



Recall 012G: Front Seat Belt Pretensioner Cap Installation –Retailer Best Practice

March 23, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> Recall 012G:Front Seat Belt Pretensioner Cap Installation (TSB 23-01-022G) for GV70, GV80, & G80 vehicles Remedy for GV60 vehicles is still under development 	03/23/2023

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

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.

Important Notice regarding Related Recall 009G:

Recall 012G supersedes recall 009G as outlined below and will be deactivated.

- All VINs will be removed from 009G, effective 03/24/2023.
- TSB 22-01-017G** will be removed from GenesisDealerUSA.com
- Any repairs performed in accordance with the respective 009G TSB must have a **repair order (RO) open date prior to 03/24/2023.**
- All ROs with an **RO open date on or after 03/24/2023 will not be accepted.**
- Labor operation codes applicable to the superseded recall and vehicle models will be deactivated and related claims must be submitted by 03/30/2023.

Recall #	TSB #	Applicable Vehicles Prior to 03/24/2022	Applicable Vehicles 03/24/2022 Going Forward
009G	22-01-017G	2021MY GV80 2022MY GV70	N/A - Deactivated

Recall Description:

The front seat belt pretensioner may deploy abnormally in certain GV70, GV80, and G80 vehicles, causing the MGG (Micro Gas Generator) to detach from the assembly. **TSB 23-01-022G** describes the procedure to install front seat belt pretensioner anti-separation protection caps.

Affected Vehicles:

- Certain 2022-23MY GV70 (JK1) produced from 03/10/2021 - 01/11/2023
- Certain 2021-23MY GV80 (JX1) produced from 07/27/2020 - 12/29/2022
- Certain 2021-23MY G80 (RG3) produced from 07/25/2020 – 01/25/2023

NOTICE: The remedy for affected GV60 (JW1 EV) vehicles is still under development. Additional information will be provided once a remedy becomes available.



Remedy Information:

Install front seat belt pretensioner anti-separation protection caps.

- **Recommended Technician Training Level:** Genesis Certified Service Technician or higher

Recommended Alternative Transportation:

Retailer should offer service valet to all customers and if the customer does not feel safe operating their vehicle until the remedy has been performed. Service Valet is available to the original owner for 3/36.

Warranty Information:

This recall campaign pays 0.7 M/H for front seat belt pretensioner protection cap installation for both left and right hand (driver and passenger) sides.

- Op times include marking all 4 bolts with paint and to take and upload STUI pictures of the pretensioners with the caps installed. The STUI photo(s) must include the caps installed on both sides and marked with paint along with a piece of paper displaying the last 6 digits of the VIN, date of the repair, and indicating driver (LH) or passenger (RH) side. *If not included, claim will be subject to debit.*



Acceptable STUI Photo of bolts marked with paint with side, last 6 digits of the VIN, & date of repair

Please refer to TSB 23-01-022G (or latest version) for additional details.

Parts Information:

- Please refer to **TSB 23-01-022G** (or latest version) for the latest parts information.
- Please note the following:
 - **Pretensioner Cap Kit (88820-AACAPQQH): On CPM (Campaign Parts Management)**; retailers can keep ordering needed parts as long as they submit their corresponding campaign claims. Please ensure corresponding claims are submitted to avoid any delays in ordering. If this restriction is lifted, GMA will communicate to the field/dealers.
 - Each GMA retailer has been sent 3 pcs. of 88820-AACAPQQH for the start of this recall. Parts are expected to arrive to the retailer beginning 03/24/2023.

Customer Mailing:

- Owners of the subject GV70, GV80, & G80 vehicles are expected to be notified via First Class mail starting in April 2023 of a remedy available for their vehicle.
- Owners of the subject GV60 vehicles are expected to be notified via First Class mail that remedy for their vehicles is under development.



Customer Talk Tracks

Sample (customer already at dealership): “During your visit we checked to see if your vehicle has any open recalls. We found that Recall 012G for the front seat belt pretensioners is open on your vehicle. We are going to install front seat belt pretensioner anti-separation protection caps to prevent abnormal deployment of the pretensioners at no cost to you. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.”

