



Safety Recall 015G: Front Passenger Seat Belt Replacement – Retailer Best Practice

September 11, 2023

Document Topic	Date
• Remedy Available - Technical Service Bulletin (TSB) 23-01-077G published	09/11/2023



IMPORTANT: As required by federal law, retailers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Retailers 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

Some 2023MY GV60 (JW1) vehicles may exhibit a condition where the front passenger seat belt does not pull out normally after being pulled out and retracted. This may be due to improper assembly of the Auto Locking Retractor (ALR) in the front passenger seat belt. Follow the steps in this recall procedure to replace the front passenger seat belt.

Applicable Vehicles (Certain):

- 2023MY GV60 (JW1) produced from 11/05/2022 – 3/31/2023

Remedy Information

Please refer to the recall procedure outlined in **TSB 23-01-077G** to (or latest version) to replace the front passenger seat belt assembly with revised parts.

- **Recommended Technician Training Level:** Genesis Certified Technician (or above) with one (1) or more years of experience repairing Genesis vehicles.
- This recall campaign can **only be performed by EV Certified Genesis Retailers**.

Other Notes/Recommendations

- If a guest walks in to the retailer with no appointment scheduled, it is recommended for the retailer to down the vehicle and offer alternative transportation to the guest while part(s) are ordered.
- Parts replacement is 100% - Vehicle should not be dismantled and left/tied up in a service bay unattended to while the part is on its way.
- To allow for increased capacity and perform other service work, it is suggested to move the vehicle away from the bay/service area to a lesser trafficked area at the retailer.
- If guest schedules an appointment in advance, order the part ahead of time to prevent delay.

Recommended Alternative Transportation:

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests at the guest’s request.

- Please note that the Service Valet is available to the original owner for 3/36 ONLY.
- A CVP vehicle can be offered if vehicle is within or outside of 3/36.



- A Service Valet or CVP may also be required based on the repair procedure duration/wait and any other additional work on the vehicle that may need to be addressed during the guest’s visit.


Warranty Information:

This recall campaign can only be performed at EV Certified Genesis retailers. If a non-certified EV retailer performs the procedure, the work may not be able to be reimbursed for their service technician’s work.

- This service procedure pays 0.4 M/H for removing and replacing the front passenger seat belt assembly, taking a repair validation photo that new assembly was installed, and uploading to STUI.
- Retailers will be reimbursed on the claim for the replacement seat belt assembly.
- **Photos:** Please refer to **TSB 23-01-077G** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

Parts Information:

- Front Passenger Seat Belt Assemblies (888B0CU500LGW/888B0CU500NNB/88850CU500LGZ)
 - **On Critical Supply Parts (CSP) restriction:** Retailer will require a valid recall 015G VIN to order the part. Due to a limited quantity of parts inventory, this will ensure affected guest vehicles encompassed in this recall receive priority parts allocation. If the restriction is lifted, there will be notification via WEBDCS.
 - Utilize the parts catalog as a reference to find the seat belt’s corresponding part number.
 - Retailers can order the part from their facing PDC through the normal ordering process.
- Please refer to **TSB 23-01-077G** (or latest version) for the latest parts information.

Model	Part Name	Part Number	Figure	Remarks
GV60 (JW1)	Front Passenger Seat Belt	888B0-CU500LGW		Order correct part number according to VIN Refer to the parts catalog for vehicle’s seat belt part number
		888B0-CU500NNB		
		888B0-CU500LGZ		

Customer Talk Tracks:

1. **“If you experience any concern(s) related to the fastening of the front passenger-side seat belt, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a remedy has been applied.”**
2. **For walk-in customer:** “As a courtesy, I checked your vehicle for any open service campaigns or recalls and found that your vehicle has an open recall related to the front passenger-side seat belt assembly. The recall’s procedure calls for replacing the currently front passenger-side seat belt assembly to ensure it functions properly when being pulled out and retracting. We apologize for the inconvenience and will provide this service at no cost to you. If necessary, we would like to offer you a courtesy vehicle or service valet while we perform this recall and any other related work that your vehicle may require.”

Best Practice Checklist:



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

- Yes



No



Readiness: Are the front passenger seat belt assembly parts in stock to complete this recall (whether guest made appointment ahead of time or walked-in)?

- Yes
- No – Please contact Parts Dept. to place an order for the corresponding part for the vehicle. If possible, place order ahead of time if customer has made an appointment in advance.



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

- Yes
- No** - Guest should be given an estimated time of when his/her vehicle is completed so the he/she can plan the rest of their day away from the retailer.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Guest should be offered if they feel uncomfortable in the operation of his/her vehicle prior to the remedy being completed on his/her vehicle. In addition, Courtesy vehicle or Service Valet may be needed based on the recall procedure duration and any other additional work on the vehicle that may need to be addressed during the guest’s visit.



Repair: Did you provide the customer with an eMPI?

- Yes
- No

Does the technician meeting the recommended training requirements (Certified or above with 1 or more years of experience repairing Genesis vehicles) to complete this recall campaign?

- Yes
- No** - Please ensure a technician with the recommendation above completes this repair.

Were the appropriate picture(s) taken as outlined in **TSB 23-01-077G** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer to be paid. See **TSB 23-01-077G** (or latest version) for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



Return: Did you get the guest’s signature on all warranty lines in addition to the final RO?

- Yes
- No

Customer FAQ:

Q1: What is the issue?

A1: The Automatic Locking Retractor (“ALR”) of the front passenger-side seat belts in the subject vehicles can remain locked after initial engagement and full retraction of the seat belt webbing due to an internal interference preventing seat belt extension and fastening.

Q2: What are the affected vehicles?

A2: Certain 2023MY GV60 (JW1) vehicles produced from 11/05/2022 – 03/31/2023

Q3: What is the safety concern?

A3: An inability to fasten the seat belt in an occupied seat poses a failure to comply with Federal Motor Vehicle



Safety Standard (“FMVSS”) number 208, “Occupant Crash Protection,” and FMVSS number 209, “Seat Belt Assemblies,” increasing the risk of injury in a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of filing to NHTSA (08/07/2023), there are no confirmed crashes, fires, or injuries related to this condition.

Q5: Will a Retailer Stop Sale or Port Hold be issued?

A5: Retailer: A dealer (retailer) “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at retailer.

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 inspect and replace front passenger side seat belt, if necessary. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. Additionally, 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.

Q7: When will owners be notified?

A7: Owners will be notified via First Class Mail in late September 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 our Genesis guests.



Key Contact Information		
Retailer 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 HELPLine	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 / OperationCodes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customercare@genesis motorsusa.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 retailer 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 - Technical Service Bulletin (TSB) 23-01-077G published	09/11/2023
• Remedy Not Available	08/07/2023