

Important Recall Information



Date: March 21, 2017

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

Subject: Recall 160: Sonata YF and Sonata YF HEV Seat Belt Anchor (TSB #17-01-025)

Affected Vehicles

Hyundai has 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.

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

- The Technical Service Bulletin (TSB) #17-01-025 was published 03/21/17, and describes the service procedure to verify the connection between the seat belt linkage and the anchor pretensioner's cable connector for both front seat belts.
- Affected VINs are posted on WebDCS> Service Tab> Uncompleted Campaign VIN Listing –Retailed. Dealers may use owner information provided for the purpose of conducting and performing this recall campaign, and for no other purpose.
- 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.

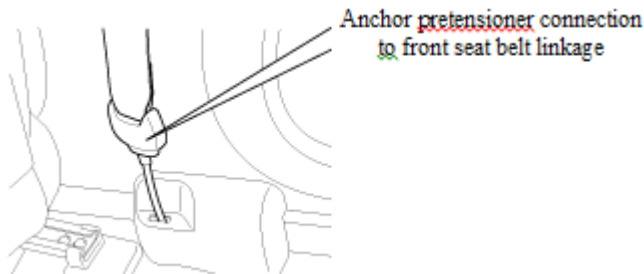
Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

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

A2: Hyundai will notify all owners of affected vehicles by first class mail to return to their Hyundai dealer to verify the connection between the seat belt linkage and the anchor pretensioner's cable connector for both front seat belts.

Q3: Should customers have their Sonata inspected at their local dealer to make sure the cars are safe?

A3: Yes. This is a simple inspection that can be performed in the dealer's service drive in less than 15 minutes. Customers will receive written notification of the recall by first class mail.

Q4: When will owners be notified?

A4: Owners will be mailed notification letters beginning in April, 2017.

Q5: Can the recall service be performed now? (prior to receiving notice)

A5: Yes. Customers can contact their local Hyundai dealer to schedule a service appointment.

Important Recall Information



Key Contact Information		
Dealer Support	Contact Information	Description
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
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 Recall /Campaign Website	www.hyundaiusa.com/campaign160	Updated information related to the specific recall or service campaign
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 tab 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"
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	www.HyundaiDealer.com > Service tab
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign160
NHTSA Website	www.safercar.gov