

# Important Recall 169 Information



Date: October 23, 2017

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

Subject: Recall 169: Sonata YF and Sonata YF HEV Seat Belt Anchor Pretensioner Warning Label  
(Remedy Not Yet Available)

## Affected Vehicles

Hyundai has announced, but not yet 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

- Warning labels will be shipped to each dealer at a later date. Additional details will be provided when the recall remedy is available.

## Service Action

- We are currently making preparations to implement the recall remedy. A Technical Service Bulletin (TSB) will be provided when the remedy is available.
- Vehicles shown as affected by:
  - Recall 160: Follow the existing service procedure outlined in the Recall 160 Technical Service Bulletin.
  - 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. We are currently making preparations to implement the recall remedy. A Technical Service Bulletin (TSB) will be provided when the remedy is available.
- Refer to the below Customer FAQ.

## Customer Notification

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

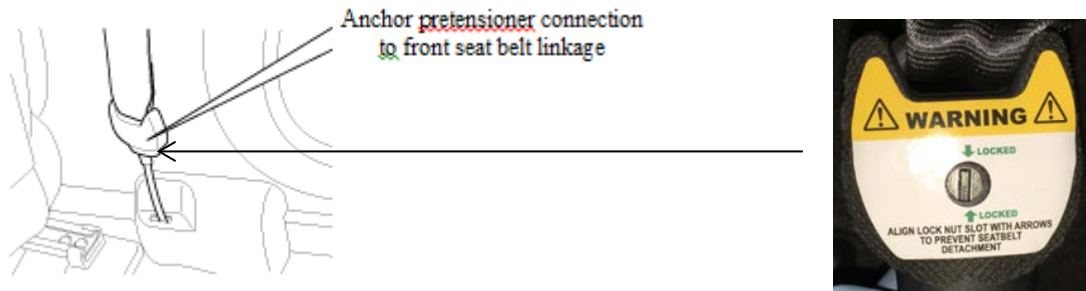
Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

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. If during vehicle assembly or service/repair, 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:** In March of 2017 Hyundai notified you that a Hyundai dealer will verify the connection between the seat belt linkage and the anchor pretensioner's cable connector for both front seat belts.

Now, in addition to verifying the connection between the seat belt linkage and the anchor pretensioner, a Hyundai dealer will attach a warning label to the anchor pretensioner latch housings on both front seat belts.

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

**A3:** We are currently making preparations to implement the recall remedy. Owners will be mailed notification letters beginning in November, 2017.

# 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"> <li>• Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
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	<a href="http://www.hyundaiusa.com/campaign169">www.hyundaiusa.com/campaign169</a>	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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a> <a href="http://www.hyundaiusa.com/campaign169">www.hyundaiusa.com/campaign169</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>