



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

NHTSA Recall Number: 20V-213  
Hyundai Recall Number: 191

## IMPORTANT SAFETY RECALL

2020 Sonata and 2020 Nexo  
Remote Smart Parking Assist

### 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/Campaign191](http://www.HyundaiUSA.com/Campaign191)

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 certain model year 2020 Hyundai Sonata vehicles produced between August 16, 2019 and February 18, 2020 by Hyundai Motor Manufacturing Alabama (“HMMA”) and model year 2020 Hyundai Nexo vehicles produced between October 22, 2019 and March 10, 2020 by Hyundai Motor Company (“HMC”). Our records indicate that your vehicle is affected.

### What is the problem?

The Remote Smart Parking Assist (“RSPA”) feature in the subject vehicles is programmed with a “fail-safe” mode that will prevent vehicle movement upon detection of a system malfunction during normal operation. In certain instances, an error in the RSPA software programming could cause the vehicle to continue to move in its last commanded direction even while a system malfunction is detected. Unintended movement of an unoccupied vehicle could increase the risk of a crash and injury to bystanders.

### What will Hyundai do?

Your Hyundai dealer will reprogram the RSPA software. 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 installation may take up to one hour, however your vehicle may be needed longer, therefore we recommend scheduling a service appointment to minimize inconvenience.

### If you have other questions

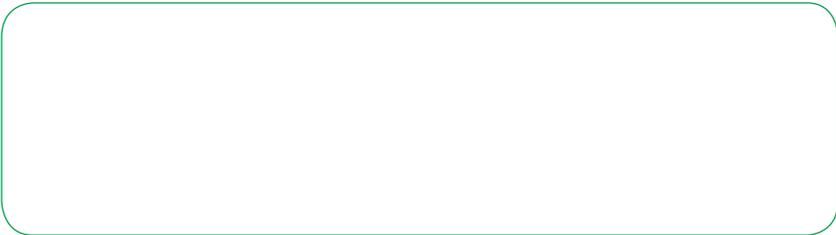
If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 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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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

**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.

**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/Campaign191](http://www.HyundaiUSA.com/Campaign191) or [1-855-371-9460](tel:1-855-371-9460).

**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 \_\_\_\_\_