

## 3<sup>rd</sup> SAFETY RECALL NOTICE

2019 – 2020 Kona EV  
Lithium-ion Battery

➔ **Our records indicate you have not taken action for this important Safety Recall.** ←

**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/campaign200](http://www.hyundaiusa.com/campaign200)

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 and Canada to address a potential condition with the electric vehicle (“EV”) lithium-ion (“Li-ion”) battery that could result in a fire in certain model year 2019 – 2020 Kona EV.

### What is the problem?

The subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short. An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.

### What will Hyundai do?

Your Hyundai dealer will update the software of the Battery Management System (BMS) or replace the Battery System Assembly (BSA), if necessary. 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 repair may take longer than one hour. Therefore, we recommend scheduling a service appointment to minimize inconvenience. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible.

**You should park and charge outside and away from structures until the repair is completed.**

### 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/campaign200](http://www.hyundaiusa.com/campaign200) 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.

