

Hyundai General Recall - Voicemail & Outreach Scripting

1. Message for Voicemails: HMA General

This is the Hyundai Recall Resolution Team contacting you about a Safety Recall on your Hyundai vehicle. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle. Please do not delay in contacting us.

Your Hyundai dealer will fix the recall, at no cost to you. This free repair should take less than an hour to complete, but your Hyundai dealer may require your vehicle for a longer period of time based upon their work schedule.

To schedule a recall service repair:

- Contact your local Hyundai dealer to schedule your free service appointment; or
- Contact us directly toll free at 1.888.899.9293 between 8 a.m. and 7 p.m. Monday – Friday EST.

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

2. HMA Recall 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, Vehicle Status
- ii. Confirm if there are any additional open recalls for this vehicle and inform owner
- iii. Warm transfer to nearest authorize dealership for appointment