

## Recall 296 Bluelink Talk Track

### **1.) Outbound call**

Hello, (customer's name). I'm reaching out because our records indicate that your vehicle with a VIN ending in XXXX, has an open recall, Recall 296, which involves the 2nd and 3rd row seat walk-in and power-folding features. In certain situations, those seats may not detect contact with an occupant or object as intended. Hyundai is conducting this recall to ensure the highest levels of safety and quality. Hyundai has made available a software update to the operating logic for certain 2nd and 3rd row seat functions as a recall remedy. This update can be installed through Bluelink or at a dealership, at no cost. We noticed your vehicle is not currently enrolled in Bluelink, which would allow the update to be completed remotely, saving you a trip to the dealership. I'm calling today to see if you'd like assistance getting enrolled.

#### ***What if the customer asks if they can continue to use their vehicle?***

Yes, you may continue to operate the vehicle. However, Hyundai recommends exercising caution when using the 2nd and 3rd row power seat functions. Before operating the seats, please ensure that no person or object is in the seat or seat-folding area. You should also supervise children who are seated in the 2nd or 3rd row and take care to avoid accidental activation of the seat power seat controls, including the one touch-tilt-and-slide button used for third row access. Please also use care when loading cargo near the rear switch panel, which may be accessible from the third row.

### **2.) Voicemail**

Hi, this message is for (customer's name). My name is (Agent's name) and I'm calling from Hyundai Motor America Customer Care. We are calling because our records indicate that your vehicle has an open recall for which a remedy is available.

This recall involves the 2nd and 3rd row seat walk-in and power-folding features. Hyundai recommends all owners to exercise caution when operating the 2nd and 3rd row power-folding seat function and supervise children who are occupying the 2nd and 3rd row seats.

As a remedy, Hyundai will update the power seat control software via Bluelink or at a dealership, free of charge. To complete the software update via Bluelink, a Bluelink subscription is required. For assistance with Bluelink enrollment, please call us back at

(855) 225-8354. Otherwise, you can schedule an appointment with your preferred Hyundai dealership where they can assist you with the software update.

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

Thank you.