

Final Dealer Q&A: 2011-2013 Elantra Headliner Campaign 109 – 04/02/13

Summary

Hyundai Motor America is conducting a voluntary safety recall of approximately 190,000 model year 2011-2013 Elantras built in Korea. Hyundai previously conducted a field inspection of an Elantra where a support bracket for the headliner had become dislodged during the curtain airbag deployment in a collision.

Hyundai dealers will install adhesive strips over the headliner support brackets to ensure the bracket remains secured during a side curtain airbag deployment. Hyundai informed the National Highway Traffic Safety Administration on March 29, 2013 and is voluntarily initiating this action to ensure the safety and quality of vehicles and the continued satisfaction of its customers.

Q: Why doesn't this affect US built Elantras?

A: The headliners utilized for Elantras built in our Montgomery, Alabama factory are made from different material and are not assembled with the support brackets. The headliners are not interchangeable.

Q: How can I tell where my Elantra was manufactured?

A: The certification plate on the driver's door pillar will indicate where your Elantra was manufactured. Also, vehicles with a Vehicle Identification Number (VIN) beginning with a "K" are made in Korea. VINs beginning with a "5" are manufactured in the US.

Q: When will owners be notified?

A: Owners will be mailed notification letters beginning in the second quarter of 2013.

Q: What is done during the recall service at the dealer?

A: The dealer will install adhesive strips over the headliner support brackets to ensure the brackets remain secured during a side curtain airbag deployment. This procedure will be performed at no charge. Actual repairs should take approximately 1 hour. This procedure will be performed at no charge to you.

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Q: Can the recall service be performed now? (Prior to receiving notice)

A: Owners will receive written notification of the recall by first class mail. Customers who wish to have the recall service procedure performed prior to receiving the notice should contact their Hyundai dealer to schedule an appointment.

Q: Are other Hyundai models affected?

A: No.