

Safety Recall 279: Passenger-side Headlamp Marking Inspection & Sticker Application (Remedy) – Dealer Notification

June 4th, 2025

Document Topic	Date
• Remedy Available – TSB 25-01-038H posted on HMA Tech Info under Hyundai Dealer	06/04/2025

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

Certain 2025MY IONIQ 5 (NEA EV) vehicles are equipped with right-hand headlamp assemblies that may have been improperly molded with markings that do not meet the visual/optical aiming identification requirements set forth in Federal Motor Vehicle Safety Standard (“FMVSS”) No. 108, “Lamps, reflective devices, and associated equipment,” (S10.18.9.6). While these headlamps were properly aimed at the assembly plant, if the headlamps are serviced, the proper marking may be needed to aim the headlamps. Improper markings for visual/optical aiming could cause issues aiming the headlamp(s) if serviced after production. Incorrectly aimed headlamps may reduce visibility for the operating vehicle and/or oncoming traffic, increasing the risk of collision. The proper etch mark should read: “MOBIS DOT VOR DRL”. However, mismarked headlamps read, “MOBIS DOT VOP DRL”.

Applicable Vehicles (Certain)

- 2025MY IONIQ 5 (NEA EV) produced from 11/20/2024 – 03/20/2025 by Hyundai Motor Group Metaplant America (“HMGMA”)

Remedy Information

Follow the service procedure outlined in TSB 25-01-038H (or latest version) to inspect passenger-side headlamp marking and if necessary, apply the appropriate marking stickers if needed.

- **Recommended Technician Level/Requirement:** Hyundai Certified (or higher)

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare should be provided.

Other Notes/Recommendations

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure the appropriate parts, tools, and equipment are on hand to perform any related repairs.



- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

Warranty Information

Per TSB 25-01-038H (or latest version), the recall campaign pays the following:

- Labor
 - 0.2 M/H for Passenger-Side (RH) Headlamp Inspection ONLY (Inspection passes)
 - 0.3 M/H for Passenger-Side (RH) Headlamp Inspection (Inspection fails) & Sticker Application (Both lamps)
- **NOTE:** Claims are subject to review after submission. If it found that the picture is not compliant with requested ones per TSB 25-01-038H, claim is subject to debit.

Parts Information

Refer to TSB 25-01-038H (or latest version) for the latest parts information.

- Part Number NP001-RC279 (Headlamp Label Kit)
 - **Dealer stock inventory/initial shipment:** An initial shipment of parts will be sent to dealers for those identified with dealer stock inventory as of 06/04/25. The parts are in-transit to regional distribution centers and planned to arrive to dealers during the early portion of the week of 06/09/25. A field communication will be sent once more information is available and the shipments have started to go out.
 - **Once stock is available,** Dealers will require a valid recall 279 VIN to order the parts.
 - Please note that dealers will not be able to order parts for dealer stock units, as those are going to shipped to them directly.

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 with an available remedy. The recall states a condition involving the passenger-side (right-hand) headlamp assemblies. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. A remedy is now available and 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.** I can also help you schedule an appointment with your desired local Hyundai dealer over the phone today. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation."*

2. For Customers at a dealership in the service lane (no prior appointment/walk-in):

*"During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states a condition involving the passenger-side (right-hand) headlamp assemblies. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. A remedy is now available and we can order the part for you and reach back out to you to come back return when the part is available to apply the remedy **at no cost to you.** If you do not feel safe operating your vehicle until remedy has been applied, we can offer alternative means of transportation. Let me know how you would like to proceed."*

3. For Customers concerned with the performance of their vehicle:

"If you experience any concern(s) related to the performance of your vehicle such as illumination of the malfunction indicator lamp, 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.



Readiness: Has the part been ordered ahead of time for customers that have scheduled an appointment in advance?

- Yes
- No** – Please ensure the part is ordered ahead of time.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

Reception: Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Reception: Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit.



Repair: Does the Technician meet the recommended training requirements (Certified or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with the recommended training level requirement(s) completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 25-01-038H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No** – Customer must sign the final invoice upon dealer delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: The subject vehicles are equipped with right-hand headlamp assemblies that may have been improperly



molded with markings that do not meet the visual/optical aiming identification requirements set forth in Federal Motor Vehicle Safety Standard (“FMVSS”) No. 108, “Lamps, reflective devices, and associated equipment,” (S10.18.9.6). While these headlamps were properly aimed at the assembly plant, if the headlamps are serviced, the proper marking may be needed to aim the headlamps.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2025 model year Hyundai IONIQ 5 (NEA EV) vehicles produced from 11/20/2024 – 03/20/2025 by Hyundai Motor Group Metaplant America (“HMGMA”).

Q3: What is the safety concern?

A3: Improper markings for visual/optical aiming could cause issues aiming the headlamp(s) if serviced after production. Incorrectly aimed headlamps may reduce visibility for the operating vehicle and/or oncoming traffic, increasing the risk of collision.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (06/04/25), Hyundai has not received any reports of incidents involving crashes, fires, or fatalities from affected vehicles 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: All owners of the subject vehicles will be notified by first class mail with compliant labels and detailed inspection and installation instructions for self-application of the label (if incorrect). If the customer needs assistance applying the label, they can bring the vehicle to a Hyundai dealership. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. 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 August 2, 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 > Documents Library > 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	