



Recall 305 Talk Track

1.) Outbound call

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

"We're calling about your [Model Year] Hyundai IONIQ 5. Hyundai has identified a safety related concern affecting certain vehicles and is initiating Safety Recall 305. The subject vehicles may contain suspect high-voltage ("HV") battery modules with misaligned electrodes. In certain situations, a misaligned electrode within the HV battery cell may result in an internal short circuit, increasing the risk of fire.

Our records indicate that your vehicle is affected by this recall and we would like to provide a loaner vehicle at **NO CHARGE** to you until the remedy becomes available and the repair is completed. Please park your vehicle outside and away from structures and limit the maximum charge to 80% until the recall is completed.

Owners are recommended to perform the following:

- Adjust or confirm your vehicle's 'Max charge%' level to 80%. This can be done manually at home using the infotainment system with these steps:
 - Select 'EV -> EV Settings' on the screen. You can set the charging limit, charging current, winter mode, and utility mode functions.
 - The target battery charge level can be selected when charged with AC charger or DC charger.
 - The charging level can be changed by 10%

What is your preferred dealership to bring your vehicle to?

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 IONIQ 5. Hyundai has identified a safety related concern affecting certain vehicles and is initiating Safety Recall 305. The subject vehicles may contain suspect high-voltage ("HV") battery modules with misaligned electrodes. In certain situations, a misaligned electrode within the HV battery cell may result in an internal short circuit, increasing the risk of fire. Our records indicate that your vehicle is affected by this recall and we would like to provide a loaner vehicle at **NO CHARGE** to you until the remedy is available and has been completed. Please park your vehicle outside and



away from structures and limit the maximum charge to 80% until the recall is completed.

Owners are recommended to perform the following:

- Adjust or confirm your vehicle's 'Max charge%' level to 80%. This can be done manually at home using the infotainment system with these steps:
 - Select 'EV -> EV Settings' on the screen. You can set the charging limit, charging current, winter mode, and utility mode functions.
 - The target battery charge level can be selected when charged with AC charger or DC charger.
 - The charging level can be changed by 10%

Please call us back at **1-800-633-5151** 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."