



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



July 26, 2021

Los Angeles, CA

NEF-109 tg
Ref. No. 11425074

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Hyundai Kona electric vehicle (EV). Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We understand your concerns with NHTSA Safety Recall Campaign No. 20V-630. The recall addresses a problem with lithium-ion batteries that may short circuit in certain MY 2019 and MY 2020 Hyundai Kona EV's. You indicate that the dealer updated the software and inspected the lithium-ion battery in your vehicle, per the recall. However, after the recall remedy your vehicle does not travel as far on a full battery charge.

Please note that Hyundai has amended Recall 20V-630 with Recall 21V-127 (enclosed). The remedy is now available for Recall 21V-127 and final owner notification letters were mailed in late June 2021. The dealer will install additional software updates to correct problems with the lithium-ion battery. In addition, the dealer may decide to replace the battery, based on the results of the inspection. The remedy should also restore the battery range of your vehicle. If you have not done so already, we recommend that you contact Hyundai and your dealer to schedule an appointment to have the recall remedy performed on your vehicle as soon as possible.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/documents/14895_odi_defectsrecallspublicdoc_110520-v6a-tag.pdf.

Your request to have your vehicle repurchased does not fall under our jurisdiction. We encourage you to continue working with Hyundai and your dealer to explore an amicable resolution to your problem. You may consider contacting your local Consumer Protection

Agency or the California Attorney General's Office regarding your problem and rights under the State laws. You can also ask your dealer to arrange a meeting with a Hyundai district manager to discuss your problem.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 21V-127
Hyundai Recall Number: 200

IMPORTANT SAFETY RECALL

2019 – 2020 Kona EV
Lithium-ion Battery

This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:
www.HyundaiUSA.com/Campaign200

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXXXX

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 your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States and Canada to address a potential condition with the electric vehicle ("EV") lithium-ion ("Li-ion") battery that could result in a fire in certain model year 2019 – 2020 Kona EV.

What is the problem?

The subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short. An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.

Hyundai previously issued Recall 196 which provided Hyundai dealers the ability to update software and inspect the lithium-ion battery, and replace if necessary, for Kona EV. Hyundai is now amending Recall 196 with Recall 200 and adding additional remedies.

What will Hyundai do?

Your Hyundai dealer will update the software of the Battery Management System (BMS) or replace the Battery System Assembly (BSA), if necessary. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

The actual time required to perform the repair will take less than one hour, however your vehicle may be needed longer. Therefore, we recommend scheduling a service appointment to minimize inconvenience. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible.

You should park and charge outside and away from structures until the repair is completed.

If you have other questions

If you 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 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 <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937



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.

Reimbursement Notification

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information at www.HyundaiUSA.com/Campaign200 or 1-855-371-9460.

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.





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

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FIRST-CLASS MAIL
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IMPORTANT SAFETY RECALL

2019 – 2020 Kona EV
Lithium-ion Battery

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law

