

# Recall 229: Seat Belt Pretensioner – Remedy Not Available - Dealer Best Practice

## May 20, 2022

Updates to this Document	Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>	05/20/2022

**As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also 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.**

### Description of Campaign:

Hyundai is initiating recall campaign 229, a safety recall to address a condition involving the seat belt pretensioner in certain Hyundai vehicles previously involved in Recalls 211, 219, 220, and 223. This campaign specifically addresses previously recalled Hyundai Elantra, Elantra Hybrid and Accent vehicles with a formal remedy based on Hyundai’s analysis of parts recovered through the prior recalls. A specific root cause has not yet been determined. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

The subject vehicles are equipped with driver/passenger pyrotechnic-type seat belt pretensioners that may deploy abnormally during a crash. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

### Affected Vehicles:

- Certain 2021-23MY Elantra (CN7/CN7a) vehicles produced from 09/12/2020 - 05/22/2022 by Hyundai Motor Company (“HMC”) and Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S.
  - Certain 2021-22MY Elantra Hybrid (CN7 HEV) vehicles produced from 12/15/2020 – 05/09/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S.
  - Certain 2019-22MY Accent (HC) vehicles produced from 04/22/2019 – 05/22/2022 by Kia Motors Mexico (“KMX”) for sale in the U.S.
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are vehicles currently in dealer stock.

### Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready.

**Recommended Alternative Transportation:** It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy.

### Best Practice Checklist:



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No



## [Additional Training & Resources](#)

### [Hyundai Learning Portal](#)

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

### [Warranty](#)

Warranty information will be updated once remedy has been released by HMA.

### [Parts](#)

Parts, if applicable, will be provided once a remedy has been released by HMA.

## [Customer Notification](#)

As of 05/18/2022, NHTSA has been notified of this recall. Owners are expected to be notified in July 2022.

### [Customer FAQs:](#)

#### [Q1: What is the issue?](#)

**A1:** The subject vehicles are equipped with driver/passenger pyrotechnic-type seat belt pretensioners that may deploy abnormally during a crash.

#### [Q2: What is the safety concern?](#)

**A2:** An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

#### [Q3: Have there been any accidents or injuries?](#)

**A3:** As of 05/18/22, Hyundai is only aware of three crash events resulting in injuries (two incidents in U.S. and one in Singapore).

#### [Q4: What will be done during this recall service at the dealer?](#)

**A4:** Once an official remedy is available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

#### [Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?](#)

**A5:** Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

#### [Q6: Will this recall supersede previous recalls 211, 219, 220, and 223 for the seat belt pretensioner?](#)

**A6:** Yes, Recall 229 will supersede the previous recalls 219, 220, and 223 for the seat belt pretensioner. Recall 211 will remain open for vehicles not included in Recall 229.

## [Contact Reference](#)

Please see the following page for commonly referred to contacts.

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



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	PA@hmausa.com	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>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	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
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b><u>recall or service campaigns</u></b>
<b>Hyundai Recall /Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. 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>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
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 (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	