

# Important Recall Campaign Information



**Date:** August 07, 2015

**Attn:** Dealer Principal/General Manager/Service Manager/Parts Manager

**Subject:** Recall Campaign 130: 2015 Sonata Seat Belt Buckle

## **What You Need to KNOW**

As previously announced, Hyundai has launched a safety recall in the United States to repair or replace the front passenger seat belt buckle in certain 2015 model year Sonata vehicles produced beginning on April 25, 2014 through December 4, 2014. If the front passenger seat belt “tongue” is inserted into the buckle forcibly at an angle, the buckle may jam preventing the front passenger from fastening the seat belt. If the front passenger rides in the front passenger seat with the seat belt unlatched, this could increase the risk of injury in the event of a crash. This condition does not result in partial latching of the belt, and does not affect the driver or rear passenger seat belt buckles. If the front passenger seat belt “tongue” fully latches into the buckle, then there is no immediate concern and the seat belt is functioning properly, but the recall procedure still needs to be completed.

**NEW** – The Technical Service Bulletin was launched on Friday, August 31<sup>st</sup>. The lists of affected vehicles are available via the Web DCS: “Uncompleted Campaign VIN List” for both Dealer Stock and Retailed vehicles. The Dealer Stock list should be utilized to identify those vehicles with an open recall that needs to be completed on all new units, and service rental cars.

Due to limited parts availability, Hyundai Motor America will send interim notification letters to all owners of the vehicles described above that their vehicle is affected by this campaign, but the remedy is not yet available. Owners will be advised that they will receive a second notification when parts are available, and to contact their authorized Hyundai dealer with any immediate concerns. Please refer to the Q&A talking points listed below for reference.

The TSB procedure requires a part replacement on all affected vehicles – either the front passenger seat belt buckle lower cover, or the entire seat belt buckle assembly, depending on the inspection results. The initial parts shipment for the lower buckle cover has been completed nationwide. If you ordered additional parts before Monday, August 3<sup>rd</sup>, then you will need to resubmit your order because these orders were incorrectly cancelled. This error has been fixed, and all orders submitted after Monday have been received. These parts can be ordered per the standard ordering process, but they are on back order and will be filled as soon as possible.

If the entire seat belt buckle assembly needs to be replaced as a result of the inspection, then you will need to supply the applicable VIN to order the replacement part. Due to the low failure rate, and limited supply availability of this part, the buckle assemblies are now on manual allocation. All current orders for this part will be cancelled.

## **What You Need to DO**

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- Conduct a Resource Assessment to support the campaign; people, time and facility, and adjust accordingly. Remember that you still need to accommodate your normal customers, as well as customers from other recent campaigns.
- **Vehicles with an open safety recall should not be sold, delivered, test-driven or provided as a service rental until the recall is completed.**
- Refer to the Q&A to answer customer questions in the interim.

- Strive to maintain high customer satisfaction. These customers are CSI eligible and early in their Hyundai ownership experience, so we want to make this a positive experience. The inspection can be completed quickly on the drive, and the repair process can be completed in Car Care Express to improve efficiency. If a buckle assembly does need to be replaced, utilize service rental cars.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

## Customer FAQ's

**Q: What is the problem?**

**A:** On certain 2015 Sonata vehicles produced beginning on April 25, 2014 through December 4, 2014, if the front passenger seat belt “tongue” is inserted into the buckle forcibly at an angle, the buckle may jam preventing the front passenger from fastening the seat belt. The front passenger’s seat belt warning lamp will illuminate if the front passenger seat belt is not buckled while the seat is occupied.

This condition does not result in partial latching of the belt, and does not affect the driver or rear passenger seat belt buckles.

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

**A:** Hyundai dealers will repair or replace the front passenger seat belt buckle. This procedure will be performed at no charge.

**Q: Should customers have their vehicles inspected at their local dealer to make sure the cars are safe?**

**A:** Affected customers will receive written notification of the recall by first class mail. If the front passenger seat belt does not fasten, the front passenger seat should not be occupied, and customers should seek service at their authorized Hyundai dealer as soon as possible.

**Q: When will owners be notified?**

**A:** Owners will be mailed notification letters beginning in the third quarter of 2015 Hyundai dealer as soon as possible. This condition does not result in partial latching of the belt.

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

**A:** There is very limited parts availability. If you own an affected vehicle, you will receive written notification of the recall by first class mail, and also notified once parts are available. The car is safe to drive, but if the front passenger seat belt does not buckle, customers should seek service at their authorized Hyundai dealer as soon as possible.

**Q: Will Roadside Assistance pick up my vehicle?**

**A:** No, customers are responsible for having the vehicle transported to and from the Hyundai dealer.

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Recall Campaign 130 Details		
Item	Specifications	Reference
TSB	TSB#15-01-030 LFa Pass Buckle (RECALL)	HyundaiTechInfo.com
Service Required	Inspect front passenger seat belt buckle, and either replace the buckle lower cover, or replace the buckle assembly if the buckle tongue does not fully latch.	TSB
Service Action Specs	Op Code: 51CA13R0 • Buckle Cover Replacement • Repair Time: 0.3 M/H Op Code: 51CA13R0 • Buckle Assembly Replacement • Repair Time: 0.4 M/H	TSB
Recall Campaign VIN Lists by Dealer	Full assigned VIN lists available via WebDCS: “Uncompleted Campaign VIN List”, and ServiceSmarts Online. <b><u>Utilize your VIN list to calculate the impact and potential increase in customers coming to your dealership’s service department.</u></b>	
Parts Shipments	Initial shipments of buckle covers were shipped on 7/31 based on expected campaign volume by dealer. Additional buckle covers can be ordered following the standard parts ordering procedure. An initial shipment of the buckle assembly will arrive soon, and additional parts can be ordered with the VIN that requires the part.	<b>Cover PN:</b> 88846-C2000-TRYQH (black), 88846-C2000-PPBQH (beige) <b>Assembly PN:</b> 88840-C2000-TRYQH (black), 88840-C2000-PPBQH (beige)
Parts Returns & Restrictions	Campaign parts are non-returnable.	
Rental Car Reimbursement	Rental car costs for usage by these owners during the repair will be covered through the warranty claim process with no prior approval required per HMA warranty guidelines.	Warranty Claims Processing Manual (HyundaiDealer.com)

Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>• Appointment Scheduling</li> <li>• Shop Capacity Management</li> <li>• Campaign Integration/ Operation Codes</li> </ul>
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign Questions)	1-855-671-3059	For customers with additional questions or concerns <u>related to campaigns</u>
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

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Key Reference Information	
Name	Source
Car Care Scheduling Tutorials	<ul style="list-style-type: none"><li>HyundaiDealer.com &gt; Service &gt; Dealer Resources &gt; Documents Library &gt; Car Care Scheduling</li></ul>
Service Rental Car Program	HyundaiDealer.com
Hyundai website	<a href="https://hyundaiusa.com/campaign130">https://hyundaiusa.com/campaign130</a>
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>