

[📄 Recall 287 - Seat Belt Retractor - Dealer Notification \(No Remedy\) \(posted on 11.18.25\).pdf](#)

Hyundai Motor America (HMA) has launched Remedy Not Available for this recall. An update will be provided once a remedy is available.

A “stop sale” has been issued on affected new vehicles in dealer's inventory. As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

A. Affected Vehicles:

- Certain 2025MY IONIQ 5 (NEA EV) produced from 12/12/2024 – 06/12/2025

- VIN Identification: Use the 'Vehicle Information' screen in WebDCS under the 'Campaign Not Performed' section to determine recall applicability.

B. Recall Description:

The driver and/or front passenger seat belt retractor assembly fasteners (bolts) in the subject vehicles might have been incorrectly installed. A loose or unsecured seat belt retractor may not function as designed, increasing the risk of injury during a crash.

C. New Stock Vehicles at Dealers:

- 64 – Divided by region as noted below – 64 at dealers.

Recall 287 Dealer Stock	
Region	IONIQ 5
CE	7
EA	12
MA	13
MS	14
SC	0
SO	4
WE	14
Other (NH, NL)	0
Total	64

D. Campaign Documents:

1. Dealer Notification

- Available on Hyundaidealer.com > Service > HMA Tech Info > Service News

E. Important Notes:

1. Review if any vehicles are currently at dealer's location in dealer stock. **Do not sell any vehicles identified with an open recall.**
2. The remedy is currently in development. An update will be provided once a remedy is available.

We appreciate your continued partnership and commitment to our Hyundai customers.

Thank you for your patience and understanding.

Warranty Campaign Team

Hyundai Motor America