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

NHTSA Recall Number: 26V-588
Hyundai Recall Number: 307
[MM/DD/YYYY]

IMPORTANT SAFETY RECALL

2nd Row Power Seat Assemblies

This is an important Safety Recall.

- **A software update is available for your vehicle. This update can be completed either via Over-The-Air (OTA)* software technology or by scheduling an appointment with an IONIQ-certified Hyundai dealer if you do not have Bluelink or if the OTA Update fails.**
- The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Hyundai advises customers to **exercise caution when operating the 2nd row power-folding seat function** until the recall remedy is completed.
- To locate your nearest IONIQ-certified Hyundai dealer and schedule an appointment, please call or visit:
  1-855-371-9460 or www.hyundaiusa.com/campaignhome

This notice applies to your 2026 Hyundai IONIQ 9 vehicle, VIN: XXXXXXXXX**XXXXXXXX**

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 **2026 model year IONIQ 9 vehicles equipped with Limited, Calligraphy, and Calligraphy Design trims**. Hyundai is initiating Safety Recall 307 to address a safety issue involving the **2nd Row Power Seat Assemblies**. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The 2nd row power seat assemblies may not respond to contact with an occupant or object as intended when certain powered seat functions, such as automatic power fold-and-stow, are used. If the seat continues to move, a person, especially a child, may become trapped by the rear seat, increasing the risk of injury.

What will Hyundai do?

Hyundai has released a software update for this recall for affected vehicles that updates operating logic for certain seat functions and modifies system response under certain operating conditions. This update can be completed either through OTA* software technology or by visiting an IONIQ-certified Hyundai dealer.

For the OTA* software option:

Step 1: Your vehicle will download the wireless OTA software automatically in the background.

Step 2: Once the download to the vehicle is complete, an “Update Start” popup will be displayed when you turn off the vehicle after driving the car for more than 30 minutes. Once started, the average time for the update is 5 minutes.

Note: *Vehicle must have an active Bluelink subscription account to receive OTA* software updates. The vehicle cannot be operated while the OTA* software update installation is taking place. Only update your vehicle when the vehicle can be parked in a safe location and when you have enough time to allow the update to be completed.*

If the OTA* software option is not preferred or if the software fails to install properly, please contact your nearest **IONIQ-certified** Hyundai dealer to schedule this software update as soon as possible. This procedure will be performed at **NO CHARGE** to you. Once the software update has been completed, no further action is needed.

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.

To avoid any potential damage to IONIQ vehicles, IONIQ repairs can only be performed by an IONIQ-certified Hyundai dealer.

What is included in the Software Update?

The 2nd row power seat functions require activation by the operator using the seat control switches. Seat folding buttons in the cargo area do NOT operate if the tailgate is closed or if the corresponding seatbelts are buckled.

*Over-The-Air (OTA) Software Updates

OTA Technology uses wireless communication to deliver the latest software to your vehicle’s systems. OTA updates are only available on Bluelink-enabled vehicles that are opted in to receive them.

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

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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 Hotline 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

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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
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.