



Recall 294 [NHTSA # 26V-068] Talk Track

1.) Outbound call

Hi this is (Agent's Name) calling from Hyundai Motor America.

"We're calling about your [Model Year] Hyundai [Model]. Hyundai has identified a safety related concern affecting certain vehicles and is initiating Safety Recall 294. The condition involves the battery system assembly that may have been installed with insufficiently tightened retention bolt, this can result in increased risk of fire or a limited drivability. Our records indicate that your vehicle is affected by this recall.

*The recall remedy is available, and the procedure is to inspect the BSA bus bar and tighten the retention bolts as necessary. This repair 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. The recall remedy may take up to 30 days, as it requires inspection by a battery supplier's representative.*

What is your preferred dealership?

We will reach out to the dealership and contact you again within 2 business days to coordinate your appointment.

2.) Voicemail

Hi this is (Agent's Name) calling from Hyundai Motor America.

"We're calling about your [Model Year] Hyundai [Model]. Hyundai has identified a safety related concern affecting certain vehicles and is initiating Safety Recall 294. The condition involves the battery system assembly that may have been installed with insufficiently tightened retention bolt, this can result in increased risk of fire or a limited drivability. Our records indicate that your vehicle is affected by this recall and we would like to assist in scheduling a dealer appointment to inspect and tightened the retention bolts as necessary, free of charge. We will also provide a loaner vehicle at NO CHARGE to you during the duration of the remedy. The recall remedy may take up to 30 days, as it requires inspection by a battery supplier's representative.



Please call us back at **1-800-633-5151** and reference your vehicle's VIN at your earliest convenience or visit:

1. Visit www.hyundaiusa.com/campaignhome
2. Enter your 17-digit VIN and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.

We urge your prompt attention to this important safety matter, and we apologize for any inconvenience this may have caused you. Thank you."