



## **Retailer Notification**

### **Safety Recall 032G: Front Seat Belt Assembly (Remedy Not Available)**

April 07, 2026

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



**IMPORTANT:** As required by federal law, retailers must not deliver new vehicles for sale or for lease to guests until all open recalls have been performed. Retailers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into guest 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 front seat belt(s) in the subject vehicles may not be sufficiently attached to the seat frame due to a damaged snap-on anchor. An insufficiently attached seatbelt anchor can increase the risk of injury to occupants during a crash.

### **Applicable Vehicles (Certain)**

- Certain 2023-26MY G90 (RS4) produced 12/28/2023 – 10/20/2025
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMT”

### **Remedy Information**

The remedy is currently under development, and additional information will be provided once it has been ready for release by GMA.

### **Recommended Alternative Transportation:**

**A Service Valet or CVP 4.0 vehicle may 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.**

- ❖ A Courtesy Vehicle Program (CVP) 4.0 vehicle or Service Valet is expected to be provided to guests.
  - Please note that Service Valet is available to the original/subsequent owner for 3 years/36,000 miles ONLY.
  - A CVP 4.0 Vehicle can be offered with the opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

### **Warranty Information**

Warranty information will be updated once the remedy has been released.



## Parts Information

- Parts information, if applicable, will be provided once a remedy has been released.

## Guest Talk Tracks:

### 1. For Guests on the phone:

*"I reviewed your vehicle for any open campaigns or recalls and found that there is an open recall for which a remedy is not yet available. This recall involves the front seat belt assembly in the subject vehicles, which may not be sufficiently attached to the seat frame due to a damaged snap-on anchor. An insufficiently attached seat belt anchor can increase the risk of injury occupants during a crash. Genesis is conducting this recall to ensure the safety and quality of its vehicles for our customers. Once a remedy becomes available, you will be notified via First Class mail and instructed to bring your vehicle to a Genesis retailer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

### 2. For Guests at a retailer in the service lane:

*"During your visit today, I reviewed your vehicle for any open campaigns or recalls and found there is an open recall for which a remedy is not yet available. This recall involves the front seat belt assembly in the subject vehicles, which may not be sufficiently attached to the seat frame due to a damaged snap-on anchor. An insufficiently attached seat belt anchor can increase the risk of injury occupants during a crash. Hyundai is conducting this recall to ensure the safety and quality of its vehicles for our customers. Once a remedy becomes available, you will be notified via First Class mail and instructed to bring your vehicle to a Hyundai dealer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

### 3. Guest concern with performance of vehicle:

*"If you experience any concern(s) related to the performance of the front seatbelts in your vehicle, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle while the remedy is being developed, 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 & completed by the retailer.

**Reception:** Offer alternative transportation to guests.

- Yes
- No** – If guests do not feel comfortable operating their vehicle prior to the availability of the official remedy, alternative transportation should be offered.. In addition, Courtesy vehicle or Service Valet (if applicable) may be needed based on any other additional work during the guest's visit.

**Return:** Ensure the customer's contact information is up-to-date for follow up conversations regarding remedy status.

- Yes
- No** – Please ensure you have the guest's latest information available so you may reach out to him/her when the remedy is available.



## **Anticipated FAQ:**

### **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 2023-26MY G90 (RS4) produced 12/28/2023 – 10/20/2025
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMT”

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

**A3:** An insufficiently attached seatbelt anchor can increase the risk of injury to occupants during a 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: Will a Retailer Stop Sale or Port Hold be issued?**

**A5:** Yes for both, see below.

- Retailer: A Retailer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at retailers.
- Port: A “hold” has been issued for all involved vehicles located at the ports and vehicles processing centers.

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

**A6:** All owners of affected vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealer, 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.

## **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 <a href="http://www.GenesisDealerUSA.com">www.GenesisDealerUSA.com</a> Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Genesis Special Service Tools (SSTs) Support Special Service Tools Ordering	<a href="mailto:GenesisTools@gma.com">GenesisTools@gma.com</a> 1-855-763-6630 <a href="mailto:GenesisTools@snapon.com">GenesisTools@snapon.com</a>	Questions or feedback on SSTs Ordering tools/equipment
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELPLine	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 customercare@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
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>



## Appendix

Document Topic	Date
<ul style="list-style-type: none"><li data-bbox="159 254 464 283">Remedy Not Available</li></ul>	04/07/2026