



Warranty Extension TXX1: Twisted Seat Belt Replacement – Dealer Best Practice

November 15, 2024

Document Topic	Date
Technical Service Bulletin (TSB) 24-BE-017H Posted on Hyundaiadealer.com under Service Tab > 'Hyundai Tech Info'	11/15/2024

Warranty Extension Description

Certain 2020 - 2024MY Palisade (LX2) vehicles may experience seat belts that are twisted due to excessive space in the D-ring.

Hyundai is extending warranty coverage for the seat belts under this condition to 10 years/100,000 miles from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.

Follow the service procedure in this TSB to visually inspect and replace seat belts that are twisted due to excessive space in the D-ring.

Affected Vehicles (Certain)

- 2020–2024MY Palisade (LX2) produced from 4/10/2019 – 5/02/2024

Repair Process/Information

Follow the service procedure outlined in **TSB 24-BE-017H** (or latest version) to visually inspect and replace seat belts that are twisted due to excessive space in the D-ring. **Please note that this TSB does not apply if none of the seat belts are twisted.**

- Recommended Service Technician Training Level:** Hyundai Expert or above
- Recommended Classes Completed:** Four (4) module SRS web-based training series (SVCHSRS04EXAMW23_1407) in Hyundai Learning Portal (HLP) or equivalent.

Recommended Alternative Transportation

Service Rental Vehicle (SRC) should be provided to customers upon request. In addition, a SRC may be required based on the inspection/repair duration and any other additional work on the vehicle that may need to be addressed during customer's visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Other Notes/Recommendations

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the dealer while the vehicle is being inspected.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.

Warranty Information

Please note that this is an **extended** warranty.

- If the affected part is still under factory warranty, submit as normal warranty.



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- If the affected parts are out of factory warranty and within the extended warranty period (10 years/100,000 miles from the date of original retail delivery or date of first use, whichever occurs first), submit as a campaign claim type using the applicable op code listed in **TSB 24-BE-017H** (or latest version).
- Dealers will be reimbursed for applicable labor for replacement & parts with applicable markup.

Parts Information

Replacement seat belts are only needed if they are twisted due to excessive space in the D-ring as stated in **TSB 24-BE-017H** (or latest version) and confirmed to have a parts failure after inspection.

- Palisade (LX2) – Applicable seat belt parts provided paged 1 & 2 of the TSB.

Customer Talk Tracks

For Palisade (LX2) customers inquiring about the warranty extension prior to dealership arrival:

“Certain 2020 - 2024MY vehicles may experience seat belts that are twisted due to excessive space in the D-ring. Hyundai is extending warranty coverage for the seat belts under this condition to 10 years/100,00 miles from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners. Follow the service procedure in this TSB to visually inspect and replace seat belts that are twisted due to excessive space in the D-ring, Hyundai will replace it free of charge.

For customers experiencing problems related to the conditions:

“If your vehicle experiences any concern(s) related to the seat belts such as seat belts that are twisted due to excessive space in the D-ring, please reach out to your nearest Hyundai dealer for assistance and to schedule an appointment.”

Best Practice Checklist



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

- ☐ Yes
- ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership. Also ask customer if he/she would like to have any of the previous declined services performed.



Readiness: Was it confirmed that the seat belt was twisted in one of the rows?

- ☐ Yes – TSB applies.
- ☐ **No – TSB does not apply.**



Reception: Did the customer provide authorization to perform repairs?

- ☐ Yes
- ☐ **No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

For affected outlined in **TSB 24-BE-017H** (or latest version), did you explain to the customer the expected inspection and repair time based on needing the repair?

- ☐ Yes
- ☐ **No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation if requested?

- ☐ Yes
- ☐ **No** - Customer should be offered alternative transportation if necessary. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the



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vehicle that may need to be addressed during customer's visit.



Repair: Did you provide the customer with an eMPI?

- ☐ Yes
- ☐ **No**

Does the Technician meet the recommended training requirements (expert level or above) to complete this warranty extension?

- ☐ Yes
- ☐ **No** – Please ensure a technician with expert level (or higher) completes this inspection/repair.



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

- ☐ Yes
- ☐ **No** – Customer must sign the final invoice upon dealer delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: Some 2020 - 2024MY Hyundai Palisade (LX2) vehicles may experience seat belts that are twisted due to excessive space in the D-ring .

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2020 - 2024MY Hyundai Palisade produced from 04/10/2019 - 05/02/2024

Q3: What will be done during service at the dealer?

A3: Dealer will confirm seat belt is twisted and replace seat belt that is twisted due to excessive space in the D-ring **at no charge** to the customer.

Q4: When will owners be notified?

A4: Owners are planned to be notified via First Class Mail in December 2024.

Contact Reference

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



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
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 <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
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 > Documents Library > 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, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails 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	