



Recall 284 [NHTSA Recall # 25V-605] Talk Track

1.) Outbound call

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

*"We are calling regarding your 2025 Hyundai IONIQ 5 vehicle. Hyundai has determined that a concern, which relates to motor vehicle safety, exists in **certain 2025 Hyundai IONIQ 5 vehicles** and is initiating Safety Recall 284. The condition involves certain rear suspension alignment adjustment bolts that may have been improperly tightened, which can cause a loss of vehicle stability control. A loss of vehicle stability control increases the risk of a crash. Our records indicate that your vehicle, is affected by this recall.*

*The recall remedy is available, and the recall procedure to replace the adjustment bolts, align the wheels, and replace tires if necessary, will be performed on your vehicle at **NO CHARGE** to you.*

This is where we need to set an appointment with your preferred dealership to perform the the recall remedy. I can assist you with setting up that appointment. Who is your preferred certified IONIQ dealership?"

2.) Voicemail

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

*"We are calling regarding your 2025 Hyundai IONIQ 5 vehicle. Hyundai has determined that a concern, which relates to motor vehicle safety, exists in **certain 2025 Hyundai IONIQ 5 vehicles** and is initiating Safety Recall 284. The condition involves certain rear suspension alignment adjustment bolts that may have been improperly tightened, which can cause a loss of vehicle stability control. A loss of vehicle stability control increases the risk of a crash. Our records indicate that your vehicle, is affected by this recall and we would like to assist in scheduling a dealer appointment to replace the adjustment bolts, align the wheels, and replace tires if necessary, free of charge.*

*Please call us back at **1-800-633-5151** and reference your vehicle's VIN at your earliest convenience or visit:*

1. Visit www.hyundaiusa.com/campaignhome
2. Enter your 17-digit VIN and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.



Ensure you select a dealership that is IONIQ certified.

We urge your prompt attention to this important safety matter, and we apologize for any inconvenience this may have caused you. Thank you.”