Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92674

NHTSA Recall Number: 26V-314
Hyundai Recall Number: 303
[MM/DD/YYYY]

IMPORTANT SAFETY RECALL

Loose Rear Suspension Bolts

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 crash.
- Please contact your nearest IONIQ-certified Hyundai 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

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

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 model year Hyundai IONIQ 5 and 2026 model year Hyundai IONIQ 9 vehicles**. Hyundai is initiating Safety Recall 303 to address a condition involving the **rear suspension bolt**. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The rear suspension may have been assembled with insufficiently tightened fasteners, which can loosen and may detach from the vehicle. Loose or missing rear suspension fasteners can lead to loss of vehicle stability or control, increasing the risk of a crash. Customers may experience noise or vibration originating from the rear of the vehicle.

What will Hyundai do?

Your IONIQ-certified Hyundai dealer will inspect and retighten the rear suspension nuts and bolts, and if needed, replace the nuts and bolts of the rear suspension. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please schedule an appointment with your preferred IONIQ-certified Hyundai dealer so the recall remedy can be completed.

The actual time required to perform the recall remedy on your vehicle will take less than 1 hour, however, your vehicle may be needed longer. To schedule an appointment with your preferred IONIQ-certified Hyundai dealer, please call **1-855-371-9460** or visit:

1. 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.

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.

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.

Hyundai Motor America

Importante Retiro del Mercado por Motivos de Seguridad — Si tiene preguntas llama 1-800-633-5151 y oprima “1”

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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 reimbursement. To submit for reimbursement:

1. Visit 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.