

**Recall 275 TEMPORARILY SUSPENDED – Stop Sale & Important Pending Claim Submission Information**

Posted Date: 03/26/2025 | Dept: All Departments

What is the issue?

Recall Campaign 275 has been temporarily suspended as of **03/20/25**. There have been complications reported related to the VCU software that may cause momentary continued acceleration during the release of the accelerator pedal while the vehicle's N e-shift feature is engaged, increasing the risk of a crash.

Remedy is not currently available. The updated remedy is currently under development. All Recall 275 VIN population is subject to STOP SALE status.

HMA is aware some dealers may still require a claim submission to be compensated for completing the remedy repair on vehicles before the suspension was initiated. Dealers may find the error statement "**VIN not applicable to campaign**" when attempting to submit a claim via WebDCS and are unable to proceed.

What should dealers do?

Dealers are directed to contact the Hyundai Warranty Call Center at (844)-371-3808 if the above is experienced. Please be ready to provide the applicable Recall 275 VIN, dealer code, and attempted claim number.

Dealers should submit claims as soon as possible.

The Warranty Call Center will coordinate a system acceptance process, and the contacting dealer will be able to submit a claim normally.

Dealers are also directed to not use the e-Shift feature on the IONIQ 5 until an updated remedy, which is currently in development, can be applied.

Should a retail customer's vehicle come in for a repair for recall 275 while the updated remedy is under development, HMA advises placing the customer in a rental and not releasing any vehicle.

What will dealers see?

Although claims are processed for completing the remedy procedure on recall-impacted vehicles, the recall campaign will remain open due to complications with the remedy. WebDCS will continue to list the recall campaign under the "Campaign Not Performed" section under "Vehicle Information". This is intentional and should be observed as any recall with a status of remedy not available.

For dealer stock vehicles ONLY:

For vehicles currently in dealer stock inventory - **do not retail them until the updated remedy can be applied.**

For any additional questions, please contact the Hyundai Warranty Call Center (844)-371-3808. Thank you for your patience, cooperation, and understanding.

Hyundai Motor America
Warranty Campaign Team