Sample (customer calling in): “During your call-in, we checked to see if your vehicle has any open recalls. We found that Recall 012G for the front seat belt pretensioners is open on your vehicle. We’d like to schedule an appointment with you to bring your vehicle in so we can complete this safety recall. We would install front seat belt pretensioner anti-separation protection caps to prevent abnormal deployment of the pretensioners at no cost to you. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

If you experience issues with the seat belt pretensioner prior to your arrival at the retailer, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a remedy has been applied.”

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness:

Are protection caps in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception:

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No

Did you offer the customer Alternative Transportation?

- Yes
- No



Repair:

Were STUI pictures taken of the installed caps on the driver (LH) & passenger (RH) sides with the last 6 digits of the VIN, date of repair, and side indicated (LH or RH) per **TSB 23-01-022G** (or latest version)?



- Yes
- No

Repair: Is the technician certified (or above)?

- Yes
- No



Return:

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

- Yes
- No

Customer FAQ:

Q1: What is the issue?

A1: The front driver and/or passenger side seat belt pretensioners in the subject vehicles were installed containing pyrotechnic-type pretensioners that may deploy abnormally during a crash. An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants. The potential for this condition is dependent on vehicle characteristics, pretensioner load limiter specification, airbag control unit logic, crash duration and severity.

Q2: What are the affected vehicles?

A2: The following include:

- Certain 2022-23MY GV70 (JK1) vehicles produced from 03/10/2021 - 01/11/2023
- Certain 2021-23MY GV80 (JX1) vehicles produced from 07/27/2020 - 12/29/2022
- Certain 2021-23MY G80 (RG3) vehicles produced from 07/25/2020 - 01/25/2023
- Certain 2023MY GV60 (JW1 EV) vehicles produced from 02/04/2022 - 12/27/2022

Q3: What is the safety concern?

A3: An abnormal pyrotechnic pretensioner deployment could cause metal fragments to enter the vehicle occupant compartment, which may result in injury to vehicle occupants.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (02/16/23), Hyundai/Genesis is not aware of any abnormal pretensioner deployment incidents, including fatalities, injuries, crashes and fires, involving the subject vehicles in any global market.

Q5: Will a stop sale be issued?

A5: Dealer: A dealer "stop sale" was issued in accordance with federal regulation for affected vehicles unsold at dealers.

Port: As of the date of the filing (02/16/23), a hold had been placed for vehicles affected at the ports. Affected vehicles will be repaired at the port and released once remedy has been completed.

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

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their



vehicles to a Genesis retailer to have the seat belt pretensioner's micro gas generator and delivery pipe secured with a cap to prevent potential abnormal deployment. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Genesis's New Vehicle Limited Warranty. Additionally, Genesis 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 February 24, 2022.

Genesis 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 February 24, 2022.

Please note that the remedy for GV60 vehicles is currently under development.

Q7: When will owners be notified?

A7: Owners of the subject GV70, GV80, & G80 vehicles are expected to be notified via First Class mail starting in April 2023 of a remedy available for their vehicle.

Owners of the subject GV60 vehicles are expected to be notified via First Class mail that remedy for their vehicles is under development.

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		
Dealer Support	Contact Information	Description
Parts	1-844-436-6455 www.GenesisDealerUSA.com Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELP Line	1-877-446-2922 warranty@gma.com	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 pa@gma.com	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	Support@xtime.com / 1-866-984-6355 support@autoloop.com / 1-877-850-2010	Assistance with SLT Appointment: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customer@genesismotorsusa.com	For Genesis Customer Care, Connected Services and Roadside Assistance
Genesis Recall / Campaign Website	www.genesis.com/us/recall	Updated information for customers related to recall and service campaigns
Genesis Roadside Assistance	1-844-340-9742	Genesis 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
Service Valet Appointment Scheduling	www.GenesisdealerUSA.com > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 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"
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.GenesisdealerUSA.com > Resources > Documents Library > Parts > Campaign Parts Management
Courtesy Vehicle (CVP) Program	www.GenesisdealerUSA.com > Service tab > CVP Fleet Management
Technical Service Bulletin (TSB)	www.GenesisdealerUSA.com > 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	www.genesis.com/us/recall
NHTSA Website	www.safercar.gov



Appendix

History	Date
<ul style="list-style-type: none">• Recall 012G: Front Seat Belt Pretensioner Cap Installation (TSB 23-01-022G) for GV70, GV80, & G80 vehicles• Remedy for GV60 vehicles is still under development	03/23/2023
<ul style="list-style-type: none">• Remedy Not Available	02/17/2023