

Dealer Notification

Recall Campaign 305: High Voltage Battery System Assembly (Remedy Not Available)

July 02, 2026

Document Topic	Date
• Remedy Not Available	07/02/2026

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

Certain vehicles may contain suspect high-voltage (“HV”) battery modules manufactured by the supplier. These HV batteries might contain individual battery cells produced with misaligned electrodes. Under certain circumstances, electrode misalignment within a battery cell can result in an internal short circuit. An electrical short circuit within the battery cell(s) increases the risk of a fire while parked, charging and/or driving.

Applicable Vehicles (Certain)

- 2023-24MY IONIQ 5 (NE1) produced 12/15/2022 – 10/17/2023
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”

Important: Owners may continue to operate their vehicles. However, Hyundai advises owners to park their vehicles outdoors and away from structures until the recall remedy has been completed.

Hyundai also recommends that the battery pack state-of-charge (SOC) be limited to no more than 80%.

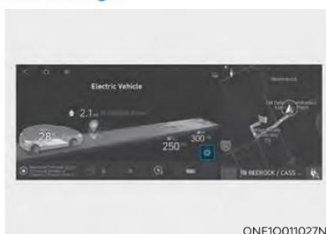
Remedy Information

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

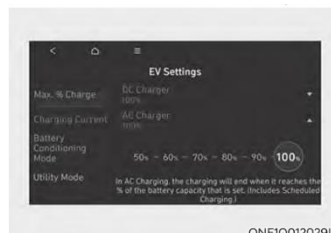
Setting state-of-charge (SOC) to 80%: While the remedy is being developed, the dealer can also help advise reducing the state-of-charge (SOC) for the customer to 80% in the navigation head unit to help minimize safety risk to the vehicle/customer. Please refer customer to their Owner’s Manual and locate ‘EV Settings’ heading. Screenshots are shown below of instruction on how to update the SOC.

- Select ‘EV -> EV Settings’ on the screen. You can set the charging limit, charging current, winter mode, and utility mode functions.
- The target battery charge level can be selected when charged with AC charger or DC charger.
- The charging level can be changed by 10% at time.”

EV Settings



Select ‘EV → EV Settings’ on the screen. You can set the charging limit, charging current, winter mode and utility mode functions.



- The target battery charge level can be selected when charged with AC charger or DC charger.
- The charging level can be changed by 10%.

Recommended Alternative Transportation

Owners of these vehicles should be provided a rental vehicle if they come into the dealership with their vehicle.

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.

Sample Customer Talk Tracks

1. For Customers on the phone:

*"I reviewed your vehicle for any open campaigns or recalls and found there is an open recall 305 for which a remedy is not yet available. The recall involves the high voltage battery system assembly, which may have battery cells with misaligned electrodes, resulting in a short circuit. An electrical short circuit within battery cell(s) increasing the risk a fire while parked, charging, and or driving. This service, of course, will be provided **at no cost to you**. 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 you a loaner vehicle at NO CHARGE to you until the remedy becomes available. Please park your vehicle outside and away from structures and limit the maximum charge to 80% until the recall is completed."*

Owners are recommended to perform the following:

- Adjust or confirm your vehicle's 'Max charge%' level to 80%. This can be done manually at home using the infotainment system with these steps:
 - Select 'EV -> EV Settings' on the screen. You can set the charging limit, charging current, winter mode, and utility mode functions.
 - The target battery charge level can be selected when charged with AC charger or DC charger.
 - The charging level can be changed by 10% at time."

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

*"During your visit today, I found there is an open recall 305 for which a remedy is not available. The recall involves the high voltage battery system assembly, which may have battery cells with misaligned electrodes, resulting in a short circuit. An electrical short circuit within battery cell(s) increasing the risk a fire while parked, charging, and or driving. 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 would like to offer you a loaner vehicle at no cost to you."*

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

"If you experience any concern(s) related to the performance of the vehicle such as smoke, a burning/melting odor, and/or illumination of the Malfunction Indicator Lamp (MIL) and/or battery light, 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:**
 - Has the customer been offered alternative transportation?

- ☐ Yes
- ☐ **No** – Please provide the customer an SRC while the remedy is being developed.

- **Return:**

Ensure the customer's contact information is up-to-date for follow-up conversations regarding their vehicle's 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: Certain vehicles may contain suspect high-voltage ("HV") battery modules manufactured by the supplier during a specific production period. These HV batteries might contain individual battery cells produced with misaligned electrodes. Under certain circumstances, electrode misalignment within a battery cell can result in an internal short circuit.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2023-24MY IONIQ 5 (NE1) produced 12/15/2022 – 10/17/2023
 - Built by Hyundai Motor Company (HMC) – VIN prefix "KM8"

Q3: What is the safety concern?

A3: An electrical short circuit within the battery cell(s) increases the risk of a fire while parked, charging and/or driving.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on 07/02/26, there are no confirmed crashes, fires, or injuries due to this condition in the U.S. market.

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

Dealer: No, as the vehicles being recalled or no longer in production or offered for sale in the U.S.

Port: No. All vehicles are past the port.

Q6: What will be done during the recall service?

A6: Owners may continue to operate their vehicles. However, Hyundai recommends that the battery pack state-of-charge be limited to no more than 80%. Additionally, as a precaution, owners are advised to park their vehicles outdoors and away from structures until the recall remedy has been completed. All owners of the subject vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealer, where technicians will replace the Battery System Assembly ("BSA"). 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 are planned to be notified via First Class Mail no later than August 31, 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		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Special Service Tools	hyundaistools@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	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	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

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