



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-324  
Hyundai Recall Number: 228

## IMPORTANT SAFETY RECALL

2022 Ioniq 5  
Shifter Control Unit

### This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule this procedure as soon as possible.
- The recall will be performed on your vehicle at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:  
[www.HyundaiUSA.com/Campaign228](http://www.HyundaiUSA.com/Campaign228)

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 Ioniq 5 vehicles. Hyundai is initiating Recall Campaign 228, a safety recall to repair a condition involving shifter control unit in these vehicles in the U.S. and Canadian markets. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. Our records indicate that your vehicle is affected by this recall campaign.

### What is the problem?

The shift-by-wire system in the vehicles contains a Shifter Control Unit ("SCU") with a software error which could disengage the parking mechanism and allow the vehicle rollaway. Vehicle rollaway increases the risk of a crash and/or injuries.

### What will Hyundai do?

Your Hyundai dealer will update the SCU software. This procedure will be performed at **NO CHARGE** to you.

### What should you do?

**Please contact your nearest Hyundai dealer to schedule this procedure by visiting [www.HyundaiUSA.com/us/en/dealer-locator](http://www.HyundaiUSA.com/us/en/dealer-locator) or calling 1-855-371-9460.**

The actual time required to perform this procedure on your vehicle will take less than one hour, however, your vehicle may be needed longer. Therefore, we recommend scheduling a service appointment to minimize inconvenience.

### If you have other questions

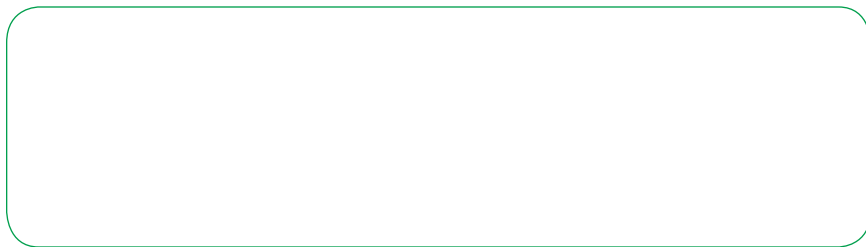
If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **Reimbursement Notification**

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information at <https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html>; or call **1-855-371-9460**.

### **No longer own this vehicle?**

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.

