

Safety Recall 250: Rear Seat Belt Retractor Retainer Fastener Pin Inspection and Replacement – Dealer Best Practice

September 28, 2023

Updates to this Document	Date
• Remedy Available – Technical Service Bulletin (TSB) 23-01-081H published	09/28/2023

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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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 lefthand and righthand seat belt assemblies in the subject vehicles may have undergone improper pin installation, potentially inhibiting extension of the seat belt webbing. 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. This bulletin provides the service procedure to inspect the retainer fastener pins and replace rear seat belt assemblies, if necessary.

Applicable Vehicles (Certain)

- 2024MY Kona (SX2) produced from 06/19/2023 – 09/02/2023 for sale in the U.S.

Remedy Information

The procedure provided in **TSB 23-01-081H** (or latest version) provides the recall’s service procedure to inspect the retainer fastener pins and replace the rear seat belt(s), if necessary.

- **Recommended Service Technician Training Level:** Hyundai Certified (or higher) who has also reviewed the SST – Borescope Tool – Video (SVCDSSSTBORESCOPEW23_1226).

Other Notes/Recommendations:

- Most vehicles are expected to pass the inspection without any replacement required.
- If a vehicle does not pass the inspection for either side, it is recommended for dealer to park the vehicle away from the service bay to allow them to focus on other work on that bay.
- Dealer should offer alternative transportation while parts are on their way for the seat belt assembly.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the remedy is complete. In addition, a SRC may be required based on 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.

Warranty Information

- This recall campaign pays for the following scenarios:
 - 0.4 M/H for inspection of the retainer fastener pins on both sides
 - 0.7 M/H for inspection of the retainer fastener pins on both sides and replacement of the left or right-side seat belt assembly
 - 1.1 M/H for inspection of the retainer fastener pins on both sides and replacement of both seat belt assemblies
- **Photos:** Please refer to **TSB 23-01-081H** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.


Parts Information

All Parts: 89870-BE200NNB (LH Seat Belt Assy.), 89880-BE200NNB (RH Seat Bel Assy.), 89396-BE000 (Seat Bush)

- Before ordering any parts, please ensure inspection of vehicle is completed first.
- **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid recall 250 VIN to order the part(s). Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the recall receive priority parts allocation. If the restriction is lifted, there will be a field communication sent.
- As needed, dealers can order the part(s) from the facing PDC through the normal ordering process in WebDCS.
- Refer to **TSB 23-01-081H** (or latest version) for the latest parts information.

Special Service Tools Information

- The integrated borescope kit (including the borescope) is **G0DKDNN039**.
- Please review the “STUI Borescope Guide” on hyundaitechinfo.com for connection instructions. (Diagnostic tools > GDS and STUI Tips > No. 687 STUI Borescope Guide).
- **Please Note: This is an essential tool that was shipped to all dealers during Quarter 4 of 2022.**
- For any additional orders of the borescope, kit components, questions, or product support for the Borescope, please contact GITA (Global Information Technology America):
 - E-mail: Call_Center@gitamercia.com
 - Phone: 1-888-437-0308

Part Name	Figure	Part Number
BORESCOPE KIT		G0DKDNN039

Sample Customer Talk Tracks

1. *“If you experience any concern(s) related to the performance of your rear seat belts, such as an abnormal noise when extending the seat belt webbing or inability to extend the seat belt webbing, please have your vehicle towed to the nearest Hyundai dealer 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 has an open recall with an available remedy. The recall states that it is a condition relating to the rear left and right seat belt assemblies that may have undergone improper pin installation, potentially prevent extension of the seat belt webbing. This condition may impact seat belt function, increasing the risk of injury in a crash. The inspection of your vehicle, plus any possible applicable repairs, may add additional time to your visit with us. If you need or would like alternative transportation, we would be happy to provide you with options. We would like to perform the service for you today and it will be provided to you at no cost.”*

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 if remedy/repair(s) are available.



Readiness:

Are parts in stock to complete this recall?

- Yes
- No** – Most vehicles are expected to pass the inspection. Only vehicles requiring replacement should have parts ordered.



Reception: Did the customer provide authorization to perform repairs?

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

- 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?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.



Repair: Did you provide & review the customer with an eMPI?

- Yes
- No** – Service Consultant should review the MPI with the customer.

Does the Technician meet the recommended training requirements (certified level or above who has completed the SST borescope training as previously mentioned) to complete this recall/campaign?

- Yes
- No** – Please ensure a Technician with the recommended training level and training requirement completes this critical safety recall.



Were the appropriate picture(s) taken as outlined in **TSB 23-01-081H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-081H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No** – Customer should be signing the final invoice upon delivery of the vehicle.

Customer FAQ

Q1: What is the issue?

A1: The rear lefthand and righthand seat belt assemblies in the subject vehicles may have undergone improper pin installation, potentially inhibiting extension of the seat belt webbing. 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.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2024MY Kona (SX2) produced from 06/19/2023 – 09/02/2023.

Q3: What is the safety concern?

A3: An inability to fasten the seat belt in an occupied seat could increase the risk of injury to occupant(s) during a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (09/22/2023) to NHTSA, there are no related crashes, injuries, fires, or reported incidents.

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

A5: Yes, a Dealer “Stop Sale” (hold) has been issued in accordance with federal regulation for affected vehicles unsold at dealers. A Port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers in accordance with federal regulation preventing the sale of vehicles requiring a recall remedy in the U.S.

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

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for inspection of the rear seat belt retractors 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 February 24, 2022.

Q7: When will owners be notified?

A7: Owners will be notified via First Class Mail in late November 2023.

Contact Reference

Please see the list on the following page 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
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREPLine	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: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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	<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 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

History	Date
• Remedy Available – Technical Service Bulletin (TSB) 23-01-081H published	09/28/2023
• Remedy Not Available	09/25/2023