



## Recall 013G: Seat Belt Pretensioner – Remedy Not Available – Retailer Best Practice

March 29, 2023

Document Topic	Date
• Remedy Not Available	03/29/2023



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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

### Recall Description:

The subject vehicles are equipped with frontal/rear pyrotechnic-type seat belt pretensioners that could deploy abnormally in certain crashes due to over-pressurization of the pretensioner pipe. An abnormal pyrotechnic pretensioner deployment could increase the risk of injury to vehicle occupants depending on specific vehicle characteristics such as pretensioner load limiter specification, airbag control unit logic, crash duration/severity, and micro-gas generator orientation.

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### Applicable Vehicles:

- Certain 2023MY Genesis G90 vehicles produced from 04/21/2022 – 02/21/2023

### Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release.

Training recommendations, if applicable, will also be made available when the remedy is ready.

### Recommended Alternative Transportation:

Retailer should offer service valet to all customers and if 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. The customer could also get a loaner (CVP) if a recall/warranty repair(s) is needed beyond 3/36 (Service Valet benefit has expired for original owner).



## **Additional Training & Resources:**

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

## **Parts**

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

## **Warranty**

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

## **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 without an available remedy. The recall states that in the event of a crash, an abnormal deployment of the pyrotechnic pretensioner could increase the risk of injury to vehicle occupants.

Once a remedy is available, Genesis will notify you via First Class mail advising you to bring your vehicle to a Genesis retailer to have it applied at no cost to you.

If you experience any concern(s) related to the seat belt pretensioner of your vehicle on the front (driver/passenger) or rear (back of driver seat/back of passenger seat) of the vehicle, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a remedy has been applied.”

## **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

## **Customer FAQ:**

### **Q1: What is the issue?**

**A1:** The subject vehicles are equipped with frontal/rear pyrotechnic-type seat belt pretensioners that could deploy abnormally in certain crashes due to over-pressurization of the pretensioner pipe.

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

**A2:** The subject vehicles include:

- Certain 2023MY Genesis G90 vehicles produced from April 21, 2022 through February 21, 2023 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

### **Q3: What is the safety concern?**



**A3:** An abnormal pyrotechnic pretensioner deployment could increase the risk of injury to vehicle occupants depending on specific vehicle characteristics such as pretensioner load limiter specification, airbag control unit logic, crash duration/severity, and micro-gas generator orientation.

**Q4: Have there been any accidents or injuries?**

**A4:** As of the date of this filing, Hyundai/Genesis is not aware of any abnormal pretensioner deployment incidents on the subject Genesis 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 dealers.

**Port:** A “hold” has been issued for all vehicles located at ports.

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

**A6:** 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 Genesis retailer to have the remedy completed free of charge, 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 First Class Mail in late May 2023.

**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.



GENESIS

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