

Important Recall Campaign Information



Date: July 31, 2015

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

Subject: Recall Campaign 130: 2015 Sonata Seat Belt Buckle

What You Need to KNOW

Hyundai has recently announced, but not yet 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. This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

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 list of affected vehicles are now 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 need to have the recall campaign completed before vehicle delivery.

Dealers will start receiving parts for this recall on Saturday, August 1st, via Fed Ex. These parts are on limited availability and additional parts will be sent out as they become available. The Technical Service Bulletin is planned for release by end of day Friday, July 31st. The final remedy will be contained in this bulletin. Please be ready to receive these parts and announcement of the Recall Campaign Launch.

Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer Notification letters of the campaign are scheduled to be mailed in August, 2015. In the interim, please refer to the Q&A talking points listed below.

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 campaign should not be sold, delivered, test-driven or provided as a service rental until the recall is completed.**
- Plan to receive the TSB on Friday 7/31, and the recall parts via Fed Ex on Saturday.
- Refer to the Q&A to answer customer questions in the interim.

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

Hyundai Motor America

Q&A

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: How long will it take for the recall service?

A: The time to perform the actual repair is expected to be less than 1 hour, and we recommend scheduling a service appointment after receiving notification to minimize inconvenience.

Q: When will owners be notified?

A: Owners will be mailed notification letters beginning in the third quarter of 2015, before August 21, 2015.

Q: Is my car safe to drive?

A: Yes. However, if front passenger seat belt does not buckle, customers should seek service at their authorized Hyundai dealer as soon as possible. This condition does not result in partial latching of the belt, and does not affect the driver or rear passenger seat belt buckles.

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

A: If you own an affected vehicle, you will receive written notification of the recall by first class mail. 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.

Q: Are other Hyundai models affected?

A: No.

Important Recall Campaign Information



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"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
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

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