

IMPORTANT SAFETY RECALL

Trailer Tow Hitch Harness

This notice applies to your [Model Year] Hyundai [Model] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

This is an important Safety Recall.

Please see the included reply card on how to best identify the following:

If your vehicle does not have a Genuine Hyundai Accessory trailer tow hitch and 4-pin wire harness installed:

- Please notify Hyundai using the included reply card and Hyundai will close out the recall on your vehicle. No further action is required.
- **If you are still unsure, please visit your nearest Hyundai dealer to verify.**

If your vehicle has both a Genuine Hyundai Accessory trailer tow hitch and 4-pin wire harness installed:

- We are currently preparing the recall remedy. In the meantime, please notify Hyundai using the included reply card. **We will notify you when the final remedy is available.**
- Due to potential fire risk, you are strongly advised to **park your vehicle outside and away from structures.**
- For updated information, you can visit:
www.hyundaiusa.com/campaign244

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 2022 – 2023 Model Year Santa Cruz, 2019 – 2023 Model Year Santa Fe, 2021 – 2023 Model Year Santa Fe Hybrid, and 2022 – 2023 Model Year Santa Fe Plug-in vehicles.** We are initiating Safety Recall 244 to repair a condition involving the **Trailer Tow Hitch Harness** on these vehicles in the U.S. Our records indicate that your vehicle is affected by this action.

The purpose of this letter is to inform owners of general details regarding Recall 244 (NHTSA Recall 23V-181) and to keep you informed of Hyundai's remedy plan.

What is the problem?

On vehicles equipped with a Genuine Hyundai Accessory trailer tow hitch and wire harness, debris and moisture accumulation on the tow hitch wire harness module could cause an electrical short circuit, increasing the risk of a fire while driving or while the vehicle is parked with the ignition off.

What should you do?

A reply card with pictures has been included with this notification to help you verify whether your vehicle is equipped with a Genuine Hyundai Accessory trailer tow hitch and 4-pin wire harness. Please fill out the postage-paid reply card based on your findings and return it to us promptly. You can also visit your nearest Hyundai dealer for further assistance with the verification.

If your vehicle HAS a Genuine Hyundai Accessory trailer tow hitch and 4-pin wire harness installed

Owners are advised to park their vehicles outside and away from structures until the recall remedy is completed.

We are currently preparing to implement the recall remedy to install a 15A fuse and new wire extension kit, if necessary, free of charge. In the meantime, please notify Hyundai using the included reply card. You will receive a second notification letter when the remedy is available. If you experience a malfunction with the trailer tow hitch harness, you should seek service at your Hyundai dealer as soon as possible. If you have further questions regarding this recall or notice, you can reach out to Hyundai Motor America by calling **1-855-371-9460**. For updated information regarding this recall, please visit:

www.hyundaiusa.com/campaign244

If your vehicle DOES NOT HAVE a Genuine Hyundai Accessory trailer tow hitch and 4-pin wire harness installed

Please notify Hyundai using the included reply card and Hyundai will close out the recall on your vehicle. No further action is required.

Additional information

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or 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 www.safercar.gov.

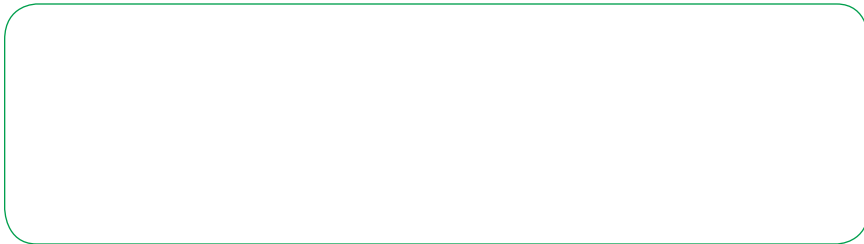
Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



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

NHTSA Recall Number: 23V-181
Hyundai Recall Number: 244



IMPORTANT SAFETY RECALL

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.

Do you want to learn more about this Safety Recall?

To learn more about this safety recall, including remedy repair status and other commonly asked questions, please visit:

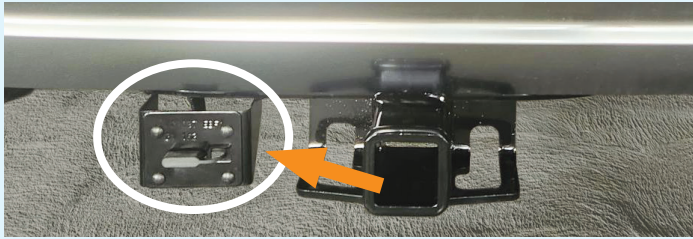
www.hyundaiusa.com/campaign244

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

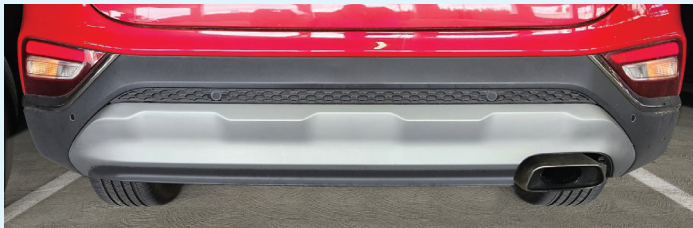
1. **Genuine Hyundai Accessory Trailer Tow Hitch with 4-Pin Wire Harness — Equipped**



2. **Genuine Hyundai Accessory Trailer Tow Hitch with 7-Pin Wire Harness — NOT equipped**



3. **No Tow Hitch and Wire Harness — NOT equipped**



We are currently preparing the Recall remedy. For further updated information, you can visit: www.hyundaiusa.com/campaign244

Steps to Help You Identify:

- ✓ Inspect the rear of your vehicle.
- ✓ Look for a Genuine Hyundai Accessory Trailer Tow Hitch and **4-Pin Wire Harness**. (Figure 1)
- ✓ Fill out the card below based on your findings and return it.
- ✓ If uncertain, please visit your nearest Hyundai Dealer to verify.

TO RETURN CARD:
↙ Fold in half,
moisten lower edges
and close

Fold in half ↘

Important Safety Recall: Trailer Tow Hitch Harness

REPLY CARD

[Name]
[Address 1]
[Address 2]
VIN:

My Hyundai vehicle is:

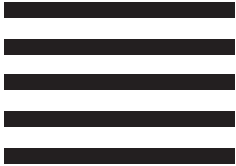
- Equipped** with a Genuine Hyundai Accessory Trailer Tow Hitch and 4-Pin Wire Harness. (Figure 1)
- NOT equipped** with a Genuine Hyundai Accessory Trailer Tow Hitch and 4-Pin Wire Harness. (Figure 2 or 3)



HYUNDAI MOTOR AMERICA
 P.O. BOX 2704
 HUNTINGTON BEACH CA 92647-9838

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 10918 SANTA ANA, CA



NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES

