

Dealer Notification

Recall Campaign 306: Rear Center Seat Belt Buckle (Remedy Not Available)

July 14, 2026

Document Topic	Date
• Remedy Not Available	07/14/2026



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.**



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 rear center seat belt buckle assemblies in the vehicles listed below may have been manufactured outside of specification, which could adversely affect seat belt performance during a crash. Reduced seat belt performance could increase the risk of injury to vehicle occupants in the event of a crash.

Applicable Vehicles (Certain)

- 2026MY Kona (SX2) 1.6T and 2.0L produced 07/08/2025 – 02/13/2026
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”
- 2025MY Kona Electric (SX2 EV) produced 07/08/2025 – 10/21/2025
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”

Important: Owners may continue to operate their vehicles. However, Hyundai recommends owners to avoid using the rear center (second-row center) seating position until the recall remedy has been completed.

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) (loaner) 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.

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 306 for which a remedy is not yet available. The recall involves the rear center seat belt buckle, which may have been manufactured outside of specification, which may adversely affect seat belt performance during a crash. Reduced seat belt performance could increase risk of injury to occupants in the event of a crash. 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 remedy completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer you a loaner vehicle or other alternative transportation options **at no cost to you**. Hyundai also recommends owners to avoid using the rear center seating position until the remedy is available."*

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

*"During your visit today, I found there is an open recall 306 for which a remedy is not available. The recall involves the rear center seat belt buckle, which may have been manufactured outside of specification, which may adversely affect seat belt performance during a crash. Reduced seat belt performance could increase risk of injury to occupants in the event of a crash. 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 remedy completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we would like to offer you a loaner vehicle or other alternative transportation options **at no cost to you**."*

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:**

Has the customer been offered alternative transportation?

- ☐ Yes
- ☐ **No** – Please provide the customer a loaner vehicle (if available) and if necessary, alternative transportation, while the remedy is being developed.

- **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 rear center seat belt buckle assemblies in the subject vehicles may have been manufactured outside of specification, which could adversely affect seat belt performance during a crash. Although Hyundai is not aware of any crashes or confirmed field incidents related to this condition, Hyundai is conducting a safety recall out of an abundance of caution.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2026MY Kona (SX2) 1.6T and 2.0L produced 07/08/2025 – 02/13/2026

- Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”
- Certain 2025MY Kona Electric (SX2 EV) produced 07/08/2025 – 10/21/2025
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”

Q3: What is the safety concern?

A3: Reduced seat belt performance could increase the risk of injury to vehicle occupants in the event of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on 07/13/26, there are no confirmed incidents, crashes, fires, or injuries due to this condition in the U.S.

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

Dealer: Yes, a dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Port: Yes, a port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

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

A6: All owners of the subject vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealer, where technicians will replace the rear center seat belt buckle assembly. Owners are advised to avoid using the rear center seating position until the recall remedy is complete. 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 September 11, 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	hyundaistools@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	
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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