

Important Recall Information



Date: March 16, 2017

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

Subject: Recall 160: Sonata YF and Sonata YF HEV Seat Belt Anchor (Interim Communication)

What You Need to Know

Hyundai has announced, but not yet launched, a recall to verify the connection between the front seat belt linkage and the seat belt anchor pretensioner connectors on model year 2011-2014 Sonatas and model year 2011-2015 Sonata Hybrids.

We are currently making preparations so that the applicable VINs are identified in WebDCS. Updated communication will be sent when the VINs and the Technical Service Bulletin are available.

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

Affected Vehicles

All 2011-2014 Sonata (YF) and 2011-2015 Sonata Hybrid (YFE) vehicles are affected.

Description

The front seat belt assembly incorporates a seat belt anchor pretensioner fastened to the vehicle's inner sill structure. During vehicle assembly, the anchor pretensioner is fastened to the sill prior to being connected to the seat belt linkage. If, during vehicle assembly, the connector does not fully latch when the linkage is pressed onto the connector, the seat belt can detach from the anchor pretensioner.

Service Action

- For any customers that are currently experiencing a concern related to their front seat belt, please place the customer in a Service Rental Car (SRC) and await further instructions when the remedy is available.
- Refer to the below Customer FAQ.

Customer Notification

Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for inspection or repair. Customer notification letters of the recall are scheduled to be mailed beginning in April, 2017.

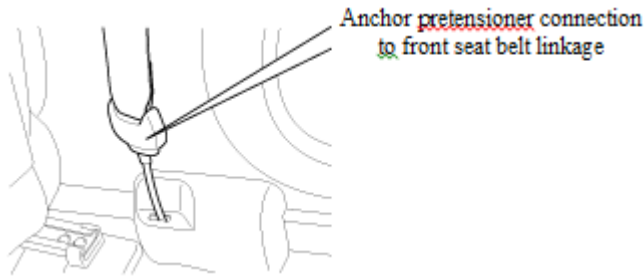
Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

Customer FAQ

Q1: What is the issue?

A1: The front seat belt assembly in the Hyundai Sonata incorporates a seat belt anchor pretensioner fastened to the vehicle's inner sill structure. During vehicle assembly, the anchor pretensioner is fastened to the sill prior to being connected to the seat belt linkage. If, during vehicle assembly, the connector does not fully latch when the linkage is pressed onto the connector, the seat belt can detach from the anchor pretensioner.



If the seat belt linkage detaches from the anchor pretensioner in a collision, the risk of injury to the occupant is increased.

Q2: Can the recall service be performed now? (Prior to receiving notice)

A2: Customers will receive written notification of the recall by first class mail. Customers can also schedule a service appointment prior to receiving the notice. If a customer is currently experiencing an issue with their front seat belt, they should contact their authorized Hyundai dealer immediately to arrange for transportation of their vehicle to the dealer for repair.

Q3: When will owners be notified?

A3: Owners will be mailed notification letters beginning in April, 2017.

| Key Contact Information | | |
|--|-------------------------------------|--|
| Dealer Support | Contact Information | Description |
| Techline | 1-800-325-6604 | Vehicle Technical Support for Hyundai Dealer Technicians |
| WarrantyHELPREP Line | 1-877-446-2922 | Warranty Claim questions for Hyundai Dealers |
| Warranty Prior Approval (PA) Center | 1-844-371-3808 | Warranty Prior Approval (PA) Center 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 / Shop Capacity Management / Campaign Integration / Operation Codes |
| Customer Support | Contact Information | Description |
| Hyundai Customer Care Center (Recall/Campaign Questions) | 1-855-671-3059 | Customer questions or concerns related to <u>recall or service campaigns</u> |
| Hyundai Customer Care Center (General Questions) | 1-800-633-5151 | Customers general questions, <u>non-campaign related</u> |
| Hyundai Roadside Assistance | 1-800-243-7766 | Hyundai Roadside Assistance |

| Key Reference Information | |
|---|---|
| Name | Source |
| Campaign Central | Consolidated repository of recall and service campaign info. Located on the service homepage in www.HyundaiDealer.com |
| Car Care Scheduling (Xtime) - Tutorials | www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | <ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" |
| Service Rental Car (SRC) Program | www.HyundaiDealer.com > Service tab |
| NHTSA Website | www.safercar.gov |