



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

NHTSA Recall Number: 18V-704  
Hyundai Recall Number: 178

## IMPORTANT SAFETY RECALL

### 2017-2018 Model Year Ioniq Vehicles: Power Relay Assembly

#### 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/Campaign178](http://www.HyundaiUSA.com/Campaign178)

This notice applies to your Hyundai, VIN: XXXXXXXXXX

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 model year 2017-2018 Hyundai Ioniq Hybrid and certain 2018 Ioniq Plug-In Hybrid vehicles produced between November 16, 2016 and August 16, 2017 by Hyundai Motor Company ("HMC") in the Republic of Korea. Our records indicate that your vehicle is affected.

#### What is the problem?

Your vehicle contains a Power Relay Assembly ("PRA") located underneath the rear seat. The PRA is equipped with a main relay which may have been loosely installed during assembly. If the PRA continues to operate in this condition, a loose connection between the main power relay contacts could increase electrical resistance thereby generating heat and increasing the risk of a fire.

#### What Will Hyundai do?

Your Hyundai dealer will inspect the PRA for heat damage. If no heat damage is found, the main relay will be replaced with a new one. If signs of heat damage are found, the entire PRA will be replaced with a new one. This procedure will be performed at **NO CHARGE**.

#### 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 installation will take less than one hour, however your vehicle may be needed longer; therefore we recommend scheduling a service appointment to minimize inconvenience.

#### 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.

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## IMPORTANT SAFETY RECALL

### 2017-2018 Model Year Ioniq Vehicles: Power Relay Assembly

#### No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information and return this form using the postage-paid envelope enclosed or visit the link below, input your VIN and click on the “Owner Info” tab: [www.HyundaiUSA.com/Campaign178](http://www.HyundaiUSA.com/Campaign178)

## Information Change Card

VEHICLE  
IDENTIFICATION  
NUMBER

Name and address has changed (print new information below)

LAST NAME										FIRST NAME										M.I.																			
MAILING ADDRESS										STREET										APT NO.										TELEPHONE NUMBER									
CITY										STATE										ZIP																			
E-MAIL ADDRESS																																							

I no longer own this automobile as of \_\_\_\_/\_\_\_\_/\_\_\_\_  
DATE

It was:

- ☐ SOLD (Print name and address of new owner above, if known).  
☐ EXPORTED ☐ STOLEN  
☐ DESTROYED ☐ I have NEVER owned this Hyundai

☐ The Vehicle Identification Number on this card is incorrect.  
The VIN of my Hyundai is