

Dealer Notification

Recall Campaign 300: ARC Dual-Stage Airbag Inflator (Remedy Not Available)

May 15, 2026

Document Topic	Date
• Remedy Not Available	05/15/2026

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

The subject dual-stage hybrid airbag inflators provided in specific production lot(s) by the supplier might contain propellant outside of density specifications. Lower-density propellant can cause increased internal inflator pressures, potentially leading to rupture of the inflator during airbag deployment. Hyundai has not confirmed a rupture, but given the increased inflator pressures, Hyundai is conducting this recall out of an abundance of caution and to recover parts for continued investigation. An airbag inflator rupture increases the risk of severe injury or fatality to the driver, passengers, or both.

Applicable Vehicles (Certain)

- 2016MY Elantra GT (GD) produced 04/18/2015 – 08/24/2015
 - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMH”
- 2016MY Elantra (MD) produced 04/21/2015 – 08/21/2015
 - Built by HMC – VIN prefix “KMH”
- 2015-16MY Elantra (UD) produced 10/14/2014 – 05/13/2015
 - Built by Hyundai Motor Manufacturing Alabama (“HMMA”) – VIN prefix “5NP”

Remedy Information

The recall remedy is currently under development, and additional information will be provided once it is made available by Hyundai Motor America (HMA).

Recommended Alternative Transportation

HMA recommends that impacted customers be provided with a Service Rental Car (SRC) during the remedy development phase of this recall. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Warranty Information

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

Parts Information

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

Additional Training & Resources

Applicable training and resources related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Sample Customer Talk Tracks

1. For Customers 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 driver airbag inflators from specific production lots that might contain propellant outside of density specifications, which may produce an airbag inflator rupture that increases the risk of severe injury to occupants. Hyundai is conducting this recall out of an abundance of caution to ensure the safety of its vehicles for Hyundai 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."*

2. For Customers at a dealership 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. Driver airbag inflators from specific production lots that might contain propellant outside of density specifications, which may produce an airbag inflator rupture that increases the risk of severe injury to occupants. . Hyundai is conducting this recall out of an abundance of caution to ensure the safety of its vehicles for Hyundai 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. 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 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 and addressed.

Reception: Offer alternative transportation to customers.

- ☐ Yes
- ☐ **No** – If customers do not feel comfortable operating their vehicle prior to the availability of the official remedy, alternative transportation should be offered.

Return: Ensure the customer's contact information is up-to-date for follow up conversations regarding remedy 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 subject dual-stage hybrid airbag inflators provided in specific production lot(s) by the supplier might contain propellant outside of density specifications. Lower-density propellant can cause increased internal inflator pressures, potentially leading to rupture of the inflator during airbag deployment. Hyundai has not confirmed a rupture, but given the increased inflator pressures, Hyundai is conducting this recall out of an abundance of caution and to recover parts for continued investigation.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2016MY Elantra GT (GD) produced 04/18/2015 – 08/24/2015
 - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMH”
- Certain 2016MY Elantra (MD) produced 04/21/2015 – 08/21/2015
 - Built by HMC – VIN prefix “KMH”
- Certain 2015-16MY Elantra (UD) produced 10/14/2014 – 05/13/2015
 - Built by Hyundai Motor Manufacturing Alabama (“HMMA”) – VIN prefix “5NP”

Q3: What is the safety concern?

A3: An airbag inflator rupture increases the risk of severe injury or fatality to the driver, passengers, or both.

Q4: Have there been any accidents or injuries?

A4: As of the date of the decision to conduct this recall, there are no incidents, crashes, fires, or injuries related to this condition in the U.S. market.

Q5: Will a Dealer or Port Stop Sale be issued?

Dealer: No, as the vehicles being recalled are no longer in production or offered for sale in the U.S.

Port: No. All vehicles are past the port.

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

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicle to a Hyundai dealer for inspection of the inflator serial number and replacement, 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 March 2, 2026.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than July 13, 2026.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Special Service Tools	hyundaitools@snapon.com 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	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	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	www.hyundaiusa.com/recall	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	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails as desired in the "Parts Desk Email Field"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai 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.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	

Appendix

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