



# Recall 263 Outbound Call and Voicemail Script

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## Outbound Greeting

### Outbound Calls

*"Hello, my name is (present employee's name) calling from Hyundai Motor America Customer Care where all calls are being recorded and monitored for quality purposes. May I speak to (provide Contact's name)."*

*"Hello, (provide Contact's name). I am calling regarding your 2024 Hyundai Santa Fe vehicle. If you haven't already received it, you will soon receive direct mail and email communication from Hyundai regarding Recall 263. Hyundai has determined that a defect, which relates to motor vehicle safety, exist in **certain 2024 Santa Fe vehicles** and is initiating Safety Recall 263 to update the Transmission Control Unit (TCU) software logic. In the event of a damaged transmission condition, the Dual Clutch Transmission (DCT) will also be replaced. Our records indicate that your vehicle, is affected by this recall.*

*The recall remedy is available, and the recall procedure will be performed on your vehicle at **NO CHARGE** to you.*

*There are two steps to complete the remedy, the Over the Air (OTA) software logic update and then scheduling an appointment with your preferred Hyundai dealership to perform the second half of the remedy.*

*First, Hyundai has already deployed an Over the Air (OTA) transmission software logic update to your Santa Fe's head unit. Have you received and performed the update?*

#### **[IF OTA, NOT RECEIVED]**

*Okay. **First**, please make sure to check again to confirm that you have received the Over The Air update. The updates were sent over the course of a few days, and it might have been delayed. However, your vehicle should have downloaded the software automatically. You can begin the next portion of the process by remaining in park, setting the parking brake and turning **OFF** your ignition after you've driven your vehicle for 30 minutes or more. You will then see an **Update Now** pop-up in the Software Information Screen of your head unit. Select Update Now to begin the update. It should take about 10 minutes to complete. If the over the air update option is still not received, or if the software fails to install properly, your Hyundai dealer will update the transmission software logic for you.*

***Second**, your Hyundai dealer will inspect your vehicle's transmission and replace it, if necessary. We will set an appointment with your preferred dealership to perform the second portion of the recall remedy. I can assist you with setting up that appointment. Who is your preferred dealership?*



#### **[IF OTA, RECEIVED/NOT COMPLETED/NO DEALERSHIP APPOINTMENT]**

Okay. **First**, begin the process to complete the Over The Air update. You can do so by remaining in park, setting the parking brake and turning **OFF** your ignition after you've driven your vehicle for 30 minutes or more. You will then see an **Update Now** pop-up in the Software Information Screen of your head unit. Select Update Now to begin the update. It should take about 10 minutes to complete. If the over the air update option is still not received, or if the software fails to install properly, your Hyundai dealer will update the transmission software logic for you.

**Second**, your Hyundai dealer will inspect your transmission and replace, if necessary. This is where we need to set an appointment with your preferred dealership to perform the second portion of the recall remedy. I can assist you with setting up that appointment. Who is your preferred dealership?

#### **[IF OTA, COMPLETED/NO DEALERSHIP APPOINTMENT]**

Great! Glad to hear you've completed the Over The Air update.

**Next**, your Hyundai dealer will inspect your transmission and replace, if necessary. This is where we need to set an appointment with your preferred dealership to perform the second portion of the recall remedy. I can assist you with setting up that appointment. Who is your preferred dealership?

#### **[IF OTA, COMPLETED / HAS DEALERSHIP APPOINTMENT]**

Great! Glad to hear you've completed the Over The Air update and set the dealership appointment.

#### **[IF OTA COMPLETED / COMPLETED DEALERSHIP APPOINTMENT / VEHICLE REMEDIED]**

Great! I'm glad to hear Recall 263 has been completed on your vehicle.

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## **Leaving a Voicemail Message - Phone**

"This message is for (provide Contact's name). My name is (provide employee's name). I'm calling from Hyundai Motor America Customer Care regarding your 24MY Santa Fe. Direct mail and email communication has been sent to you regarding Recall 263 and we're calling to schedule an appointment with your preferred Hyundai dealership to remedy the recall at **NO CHARGE** to you. Please call us back at **1-800-633-5151** and reference your vehicle's VIN at your earliest convenience or visit:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit VIN and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.

We urge your prompt attention to this important safety matter, and we apologize for any inconvenience this may have caused you. Thank you



## Leaving a Message - Person

*"May I leave a message for (provide Contact's name)? My name is (provide employee's name). I'm calling from Hyundai Motor America Customer Care. Please have (provide Contact's name) call us back at **1-800-633-5151** and reference their vehicle's VIN at their earliest convenience." Thank you.*

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## Dropped Call

### Scenario 1: Call dropped, and contact made with customer

*"Hello, my name is (present employee's name) calling from Hyundai Motor America Customer Care where this call is being recorded and monitored for quality purposes. May I speak to (provide Contact's name). I'm sorry our call got disconnected. Did you have time to continue?"*

### Scenario 2: Call dropped, and leaving voicemail

*"This message is for (provide Contact's name). This is (provide employee's name) calling you back. Unfortunately, our call was disconnected before we were able to schedule a recall appointment. I'm sorry I missed you, but please call us back at **1-800-633-5151** and reference **your 2024 Santa Fe's VIN** at your earliest convenience or visit:*

- 1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)*
- 2. Enter your 17-digit VIN and click the "Search" button.*
- 3. Click the "Schedule Appointment" button and follow the onscreen prompts.*

*We urge your prompt attention to this important safety matter, and we apologize for any inconvenience this may have caused you. Thank you*