

Recall 192 Dealer Best Practice

Date: May 18, 2020

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

Subject: Recall 192: 16MY Hyundai Genesis Coupe (BK) Driver Side Airbag (“DAB”) Module (TSB #20-01-023H) v2

Updates To This Document	Date
<ul style="list-style-type: none"> Remedy Now Available: Recall 192: 16MY Hyundai Genesis Coupe (BK) Driver Side Airbag (“DAB”) Module TSB #20-01-023H 	05/18/20

***** Retail Vehicles *****

Dealers must perform this Recall Campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a safety recall in the United States to repair the Driver-side Air Bag (“DAB”) module mounting bolts in certain 2016MY Genesis Coupe (BK) vehicles produced from March 7, 2016 through June 10, 2016 by Hyundai Motor Company (“HMC”).

The affected vehicles include:

- Certain 2016MY Genesis Coupe (BK) vehicles produced from March 7, 2016 through June 10, 2016 by Hyundai Motor Company (“HMC”)

Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the continued satisfaction of Hyundai customers.

Description

Certain Genesis Coupe vehicles are equipped with the driver airbag whose mounting bolts, which secures the driver airbag to the horn sub-assembly, may have been installed with insufficient torque during assembly. If insufficient torque was applied to the mounting bolts, the airbag may potentially detach from the steering wheel, increasing the risk of injury during a crash.

The TSB describes the procedure to verify the torque for the mounting bolts and retighten if necessary.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Be prepared to provide customers with transportation options such as a comparable SRC, alternative vehicle, shuttle or rideshare.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer’s signature next to the statement.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Ensure a clean set of gloves are worn prior to starting the procedure.



- **WARNING:** Make sure to review the warning message in Step 3 (Page 3) of the TSB.



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

Please review the tools and equipment required on the TSB.

Customer Notification

This recall has been posted with NHTSA. Hyundai will begin mailing owner notifications beginning in late June 2020.

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

Hyundai Motor America



FAQs

Q1: What is the issue?

A1: The mounting bolts securing the driver-side air bag (“DAB”) to the horn sub-assembly in the subject vehicles may have been installed with insufficient torque during assembly increasing the risk of air bag detachment from the steering wheel.

Q2: What are the affected vehicles?

A2: Approximately 1,295 model year 2016 Hyundai Genesis Coupe vehicles produced between March 7, 2016 and June 10, 2016 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

Q3: What is the safety concern?

A3: A detached frontal air bag could increase the risk of injury during a crash.

Q4: Have there been any accidents or injuries?

A4: Hyundai is not aware of any accidents, deployments, or injuries related to this condition in the U.S. market.

Q5: What will be done during the recall service at the dealer?

A5: Hyundai plans to notify owners to return their vehicles to a Hyundai dealer to have the torque for the DAB sub-assembly mounting bolts verified and, if necessary, retightened. The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late June 2020.



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 HELPREPLine	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
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	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 recall or service campaigns
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	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 dealer best practices. 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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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 > SRC Fleet Mgmt Software
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 (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall
NHTSA Website	www.safercar.gov



Appendix

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none">Initial Communications: Recall 192: 16MY Hyundai Genesis Coupe (BK) Driver Side Airbag ("DAB") Module - Remedy Not Yet Available v1	05/08/20