

Dealer Notification

Recall Campaign 303: Rear Suspension Fasteners (Remedy Not Available)

May 19, 2026

| Document Topic | Date |
|------------------------|------------|
| • Remedy Not Available | 05/19/2026 |

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| | STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED. | |
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IMPORTANT: 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The rear suspension in the subject vehicles may have been assembled with insufficiently torqued fasteners, which can loosen over time and result in noise or vibration. If the vehicle is continuously operated under this condition without being addressed, the nut and/or bolt may detach from the vehicle over time and potentially reduce vehicle stability or control during operation. Loose or missing rear suspension fasteners can lead to loss of vehicle stability or control, increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2025MY IONIQ 5 (NEA EV) produced 12/10/2024 – 07/10/2025
 - Built by Hyundai Motor Group Metaplant America (“HMGMA”) – VIN prefix “7YA”
- 2026MY IONIQ 9 (ME1A EV) produced 03/25/2025 – 07/23/2025
 - Built by HMGMA – VIN prefix “7YA”

Remedy Information

The recall remedy is currently under development, and additional information will be provided once it is made available by Hyundai Motor America (HMA).

Recommended Alternative Transportation

HMA recommends that impacted customers be provided with a Service Rental Car (SRC) during the remedy development phase of this recall. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Warranty Information

Warranty information will be updated once a remedy has been released by HMA.

Parts Information

Parts information, if applicable, will be provided once a remedy has been released by HMA.

Additional Training & Resources

Applicable training and resources related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Sample Customer Talk Tracks

1. For Customers on the phone:

*"I reviewed your vehicle for any open campaigns or recalls and found that there is an open recall for which a remedy is not yet available. This recall involves the rear suspension fasteners in the subject vehicles, which can loosen over time and result in noise or vibration. If not addressed, the condition may cause the fasteners to loosen and/or detach from the vehicle over time and potentially reduced vehicle stability or control during operation, increasing the risk of a crash. Hyundai is conducting this recall to ensure the safety and quality of its vehicles for our customers. Once a remedy becomes available, you will be notified via First-Class mail and instructed to bring your vehicle to a Hyundai dealer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

2. For Customers at a dealership in the service lane:

*"During your visit today, I reviewed your vehicle for any open campaigns or recalls and found there is an open recall for which a remedy is not yet available. This recall involves the rear suspension fasteners in the subject vehicles, which can loosen over time and result in noise or vibration. If not addressed, the condition may cause the fasteners to loosen and/or detach from the vehicle over time and potentially reduced vehicle stability or control during operation, increasing the risk of a crash. Hyundai is conducting this recall to ensure the safety and quality of its vehicles for our customers. Once a remedy becomes available, you will be notified via First-Class mail and instructed to bring your vehicle to a Hyundai dealer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

3. For Customers concerned with the performance of their vehicle:

"If you experience any concern(s) related to the performance of the rear suspension fasteners such as suspension noise and/or vibration coming from the rear suspension, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation."

Best Practice Checklist

Reservation: Has WebDCS been referenced for additional open campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.

Reception: Offer alternative transportation to customers.

- Yes
- No** – If customers do not feel comfortable operating their vehicle prior to the availability of the official remedy, alternative transportation should be offered.

Return: Ensure the customer's contact information is up-to-date for follow up conversations regarding remedy status.

- Yes
- No** – Please ensure the customer's latest information is accurately recorded in order to provide future updates.

Anticipated FAQs

Q1: What is the issue?

A1: The rear suspension in the subject vehicles may have been assembled with insufficiently torqued fasteners, which can loosen over time and result in noise or vibration. If the vehicle is continuously operated under this condition without being addressed, the nut and/or bolt may detach from the vehicle over time and potentially reduce vehicle stability or control during operation.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2025MY IONIQ 5 (NEA EV) produced 12/10/2024 – 07/10/2025
 - Built by Hyundai Motor Group Metaplant America (“HMGMA”) – VIN prefix “7YA”
- Certain 2026MY IONIQ 9 (ME1A EV) produced 03/25/2025 – 07/23/2025
 - Built by HMGMA – VIN prefix “7YA”

Q3: What is the safety concern?

A3: Loose or missing rear suspension fasteners can lead to loss of vehicle stability or control, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: Hyundai is aware of two (2) report(s) related to the defect condition in the U.S. market. There are no confirmed crashes, fires, or injuries/fatalities attributable to this condition in the U.S.

Q5: Will a Dealer or Port Stop Sale be issued?

Dealer: Yes. A dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers. The stop sale commences with the filing of the 573 to NHTSA.

Port: Yes. A port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

Q6: What will be done during the recall service once the remedy is available?

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicle to a Hyundai dealer, where technicians will inspect the rear suspension fasteners. If the fasteners are confirmed loosened, technicians will replace the nuts/bolts and tighten to torque specification. If necessary, dealers will perform a rear vehicle alignment to ensure post-remedy condition of the rear suspension. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on March 2, 2026.

Q7: When will owners be notified?

A7: Owners will be notified no later than July 17, 2026.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

| Key Contact Information | | |
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| Dealer Support | Contact Information | Description |
| Parts | HyundaiPartsHotline@MobisUSA.com 1-800-545-4515 | Parts ordering hotline |
| Special Service Tools | hyundaitools@snapon.com 1-855-763-9199 | For ordering SST parts |
| Techline | 1-800-325-6604 | Vehicle Technical Support for Hyundai Dealer Technicians |
| Warranty HELP Line | 1-877-446-2922 | Warranty Claim questions for Hyundai Dealers |
| Warranty Prior Approval (PA) Center | PA@hmausa.com | Warranty Prior Approval (PA) Center for Hyundai Dealers |
| Xtime Technical Support | Support@xtime.com 1-866-984-6355 | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| AutoLoop Technical Support | Support@autoloop.com 1-877-850-2010 | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| CDK Technical Support | https://serviceconnect.support.cdk.com/ | Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| Customer Support | Contact Information | Description |
| Hyundai Customer Care Center (Recall / Campaign Questions) | 1-855-671-3059 | Customer questions or concerns related to recall or service campaigns |
| Hyundai Recall / Campaign Website | www.hyundaiusa.com/recall | Updated information related to the specific recall or service campaign |
| Hyundai Customer Care Center | 1-800-633-5151 | Customers general questions, non-campaign related |
| Hyundai Roadside Assistance | 1-800-243-7766 | Hyundai Roadside Assistance |
| Key Reference Information | | |
| Name | Source | |
| Campaign Central | Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com | |
| Car Care Scheduling (Xtime) - Tutorials | www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling | |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | <ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails as desired in the "Parts Desk Email Field" | |
| Parts – Campaign Parts Management (CPM) Procedure | As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management | |
| Service Rental Car (SRC) Program | SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance | |
| Technical Service Bulletin (TSB) | www.HyundaiDealer.com > Service tab > Hyundai Tech Info | |
| Uncompleted Campaign VIN Listing | A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed. | |
| Recall Campaign Website | www.hyundaiusa.com/recall | |
| NHTSA Website | www.safercar.gov | |

Appendix

| Document Topic | Date |
|--|------------|
| <ul style="list-style-type: none">Remedy Not Available | 05/19/2026 |