

TO: Hyundai Retailer General Managers, Sales Managers, Service Managers, Parts Managers, and Warranty Administrators
FROM: Hyundai Motor America
DATE: March 20, 2025

SUBJECT: Recall Campaign 275 – Remedy Temporarily Suspended, Effective 03/20/2025 (8:00 AM)

Concern:

Potential complications have been reported related to the recall remedy. Hyundai is currently investigating the root cause of these concerns and will provide an update when available.

All Dealer personnel are advised to not use the N e-Shift feature.

For Vehicles with Recall Previously Completed:

For customers with remedied vehicles under Recall 275, it is advised **NOT TO USE** the N e-SHIFT Feature . Although Customers will be directly notified via various channels of the reported concerns, Dealers are encouraged to educate customers given the opportunity.

For Vehicles with Recall Not Completed:

For customers without the Recall 275 remedy, it is advised to not schedule appointments or complete the recall procedure if currently in for service. Contact customers with scheduled appointments solely for Recall 275 service and inform them of cancellations due to complications with remedy.

Recall Details:

Recall 275 for certain 2025MY IONIQ 5 N (NE EV N) are equipped with a Left-Foot Braking (LFB) feature designed for use on performance roadways, such as racetracks. LFB allows operators to control vehicle speed through simultaneous operation of both the accelerator and brake pedals. During certain driving maneuvers with LFB engaged, the Integrated Electronic Brake (IEB) control software may trigger depressurization of the ABS system, resulting in reduced braking performance.

Hyundai appreciates your cooperation and support. Questions may be directed to the Warranty HELP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA