
----- Forwarded Message -----

From: HCCC Email [consumeraffairs@hmausa.com]

Sent: 3/26/2025, 2:58 PM

Dear [REDACTED]

We have attempted to reach out to you by phone. We were 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 [REDACTED], 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. If you have any additional questions, you can reach us at (800) 633-5151.

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care

Hyundai Customer Care: (800) 633-5151

Hyundai Bluelink Customer Care: (855) 225-8354

Monday-Friday 6:00 AM-5:00 PM Pacific Time

Saturday 6:30 AM-3:00 PM Pacific Time

Sunday Closed

For open campaign information, please visit: www.hyundaiusa.com/campaignhome 