

Dear [Customer Name or Hyundai Kona EV owner],

Hyundai Motor America is ready to proceed with Recall 200 for your Hyundai Kona EV battery. The remedy for this recall is to update your EV battery's software or replace your EV battery.

Please contact your Hyundai dealer to make an appointment to proceed with the recall remedy. The first step of the recall remedy is for the Hyundai dealer to inspect your vehicle to confirm if it needs a software update only or needs an EV battery replacement.

If the battery needs to be replaced, the dealer will place an order for the battery which should arrive in seven to ten days. The dealer will contact you when the battery arrives. The battery replacement should be generally able to be done within one day. The dealer will assist you with alternative transportation if needed.

An EV battery will be reserved for 4 weeks from our notification to you to allow time for you to schedule an appointment. If an appointment is not made within 4 weeks, the EV battery will be made available to another customer.

Until the recall has been completed, we respectfully request that you maintain your EV battery's 'Max. % Charge' limit to 80%. This will ensure that you can safely drive and charge your vehicle indoors without risk or damage to your vehicle.

For additional information on setting your EV battery's 'Max. % Charge' or information regarding Recall 200, please visit [www.HyundaiUSA.com/Campaign200](http://www.HyundaiUSA.com/Campaign200).

Thank you for your patience and cooperation on this matter.

Sincerely,

Hyundai Motor America

[Additional language that this is an outbound email which does not accept any email replies, etc.]