



## Noncompliance Recall 015G: Front Passenger Side Seat Belt Retailer Best Practice August 7th, 2023

Document Topic	Date
<ul style="list-style-type: none"> <li>Remedy Not Available</li> </ul>	8/7/2023



As required by federal law, retailers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Retailers 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 Automatic Locking Retractor (“ALR”) of the front passenger-side seat belts in the subject vehicles can remain locked after initial engagement and full retraction of the seat belt webbing due to an internal interference preventing seat belt extension and fastening. An inability to fasten the seat belt in an occupied seat poses a failure to comply with Federal Motor Vehicle Safety Standard (“FMVSS”) number 208, “Occupant Crash Protection,” and FMVSS number 209, “Seat Belt Assemblies,” increasing the risk of injury in a crash.

### Applicable Vehicles (Certain)

- 2023MY Genesis GV60 (JW1) produced from 11/05/2022 – 03/31/2023

### Remedy Information:

This remedy is currently under development and additional information will be provided once it has been developed for release.

### Recommended Alternative Transportation

Retailer should offer service valet to all customers if 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. The customer could also get a loaner (CVP) if a recall/warranty repair(s) is needed beyond 3/36.

### Warranty Information

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

### Parts Information

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



## **Customer Talk Tracks**

1. *“If you experience any concern(s) related to fastening of the front passenger-side seat belt, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a remedy has been applied.”*
2. *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open recall without an available remedy. The recall states that the front side seat belt may not fasten due to an internal interference, causing the seat belt not to function. Thus, increasing the risk of injury in a crash. Once a remedy is available, Genesis will notify you via First Class mail advising you to bring your vehicle to a Genesis retailer to have it applied at no cost to you.”*

## **Best Practice Checklist**



### **Reservation:**

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



### **Reception:**

Did you offer the customer Alternative Transportation?

- Yes
- No

## **Customer FAQ:**

### **Q1: What is the issue?**

**A1:** The Automatic Locking Retractor (“ALR”) of the front passenger-side seat belts in the subject vehicles can remain locked after initial engagement and full retraction of the seat belt webbing due to an internal interference preventing seat belt extension and fastening.

### **Q2: What are the affected vehicles?**

**A2:** Certain 2023MY Genesis GV60 (JW1) vehicles produced between 11/05/2022 – 03/31/2023.

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

**A3:** An inability to fasten the seat belt in an occupied seat poses a failure to comply with Federal Motor Vehicle Safety Standard (“FMVSS”) number 208, “Occupant Crash Protection,” and FMVSS number 209, “Seat Belt Assemblies,” increasing the risk of injury in a crash.

### **Q4: Have there been any accidents or injuries?**

**A4:** There are no confirmed crashes, fires, or injuries related to this condition.

### **Q5: Stop Sale?**

**A5: Retailer:** A dealer (retailer) “stop sale” may be issued in accordance with federal regulation for affected vehicles unsold at retailer. The stop sale will commence with the filing of the 573 to NHTSA.

**Port:** A “hold” will be issued for all vehicles located at ports. NASO (North American Safety Office) strongly advises that vehicles refrain from moving beyond this point in commerce until vehicle is remedied.

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

**A6:** Once an official remedy is available from GMA, 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 remedy completed at no



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cost, 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.

**Q7: When will owners be notified?**

**A7:** Owners will be notified via First Class Mail in early October 2023.

**Contact Reference:**

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important noncompliance matter and continued commitment to our Genesis guests.



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Key Contact Information		
Dealer 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
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELP Line	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 customer@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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign retailer best practices. Located on the service tab homepage in	
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>	