

Hyundai Recall P29/R200 - Voicemail & Outreach Scripting

1. Message for Voicemails: R200

This is the Hyundai Recall Resolution Team contacting you about an urgent Safety Recall.

Hyundai Motor America is ready to proceed with Recall 200 for your Hyundai Kona EV battery. The remedy for this recall is to update your EV battery's software or replace your EV battery.

Please contact your Hyundai dealer to make an appointment to proceed with the recall remedy or contact us directly at 1-888-817-2180 Monday – Friday between 8am – 7pm EST. The first step of the recall remedy is for the Hyundai dealer to inspect your vehicle to confirm if it needs a software update only or needs an EV battery replacement.

Until the recall has been completed, we respectfully request that you maintain your EV battery's 'Max. % Charge' limit to 80%. This will ensure that you can safely drive and charge your vehicle indoors without risk or damage to your vehicle.

We at Hyundai thank you for your prompt attention to this urgent Safety Recall Notice.

2. R200 outreaches

a. Voicemail

- i. Same as above

b. Inbound or Connected Call

- i. Confirm Owner information. If different update in system.
 1. Name, Address, Phone, Email
- ii. Our records indicate that Hyundai Motor America is ready to proceed with Recall 200 for your Hyundai Kona EV battery. The remedy for this recall is to update your EV battery's software or replace your EV battery.
- iii. Warm transfer to nearest authorize dealership for appointment