

Safety Recall 287: Seat Belt Retractor – Dealer Notification

November 18, 2025

| Document Topic | Date |
|------------------------|------------|
| • Remedy Not Available | 11/18/2025 |

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|  | 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

The driver and/or front passenger seat belt retractor assembly fasteners (bolts) in the subject vehicles might have been incorrectly installed during a plant rework.

Applicable Vehicles (Certain)

- 2025MY IONIQ 5 (NEA EV) produced from 12/12/2024 – 06/12/2025 built by Hyundai Motor Group Metaplant America (“HMGMA”)

Remedy Information

The recall remedy is currently under development, and additional information will be provided once it is made available by HMA. A loose or unsecured seat belt retractor may not function as designed, increasing the risk of injury during a crash.

Recommended Alternative Transportation

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

Warranty Information

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

Parts Information

Parts information, 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.

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 seat belt retractor. 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 a 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 seat belt retractor. 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. For Customers concerned with the performance of their vehicle:

“If you experience any concern(s) related to the performance of your vehicle, reach out to your nearest Hyundai dealer for assistance.

Best Practice Checklist



Reservation: Has WebDCS been checked 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: Has Alternative Transportation been offered to the customer?

- Yes
- No** – Customers should be offered alternative transportation if they feel unsafe operating their vehicle prior to the release of the official remedy, or if they request it themselves. Additionally, alternative transportation may be needed based on any additional work required during the customer’s visit.



Return: Has the customer’s information been accurately recorded to ensure a return visit once the remedy is available?

- Yes
- No** – Please ensure the customer’s latest information is recorded and contact them to schedule an appointment once the remedy is available.

FAQs

Q1: What is the issue?

A1: The driver and/or front passenger seat belt retractor assembly fasteners (bolts) in the subject vehicles might have been incorrectly installed during a plant rework.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2025MY IONIQ 5 (NEA EV) produced from 12/12/2024 – 06/12/2025 built by Hyundai Motor Group Metaplant America (“HMGMA”)

Q3: What is the safety concern?

A3: The presence of leaked or accumulated fuel near an ignition source can increase the risk of a vehicle fire.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing, Hyundai is aware of five (5) reports related to incorrectly installed seat belt fasteners in the U.S. There are no crashes, injuries, 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: No, no port “hold” will take place as all vehicles are past ports/vehicle processing centers.

Q6: What will be done during the recall service once the remedy is available?

A6: All owners of the affected vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealership, where technicians will inspect the driver and front passenger seat belt retractor fasteners and tighten them to the proper torque setting, if necessary. 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 January 16, 2026.

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 | | |
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| Dealer Support | Contact Information | Description |
| Parts | HyundaiPartsHotline@MobisUSA.com 1-800-545-4515 | Parts ordering hotline |
| Special Service Tools | hyundaitools@snapon.com 1-855-763-9199 | For ordering SST parts |
| 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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| AutoLoop Technical Support | Support@autoloop.com 1-877-850-2010 | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| CDK Technical Support | https://serviceconnect.support.cdk.com/ | Assistance with Car Care Scheduling: 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 recall or service campaigns |
| Hyundai Recall / Campaign Website | www.hyundaiusa.com/recall | Updated information related to the specific recall or service campaign |
| Hyundai Customer Care Center | 1-800-633-5151 | Customers general questions, non-campaign related |
| 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, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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 | |