

IMPORTANT SAFETY RECALL

2019 – 2020 Kona EV
High Voltage Battery System

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/Campaign196

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 to address a condition with the high-voltage battery system in certain model year 2019 – 2020 Hyundai Kona Electric vehicles produced by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

What is the problem?

The high-voltage battery system in the subject vehicles may have been produced with internal damage to certain cells of the lithium-ion battery that could increase the risk of an electrical short circuit. An electrical short in Li-ion battery could increase the risk of a fire. Hyundai is continuing to actively investigate this condition for identification of a specific root cause.

What will Hyundai do?

Your Hyundai dealer will inspect and replace the Li-ion battery, if necessary. As an added level of protection, Hyundai is also planning on updating the BMS software to allow for detection of abnormalities in the high-voltage battery system while parked. 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.

Owners should park their vehicles outside and/or away from structures until the recall repair is completed. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer 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 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/Campaign196 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.

