") 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 the filing (06/27/22), there are not related crashes, injuries, or reported incidents involving Venue vehicles in the U.S.

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 pre-tensioner anti separation caps installed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A: 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: Will this recall 231 supersede previous recall 211 for the seat belt pretensioner involving Venues?

A: Yes, Recall 231 supersedes previous recall 211.

Q: My vehicle had the recall procedure previously completed for Recall 211. Does it still need to be repaired under Recall 231?

A: Yes, Recall 231 still needs to be performed on the vehicle.

Q: When will owners be notified?

A: Owners will be notified in August 2022.

Siebel Coding

Contact Reason and Category/Sub-Category:

Required CRS Keywords: RECALL 231 INQUIRY

Category: Campaign

Sub Category: 231 Seat Belt Pretensioner

Resolution:

Required Resolution Coding (select appropriate choice):

Resolution if not affected: Not Affected

Resolution if affected: Provided Information

& Recalls

Valid from :

Valid until :