



## Hyundai Recall 275 (NHTSA Recall # 25V-065)

### MyHyundai App Messaging for Recall Update

1) To customers who have completed the recall remedy:

- Pop-up Screen/Message in Message Center

#### URGENT SAFETY RECALL Suspension

You have received the software update for Safety Recall 275 (IONIQ 5 N reduced braking). This update is suspended due to complications. Revised software will be provided. TO REDUCE RISK OF CRASH, DO NOT USE THE N E-SHIFT FEATURE UNTIL FURTHER NOTICE.

- Dismiss [*selectable*]

2) To customers who have not completed the recall remedy:

- Pop-up Screen/Message in Message Center

#### SAFETY RECALL UPDATE

The software update for Safety Recall 275 (IONIQ 5 N reduced braking) is suspended due to reported complications. Revised software will be provided. TO AVOID RISK OF CRASH, DO NOT USE THE N E-SHIFT OR LEFT-FOOT BRAKING FEATURES UNTIL FURTHER NOTICE.

- Dismiss [*selectable*]

- Two general information web pages with the following information were posted on Hyundai Owners Resources.

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<https://owners.hyundaiusa.com/us/en/resources/general-information/recall-275-suspension>

### Suspension to Safety Recall 275

Hyundai is initiating a temporary suspension to Safety Recall 275 in which it addresses a condition in your vehicle which involves the Left Foot Braking feature.

The temporary suspension of Recall 275 impacts owners of 2025 model year Hyundai IONIQ 5 N vehicles who have completed the remedy. If our completion records are inaccurate, Hyundai recommends all owners who previously received remedy repair for recall 275 NOT TO USE the N e-SHIFT Feature.

### 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](http://www.NHTSA.gov).

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

Hyundai Motor America

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<https://owners.hyundaiusa.com/us/en/resources/general-information/not-completed-recall-275-suspension>

**Suspension to Safety Recall 275 (If not completed yet)**

Hyundai is initiating a temporary suspension to Safety Recall 275 in which it addresses a condition in your vehicle which involves the Left Foot Braking feature.

The software update for the Integrated Electronic Brake (“IEB”) and Vehicle Control Unit (“VCU”) systems has been temporarily suspended.

**What is the Problem?**

There have been complications reported related to the VCU software 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 NOT TO USE the LFB feature OR the N e-SHIFT Feature on their



vehicle(s) until the updated remedy has been completed.

**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](http://www.NHTSA.gov).

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