

573 Defect Information Report for Recall 192

Attachment A

Chronology of events leading up to the defect decision:

- In October 2018, HMA received a field report indicating a condition of noise/vibration in the frontal DAB on a model year 2016 Genesis Coupe vehicle. The report indicated that the bolts securing the DAB to the horn sub-assembly were in a loosened state leading to vibration and subsequent noise. HMA conducted a search of similar reports on current generation Genesis Coupe vehicles. No similar reports were found; therefore, HMA began active monitoring of field information for additional incidents.
- In January 2020, HMA received its second report of noise/vibration in the frontal DAB on a model year 2016 Genesis Coupe vehicle. HMA conducted an analysis of model year 2013-2016 Genesis Coupe air bag warranty claims and identified an increasing trend of similar reports involving model year 2016 vehicles. The majority of claims alleged noise/vibration as the detected condition. A small number of claims reported separation of the DAB from the horn sub-assembly in absence of an air bag deployment. A closer examination of the warranty claim frequency identified a spike of claims occurring on vehicles produced from March 2016 to June 2016, 2020. HMA immediately reported their findings to HMC and issued a Quality Information Report (“QIR”) to prompt a full investigation.
- HMC conducted their own investigation with the Tier I supplier and found that the Tier II assembly process of mounting the DAB to the horn sub-assembly was relocated to a manual process by the Tier II supplier in early 2016. The manual assembly process used a pneumatic tool that did not have sufficient compressed air to apply the correct amount of dynamic torque to the DAB mounting bolts, resulting in the loosened state and subsequent noise/vibration reported by customers. HMC concluded that the supplier’s production records correlated with the vehicle build range identified in the warranty claim spike and reported their findings to all distributors of affected Hyundai vehicles on April 24, 2020. Based on this information, on April 28, 2020, HMA convened its North American Decision Authority and decided to conduct a voluntary safety recall to address vehicles affected in the U.S. market.
- As of today’s date, HMA is not aware of any confirmed crashes, deployments, or injuries attributed to this condition.