



Hyundai
Assurance Car Care



Safety Recall 277: Integrated Electronic Brake (IEB) / Vehicle Control Unit (VCU) Braking & Acceleration Performance

April 11, 2025

Document Topic	Date
<ul style="list-style-type: none"> Remedy Not Available Note: NEW Recall 277 supersedes EXISTING Recall 275. 	04/11/2025

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.

IMPORTANT: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The subject vehicles 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 the accelerator and brake pedals. During certain driving maneuvers with LFB engaged, the Integrated Electronic Brake (“IEB”) control software may initiate depressurization of the ABS system, resulting in reduced braking performance. Separately, the Vehicle Control Unit (“VCU”) software may cause a momentary continued acceleration during release of the accelerator pedal if the vehicle’s N e-Shift feature is engaged.

Reduced braking performance could lead to longer stopping distances than anticipated by the operator, increasing the risk of a crash. Momentary continued acceleration could increase the risk of a crash.

Applicable Vehicles (Certain)

- 2025MY IONIQ 5 (NE N EV) produced from 12/18/2023 – 01/07/2025 by Hyundai Motor Company (“HMC”)

****Please note that Recall 277 supersedes Recall 275.****

Remedy Information

This remedy is currently under development and additional information will be provided once it has been developed for release by HMA.

IMPORTANT: While a remedy is being developed, Hyundai advises owners to not use the LFB or N e-Shift features on their vehicle(s) until the repair has been completed.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests who do not feel safe operating their vehicle until a remedy is available. In addition, a SRC may be required based on any other additional work on the vehicle that may need to be addressed during the visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.



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Warranty Information

Warranty information will be updated once remedy has been released by HMA.

Parts Information

Parts, if applicable, will be provided once a remedy has been released by HMA.

Additional Training & Resources

Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Sample Customer Talk Tracks

1. For Customers on the phone:

"I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the Integrated Electronic Brake (IEB) and Vehicle Control Unit (VCU) systems. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation."

2. For Customers at dealership in the service lane:

*"During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the Integrated Electronic Brake (IEB) and Vehicle Control Unit (VCU) systems. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to back to a Hyundai dealer and/or we can reach out back to you to come back into the dealership to apply the remedy to have it applied **at no cost to you**. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation."*

3. Customer concern with performance of vehicle:

"If you experience any concern(s) related to the performance of your vehicle in regards to braking performance or unintended acceleration, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance."

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ **No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the release of the official remedy or if they request it themselves.



Return: Did you record the customer's information to reach out to them when the remedy is available for them to come back into the dealership to have the remedy applied?

- ☐ Yes
- ☐ **No** – Please ensure you have the customer's latest information available so you may reach out to them when the remedy is available.



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Customer FAQs

Q1: What is the issue?

A1: The subject vehicles 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 the accelerator and brake pedals. During certain driving maneuvers with LFB engaged, the Integrated Electronic Brake (“IEB”) control software may initiate depressurization of the ABS system, resulting in reduced braking performance. Separately, the Vehicle Control Unit (“VCU”) software may cause a momentary continued acceleration during release of the accelerator pedal if the vehicle’s N e-Shift feature is engaged.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain IONIQ 5 N (NE EV N) produced 12/18/2023 – 01/07/2025 built by Hyundai Motor Company (HMC).

Q3: What is the safety concern?

A3: Reduced braking performance could lead to longer stopping distances than anticipated by the operator, increasing the risk of a crash. Momentary continued acceleration could increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (04/10/25), Hyundai is aware of one (1) related crash involving a test track vehicle in the U.S. There are no fires, or fatalities attributable to this condition in the U.S.

Q5: Will a Dealer or Port Stop Sale be issued?

A5: Dealer: Yes, a Dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A Port “hold” is required and has been issued for all involved vehicles located at port and vehicles processing centers.

Q6: What will be done (planned remedy) during the recall service at the dealer?

A6: While waiting for a recall remedy, owners are advised to not use the LFB or N e-Shift features on their vehicle(s) until the repair has been completed. Hyundai is planning to notify all owners of the subject vehicles by first class mail with instructions to bring their vehicles to a Hyundai dealer for the latest version of the associated IEB and VCU software. Additionally, Hyundai is planning to offer “over-the-air” (“OTA”) software updates for all eligible vehicles where owners have opted in to receive such updates via their Bluelink system. This remedy will be offered at no cost to owners for all affected customers. Hyundai will provide reimbursement to owners for prior repairs in accordance with the plan submitted to NHTSA on February 22, 2024.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than June 9, 2025.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center(General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	