

## Dealer Notification

### Recall Campaign 298: Front Seat Belt Anchor Retainer Clip Installation (Remedy Available)

May 1, 2026

Document Topic	Date
<ul style="list-style-type: none"> <li>Technical Service Bulletin (TSB) 26-01-042H published on HMA Tech Info</li> </ul>	05/01/2026



**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 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

For certain Santa Fe (MX5A), Santa Fe Hybrid (MX5A HEV), and IONIQ 6 (CE EV) vehicles, the front seat belt may not be properly secured to the seat frame due to a damaged snap-on anchor(s), which could increase the risk of injury to occupants in the event of a crash.

## Applicable Vehicles (Certain)

- 2024-26MY Santa Fe (MX5A) produced 12/28/2023 – 10/20/2025
  - Built by Hyundai Motor Manufacturing Alabama (“HMMA”) – VIN prefix “5NM”
- 2024-26MY Santa Fe Hybrid (MX5A HEV) produced 03/06/2024 – 10/14/2025
  - Built by HMMA – VIN prefix “5NM”
- 2023-25MY IONIQ 6 (CE EV) produced 12/14/2022 – 05/16/2025
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMH”

## Remedy Information

Follow the service procedure outlined in **TSB 26-01-042H** to install reinforcement clips on the snap-on lower seat belt anchors and if necessary, replace the front seat belt.

- Recommended Technician Certification/Requirements:** Hyundai Specialist (or higher)

## Recommended Alternative Transportation


A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer’s visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

## Parts Information

Refer to **TSB 26-01-042H** for applicable parts and latest information.

- All dealers will receive a proactive shipment of the reinforcement clips (stoppers) for the start of the recall. This includes dealers with “New” vehicle inventory. **Parts are expected to arrive starting Saturday, 05/02/26.**
- Inventory Management: Part number **88815-XX000QQH**
  - Campaign Parts Management (CPM): Dealers must submit their corresponding recall campaign claims to ensure minimal interruption when ordering additional parts.
- Please refer to the Recall 298 Parts Bulletin for the latest information, posted on Hyundaidealer.com under**

'Parts' > Documents Library > Reference Materials > Parts Bulletin.

Part Name	Part Number	Figure	Remarks
Stopper (Clip) – S/Belt	88815-XX000QQH		QTY: 2 per vehicle (clips sold in packs of 10)

**Warranty Information**

Per TSB 26-01-042H (or latest version), this service procedure includes:

- 0.3 M/H – front seat belt anchor clip installation (both sides)
- **Digital Documentation:**
  - This TSB includes repair validation photos. Op times include VIN, mileage, and repair validation photo(s) as outlined in the Digital Documentation Policy. Screenshots of the installed retainer clip are required. Additionally, screenshots of the faulty seat belt next to the new seat belt with the retainer clip installed are required if seat belt replacement takes place.

**Sample Customer Talk Tracks**

**1. For Customers on the phone:**

*“I reviewed your vehicle for any open campaigns or recalls and found there is an open recall 298 for which a remedy is available. The recall provides instructions to install reinforcement clips on the seat belt anchors and if necessary, replace the front seat belt. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist you scheduling an appointment for this recall to be completed.”*

**2. For Customers at a dealership in the service lane:**

*“During your visit today, I found there is an open recall 298 for which a remedy is available. The recall provides instructions to install reinforcement clips on the seat belt anchors and if necessary, replace the front seat belt. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist with getting this recall completed on your vehicle recall.”*

**3. For Customers concerned with the performance of their vehicle:**

*“If you experience any concern(s) related to the performance of your vehicle, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle until the remedy is completed, we can offer alternative transportation.”*

**Best Practice Checklist**

- **Reservation:** Has WebDCS been referenced for additional open campaigns or recalls?
  - Yes
  - No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?
  - Yes
  - No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
  - Yes
  - No** – Customers must be consulted and provide approval before proceeding with any repairs on their

vehicle.

- Has the customer been informed of the expected repair duration and a timeframe for status updates?
  - Yes
  - No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
  
- Has the customer been offered alternative transportation?
  - Yes
  - No** - If customers do not feel comfortable operating their vehicle until the remedy is completed, alternative transportation should be offered. Customers should also be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the visit.
  
- **Repair:** Does the Technician meet the recommended training requirements to complete this campaign?
  - Yes
  - No** – Please reference the “Remedy Information” section on page 1 and ensure a qualified technician performs the service procedure.
  
- **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.
  - Yes
  - No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

## **Anticipated FAQs**

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

**A1:** The front seat belt(s) in the subject vehicles may not be sufficiently attached to the seat frame due to a damaged snap-on anchor.

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

**A2:** Affected vehicles include the following:

- Certain 2024-2026MY Santa Fe (MX5A) produced 12/28/2023 – 10/20/2025
  - Built by Hyundai Motor Company (“HMC”)
- Certain 2024-2026MY Santa Fe (MX5A HEV) produced 03/06/2024 – 10/14/2025
  - Built by HMC
- Certain 2023-2025MY IONIQ 6 (CE EV) produced 12/14/2022 – 05/16/2025
  - Built by HMC

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

**A3:** An insufficiently attached seatbelt anchor can increase the risk of injury to occupants during crash.

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

**A4:** As of the filing to NHTSA (04/06/26), Hyundai is aware of six (6) reports in the U.S. alleging the recall condition. There are no incidents, crashes, injuries, fires, or fatalities attributable to this condition in the U.S. or Canada.

### **Q5: Does this campaign apply to dealer stock vehicles?**

**A5:** Yes, dealer stock units are impacted. A dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

### **Q6: What will be done during the recall service once the remedy is available?**

**A6:** All owners of affected vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealer or Genesis retailer, where technicians will inspect, apply a reinforcement remedy to the snap-on lower seat belt anchor or if necessary, replace the seat belt assembly. 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 March 2, 2026.

### **Q7: When will owners be notified?**

**A7:** Owners are planned to be notified via First Class Mail no later than June 5, 2026.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	<a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a> 1-800-545-4515	Parts ordering hotline
Special Service Tools	<a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a> 1-855-763-9199	For ordering SST parts
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELP 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	<a href="mailto:Support@xtime.com">Support@xtime.com</a> 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall / Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall / Campaign Website	<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	1-800-633-5151	Customers general questions, non-campaign related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	<a href="#">Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="#">www.HyundaiDealer.com &gt; Service &gt; Dealer Resources &gt; DocumentsLibrary &gt; Car Care Scheduling</a>	
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, select "Email Communication"</li> <li>4. Slide the toggle to "Advanced"</li> <li>5. Populate as many emails as desired in the "Parts Desk Email Field"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	<a href="#">As applicable; www.HyundaiDealer.com &gt; Parts &gt; Documents Library &gt; Campaign Parts Management</a>	
Service Rental Car (SRC) Program	SRC Documentation: <a href="#">www.HyundaiDealer.com &gt; Service tab &gt; Documents Library &gt; Service Rental Car</a> TSD: <a href="#">www.HyundaiDealer.com &gt; Service tab &gt; SRC Fleet Mgmt Software</a> Insurance: <a href="#">www.HyundaiDealer.com &gt; Service tab &gt; SRC Insurance</a>	
Technical Service Bulletin (TSB)	<a href="#">www.HyundaiDealer.com &gt; Service tab &gt; Hyundai Tech Info</a>	
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

Document Topic	Date
<ul style="list-style-type: none"><li>• Remedy Not Available</li></ul>	04/07/2026