



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

NHTSA Recall Number: 21V-944
Hyundai Recall Number: 215

IMPORTANT SAFETY RECALL

2017 – 2019 Hyundai Ioniq EV

Accelerator 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/Campaign215

This notice applies to your Hyundai, VIN:

Dear

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 2017 – 2019 Hyundai Ioniq EV vehicles in the U.S. and Canadian markets. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

What is the problem?

During operation, the subject vehicles may enter a “fail-safe” mode causing the EV Ready lamp to flash, accompanied with reduced acceleration and overall power output. In certain instances, while in this “fail-safe” mode, an unintended acceleration event can occur after the accelerator pedal is released, if a specific set of sequences are met. The sequence steps being (1) the accelerator pedal is rapidly cycled at the moment the “fail-safe” mode is initially engaged, (2) followed by a sustained period of 100% accelerator pedal application and lastly (3) an abrupt release of the accelerator pedal. The braking and steering systems are fully functional during the “fail-safe” mode. The unintended acceleration following accelerator pedal release may increase the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will install a cable kit and update the EPCU (Electric Power Control Unit) 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.

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 approximately 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.

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/Campaign215 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.

