

Important Recall 169 Information



Date: November 08, 2017

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

Subject: Recall 169: Sonata YF and Sonata YF HEV Seat Belt Anchor Pretensioner (TSB #17-01-061)

Affected Vehicles

Hyundai has launched a voluntary safety recall in the United States to install warning labels to the anchor pretensioner connection points in certain model year 2011-2014 Sonatas and model year 2011-2015 Sonata Hybrids.

Description

In March of 2017 Hyundai decided to conduct a voluntary safety recall (Recall 160) in the United States to verify the connection between the front seat belt linkage and the seat belt anchor pretensioner connectors on model year 2011-2014 Sonatas manufactured by Hyundai Motor Manufacturing Alabama and model year 2011-2015 Sonata Hybrids manufactured by Hyundai Motor Company. In August 2017 Hyundai decided to amend this voluntary recall by including the installation of warning labels to the anchor pretensioner connection points. Hyundai is initiating this action to emphasize and clarify the importance of a properly connected anchor pretensioner.

Parts

- 1 role of 1,000 warning labels was shipped to each dealer for Recall 160 on 10/30/17. The same labels are also applicable for Recall 169. Additional parts can be ordered by following the Campaign Parts Management (CPM) parts ordering process in WebDCS.

Service Action

- Check the Vehicle Information screen in WebDCS for open recalls whenever a vehicle is in your dealership.
- Vehicles shown as affected by:
 - Recall 160: Vehicles previously affected by Recall 160 that have not yet been completed as of the date of this notice will show as Recall 160. The updated Technical Service Bulletin (TSB) #17-01-025-01 was published 10/27/17, 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, **and to install the warning labels to the anchor pretensioner connection points.**
 - Recall 169: Vehicles previously affected by Recall 160, that had the procedure completed as of the date of this notice will now show as Recall 169. These vehicles will need to come back to the dealership to have warning labels installed to the anchor pretensioner connection points. Technical Service Bulletin (TSB) #17-01-061 was published on 11/08/17 and describes the service procedure.
- Dealers should perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.
- Refer to the below Customer FAQ.

Customer Notification

Hyundai will notify all owners of the vehicles affected by Recall 169 to return their vehicles to their Hyundai dealers for inspection. Customer notification letters of the recall are scheduled to be mailed beginning in November, 2017.

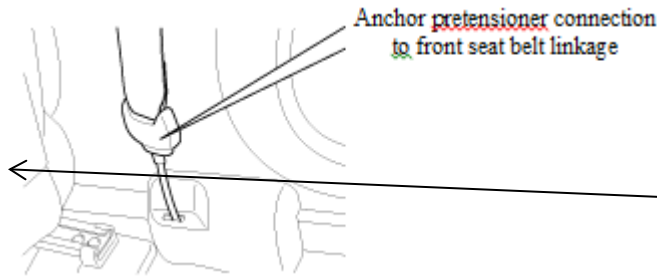
Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

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 or vehicle servicing/repairing 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. During this verification a warning label will be applied to the anchor pretensioner latch housing.

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 November, 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 169 Information



| Key Contact Information | | |
|--|--|---|
| Dealer Support | Contact Information | Description |
| Parts | HyundaiPartsHotline@MobisUSA.com 1-800-545-4515 | Parts ordering hotline |
| 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/campaign169 | 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, CPO, SRC and Retailed. |
| Recall Campaign Website | www.hyundaiusa.com/recall www.hyundaiusa.com/campaign169 |
| NHTSA Website | www.safercar.gov |