



Recall 275 [NHTSA Recall # 25V-065] Talk Track

1.) Outbound call for customers who had the software update.

Hi this is (Agent's Name) calling from Hyundai Motor America.

“We are calling to let you know to let you know there have been complications reported related to the Vehicle Control Unit (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. Our records indicate that your vehicle, VIN XXXXXXXX, has had this software update installed as the remedy for recall 275. Hyundai is currently investigating the root cause of this complication and will provide an update when available. In the meantime, Hyundai recommends all owners who previously received remedy repair for recall 275 NOT TO USE the N e-SHIFT Feature. We apologize for any inconvenience this may have caused.”

2.) Voicemail for customers who had the software update.

Hi this is (Agent's Name) calling from Hyundai Motor America.

“We are calling to let you know to let you know there have been complications reported related to the Vehicle Control Unit (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. Our records indicate that your vehicle, VIN XXXXXXXX, has had this software update installed as the remedy for recall 275. Hyundai is currently investigating the root cause of this complication and will provide an update when available. In the meantime, Hyundai recommends all owners who previously received remedy repair for recall 275 NOT TO USE the N e-SHIFT Feature. We apologize for any inconvenience this may have caused.”