



Hyundai Motor America  
P.O. Box 2704  
Huntington Beach, CA 92647

NHTSA Recall Number: 26V-068  
Hyundai Recall Number: 294  
(MM/DD/YYYY)

## IMPORTANT SAFETY RECALL

### High-Voltage Battery System Assembly

#### This is an important Safety Recall.

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Failure to complete this recall repair can increase the risk of a vehicle fire.
- Please contact your nearest Hyundai IONIQ-certified dealer to schedule the repair as soon as possible to avoid any inconvenience. To locate and schedule an appointment, please call or visit:

**1-855-371-9460** or [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)

This notice applies to your [Model Year] Hyundai [Model] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in **certain 2025 – 2026 model year IONIQ 5**, and **certain 2026 IONIQ 9 vehicles**. Hyundai is initiating Safety Recall 294 to address a condition involving the **High-Voltage Battery System Assembly** (“BSA”). Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

#### What is the problem?

The BSA in the affected vehicles may contain a high-voltage busbar that was installed with insufficiently tightened retention bolts during supplier assembly. Insufficiently tightened bus bar retention bolts could loosen resulting in electrical arcing within the high-voltage battery pack, increasing the risk of a fire. In addition, loose high-voltage battery pack connections could trigger a voltage sensor error, causing the vehicle to enter a fail-safe mode with limited drivability.

#### What will Hyundai do?

Your Hyundai IONIQ-certified dealer with the support of a battery supplier representative will inspect the BSA bus bar and tighten the retention bolts or replace the BSA assembly, as necessary. This procedure will be performed at **NO CHARGE** to you. You will also be provided a loaner vehicle at **NO CHARGE** for the duration of the repair.

#### What should you do?

**Please bring your vehicle to your preferred Hyundai IONIQ-certified dealer so the remedy recall can be completed.**

The time required to perform the recall remedy on your vehicle may take up to 30 days to complete, as the recall remedy requires an inspection by the battery supplier’s representative. To schedule an appointment with your preferred Hyundai IONIQ-certified dealer, please **call 1-855-371-9460** and reference your vehicle’s VIN or visit:

1. [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click “Schedule Appointment,” enter your zip code in the Dealership Locator tool, click the “Find a Dealer” button, and follow the onscreen prompts to schedule your service appointment.

If you have already had this repair completed or scheduled an appointment with an IONIQ-certified dealership, please disregard this notice.

#### Additional information

**If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460.**

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.NHTSA.gov](http://www.NHTSA.gov).

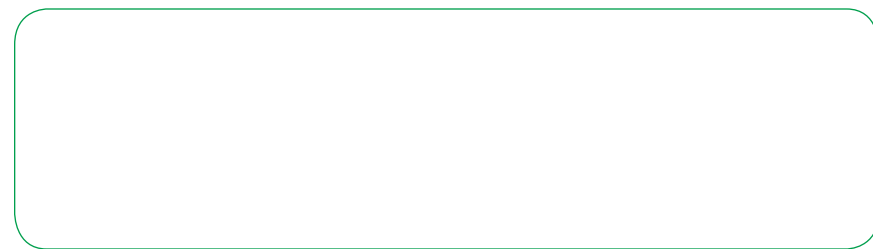
Your safety is our top priority. We urge you to take prompt action to address this safety recall for your vehicle by scheduling the necessary service as soon as possible. We sincerely apologize for any inconvenience this may cause and appreciate your attention to this matter.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. To submit for reimbursement:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

### No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.