



Recall 011G: FRONT SEAT BELT PRETENSIONER – Remedy Available – Retailer Best Practice

November 18, 2022

Updates to this Document	Date
• Remedy Available (TSB 22-01-087G)	11/18/2022



★ 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.

Access the "Vehicle Information" screen (VIS) via WEBDCS to identify open recalls.

A dealer "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at retailers.

Recall Description:

The front seat belt pretensioner may deploy abnormally in the vehicles described below, causing the MGG (Micro Gas Generator) to detach from the assembly. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

Applicable Vehicles:

- Certain 2023MY Genesis G80 (RG3 EV) Electrified vehicles produced between 02/23/2021 through 08/13/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.
- **For this recall, please note that there are new vehicles currently in dealer stock.**

Remedy Information:

Install front seat belt pretensioner anti-separation protection caps.

- **Estimated Repair Time:** 0.7M/H
- **Recommended Technician Training Level:** **Certified Genesis Service Technician**
 - With one (1) or more years of experience repairing Genesis vehicles
- A QR code & link to a video in the TSB bulletin visually illustrates the repair installing the caps. It will be found on the TSB bulletin 22-01-087G or latest version on [Hyundaidealer.com](https://hyundaidealer.com).

Recommended Alternative Transportation:

Retailer should offer service valet to all customers and if the customer does not feel safe operating their vehicle until the remedy has been performed. Service Valet is available to the original owner for 3/36.



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 and a remedy is now available. The recall states that in the event of a crash, an abnormal deployment of the pyrotechnic pretensioner could cause metal fragments to enter the vehicle occupant compartment, resulting in potential injury to vehicle occupants.

Do you have time for us to address this during your visit today?

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



Readiness:

Are protection caps in stock to complete this campaign?

- ☐ Yes – Provide customer with ETA
- ☐ **No – Contact parts and get ETA**



Reception:

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- ☐ Yes
- ☐ No

Did you offer the customer Alternative Transportation?

- ☐ 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 22-01-087G**?

- ☐ Yes
- ☐ No

Repair: Is the **technician certified (or above)** that has one (1) or more years of experience repairing Genesis vehicles?

- ☐ Yes
- ☐ No



Return:




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

- ☐ Yes
- ☐ No



Parts Information:

This part is under no restriction.

PART NAME		PART NUMBER		REMARK
Kit	 CAP A (1EA)	 CAP B (1EA)	 BOLTS (5EA)	Order quantity of 2, two bolts will be extra.
	888HC-AACAPQQH			

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G80 EV (RG3 EV)	21D148R2	FRONT SEAT BELT PRETENSIONER PROTECTION CAP INSTALLATION (BOTH LH AND RH)	0.7 M/H	888HC- AACAPQ QH	I14	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 pretensioners 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 22-01-087G.**

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?

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: Certain 2023 model year Genesis G80 Electrified vehicles produced on 2/23/2022 through 8/13/2022 by Hyundai Motor Company ("HMC") for sale in the U.S.

Q3: What is the safety concern?

A3: An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (10/31/22), Hyundai/Genesis is not aware of any abnormal pretensioner deployment incidents on G80 EV vehicles, including fatalities, injuries, crashes and fires globally.

Q5: Stop Sale?

A5: Dealer: A dealer "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at retailers. The stop sale commenced with the filing of the 573 to NHTSA.

Port: A "hold" has been issued for all vehicles located at ports.

Q6: What will be done during the recall service at the retailer?

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Genesis retailer to have the seat belt pretensioner's micro gas generator and delivery pipe secured with a cap to prevent potential abnormal deployment. This remedy will be offered at no



cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Genesis's New Vehicle Limited Warranty.

Genesis 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.

Q7: When will owners be notified?

A7: Owners will be notified via mail beginning in late December 2022 or sooner.

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 Genesis customers.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	1-844-436-6455 www.GenesisDealerUSA.com Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELP Line	1-877-446-2922 warranty@gma.com	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 pa@gma.com	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	Support@xtime.com / 1-866-984-6355 support@autoloop.com / 1-877-850-2010	Assistance with SLT Appointment: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customercare@genesismotorsusa.com	For Genesis Customer Care, Connected Services and Roadside Assistance
Genesis Recall /Campaign Website	www.genesis.com/us/recall	Updated information for customers related to recall and service campaigns
Genesis Roadside Assistance	1-844-340-9742	Genesis 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
Service Valet Appointment Scheduling	www.GenesisdealerUSA.com > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK"
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.GenesisdealerUSA.com > Resources > Documents Library > Parts > Campaign Parts Management
Courtesy Vehicle (CVP) Program	www.GenesisdealerUSA.com > Service tab > CVP Fleet Management
Technical Service Bulletin (TSB)	www.GenesisdealerUSA.com > Service tab > 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.genesis.com/us/recall
NHTSA Website	www.safercar.gov



Appendix

History		Date
• Remedy Available (TSB 22-01-087G)		11/18/2022
• Remedy Not Available		10/28/2022