

# Recall 238: Seat Belt Pretensioner – Remedy Available - Dealer Best Practice

November 22, 2022

## Updates to this Document

- **Remedy available: Install Anti-Separation Caps on Front Seat Belt Pretensioners (22-01-088H)**



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY  
UNTIL ALL OPEN RECALLS ARE PERFORMED.**



**Important:** 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.

**A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.**

## Recall Description:

The front driver’s and/or passenger-side seat belt pretensioners in certain 2021-2022MY Santa Fe Hybrid & 2022MY Santa Fe Plug-in (PHEV) vehicles were installed containing pyrotechnic-type 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. The potential for this condition is dependent on vehicle characteristics, pretensioner load limiter specification, airbag control unit logic, crash duration and severity.

## Affected Vehicles:

- Certain 2021-2022MY Santa Fe Hybrid (TM HEV) vehicles produced from 12/18/2020 - 07/26/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.
- Certain 2022MY Santa Fe Plug-in Hybrid (TM PHEV) produced from 05/13/2021 - 07/21/2022 by Hyundai Motor Company ("HMC") 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 some new vehicles currently in dealer stock.**

## Remedy Information:

Install front seat belt pretensioner anti-separation protection caps.

- **Labor time:** 0.7 M/H
- **Recommended technician training level:** Hyundai Certified Technician (or above) that has one (1) or more years of experience repairing Hyundai vehicles

**Recommended Alternative Transportation:** A Service Rental Car (SRC) should be provided if the customer does not feel safe operating their vehicle until the remedy has been performed.

## Customer Talk Tracks

“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open recall. The recall states that in the event of a crash, abnormal deployment of the front seat belt pretensioner could cause metal fragments to enter the vehicle occupant compartment, resulting in potential injury to occupants. Hyundai is conducting this action to ensure the safety of its vehicles.

During your visit today we will install an anti-separation protection caps on your front seatbelt pretensioner. May we proceed with completion of the recall during today’s visit?”

## Best Practice Checklist



**Reservation:** Did you check **WebDCS** for additional campaigns or recalls and review the customers repair history for additional needs?

- Yes
- No



**Reservation:** Is the pretensioner cap kit (**88820-AACAPQQH**) in stock?

- Yes – Schedule an appointment to have the recall completed along with any additional requests or needs.
- No – Order protection cap kit and schedule an appointment based on parts availability.



**Readiness:** Has a protection kit been allocated to the customer's vehicle prior to their appointment?

- Yes
- No



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

- Yes
- No



**Reception:** Did you review the customer's repair history and verify that a pre-tensioner cap kit has been allocated to the customer?

- Yes
- No



**Reception:** Did you provide the customer with a repair promise time and an expectation for a status update?

- Yes
- No



**Repair:** Is the Hyundai Certified Technician (or above) that has one (1) or more years of experience repairing Hyundai vehicles?

- Yes
- No



**Repair:** Did you provide the customer with an eMPI, review the results, and provide an updated promise time?

- Yes
- No



**Repair:** Were **STUI** pictures taken of the installed caps on the driver & passenger sides with the last 6 digits of the VIN and date of repair per **TSB 22-01-088H**?

- Yes
- No



**Return:** Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

**Parts Information:**

PART NAME	PART NUMBER / FIGURE			REMARKS
KIT	CAP A (2EA)	CAP B (2EA)	SCREW (9EA)	One screw is extra.
	88820-AACAPQQH			

**Warranty Information:**

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE	CAUSE
Santa Fe Hybrid / Plug-in (TM HEV/PHEV)	21D147R0	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (BOTH LH AND RH)	0.7 M/H	88820-AACAPQQH	114	ZZ3

**NOTE 1:** Submit Claim on Campaign Claim Entry Screen

**NOTE 2:** If a part that is not covered by this recall is in need of replacement while performing this recall, and the affected part is still under warranty, please submit a separate claim using the same repair order. If the affected part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.

**NOTE 3:** The labor op includes the time to mark all 4 screws with paint and to take STUI pictures of the pretensioner with the caps installed.

**NOTE 4:** All claims must have STUI pictures uploaded. Claims with illegible, incomplete, missing, or incorrect STUI pictures are subject to debit.

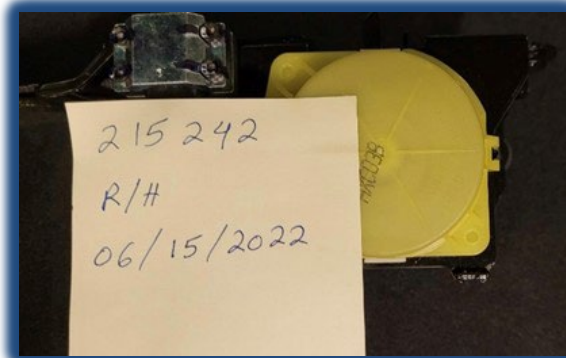
**STUI Picture Requirement:**



Ensure STUI photos of the installed protection with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 22-01-088H.**

**STUI pictures that do not have the last 6 digits of the VIN, date of repair, and installed protection caps are not acceptable.**

**Acceptable STUI photos of the installed protection caps on the driver (LH) & passenger (RH) sides marked with paint:**





## **Customer FAQ:**

### **Q1: What is the issue & safety concern?**

**A1:** The front driver's and/or passenger-side seat belt pretensioners in the subject vehicles were installed containing pyrotechnic-type 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. The potential for this condition is dependent on vehicle characteristics, pretensioner load limiter specification, airbag control unit logic, crash duration and severity.

### **Q2: What are the affected vehicles?**

**A2:** 1) Certain 2021-22MY Santa Fe Hybrid (TM HEV) vehicles produced from 12/18/2020 - 07/26/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.

2) Certain 2022MY Santa Fe Plug-in Hybrid (TM PHEV) produced from 05/13/2021 - 07/21/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.

### **Q3: Have there been any accidents or injuries?**

**A3:** As of the date of this filing (10/31/22), Hyundai is not aware of any abnormal pretensioner deployment incident on Santa Fe Hybrid/Plug-in (TM HEV/PHEV) vehicles, including fatalities, injuries, crashes, and fires globally.

### **Q4: Stop Sale?**

**A4: Dealer:** A dealer "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at dealers. The stop sale commenced with the filing of the 573 to NHTSA. **Port:** A "hold" has been issued for all vehicles located at ports.

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

**A5:** The dealership will install anti-separation protection caps on the front seat belt tensioners for the driver and passenger sides. 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.

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: When will owners be notified?**

**A6:** Owners will be notified by mail beginning in late December 2022.

## **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>recall or service campaigns</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>	



## Appendix

Historical Reference	Date
• No remedy available	11/01/2022
• Remedy available: Install Anti-Separation Caps on Front Seat Belt Pretensioners (22-01-084H)	11/22/2022