



Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92647

NHTSA Recall Number: 25V-065
Hyundai Recall Number: 275
(MM/DD/YYYY)

URGENT SAFETY RECALL UPDATE

Braking Performance When Using Left Foot Braking (“LFB”) Feature Remedy Complications

This is an Urgent Safety Recall Update.

- **The recall remedy is temporarily suspended.**
- Hyundai recommends all owners who previously received remedy repair for Recall 275 **NOT TO USE** the N e-SHIFT Feature.
- If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at:
1-855-371-9460 or www.hyundaiusa.com/campaignhome

This notice applies to your 2025 Hyundai IONIQ 5 N vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

The software update for the Integrated Electronic Brake (“IEB”) and Vehicle Control Unit (“VCU”) systems has been temporarily suspended. Our records indicate that your vehicle, with the VIN listed above, has had this software update installed as the remedy for Recall 275.

What is the problem?

There have been complications reported related to the recall remedy that may cause momentary continued motor torque during the release of the accelerator while the vehicle’s N e-shift feature is engaged, increasing the risk of a crash.

What will Hyundai do?

Hyundai is currently investigating the root cause of these complications and will provide an update when available.

What should you do?

Hyundai recommends all owners who previously received remedy repair for Recall 275 NOT TO USE the N e-SHIFT Feature.

Additional information

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at **1-855-371-9460**.

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.NHTSA.gov.

We appreciate your support and cooperation on this matter. We apologize for any inconvenience this may have caused you.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.