

Safety Recall 287: Front Seat Belt Retractor Mounting Bolts Inspection & Replacement – Dealer Notification

December 10, 2025

Document Topic	Date
<ul style="list-style-type: none"> Remedy Available – Technical Service Bulletin (TSB) 25-01-088H posted on HMA Tech Info 	12/10/2025



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

Certain IONIQ 5 (NEA EV) vehicles may have an incorrectly installed seat belt retractor on the B-Pillar(s). A loose or unsecured seat belt retractor may not function as designed, increasing the risk of injury during a crash.

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

Follow the service procedure outlined in **TSB 25-01-088H** (or latest version) to inspect the driver & front passenger seat belt retractor bolts, install new bolts if required, and tighten to specification.

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

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.

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 any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- Please note that this recall is inspection and installation. The majority of the vehicles will pass inspection with no part installation and only require tightening existing bolts to specification.**
- 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.

Parts Information

Please refer to **TSB 25-01-088H** for the latest parts information.

- Only order the bolt(s) if vehicle does not pass inspection.
- Please note that the bolts (part number 19127-07283) will be set on a max quantity of 2 for the start of this recall.

Warranty Information

Per **TSB 25-01-088H** (or latest version), the recall campaign pays the following:

- Labor
 - 0.4 M/H for bolts inspection and bolt installation (if necessary) and torquing to specification.
- Parts
 - Bolts (if required to be installed)
- Sublet
 - A sublet of \$5.00 will be provided in case any clips may break during inspection.
- Digital Documentation:
 - Claims are subject to review after submission. Please note multiple pictures are required (one for driver side & one for passenger side). **If it found that the pictures are not complaint with requested ones per TSB, claim is subject to debit.**

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 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 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**. We can also schedule an appointment over the phone with a dealership of your choice as well to apply the remedy to your vehicle. If you do not feel safe operating your vehicle until the remedy has been applied to your vehicle, 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 with 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. We can get this recall completed for you today if you would like **at no cost to you**. If you do not feel safe operating your vehicle until the remedy has been applied to your vehicle, 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: 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: Does the dealer understand the TSB before receiving the customer?

- Yes
- No** – Please ensure dealer staff under the TSB before receiving customers.



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 25-01-088H** (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 delivery of the vehicle back to the customer.

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: A loose or unsecured seat belt retractor may not function as designed, increasing the risk of injury during a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (11/17/25), 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 at the dealerships?

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 in late December 2025, but 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		
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	



Appendix

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