

IMPORTANT SAFETY RECALL

Integrated Charging Control Unit (“ICCU”)

This is an important Safety Recall.

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Failure to complete this recall repair may cause the loss of all drive power, increasing the risk of a crash and injury.
- Please contact your nearest Hyundai IONIQ certified dealer to schedule the repair as soon as possible to avoid any inconvenience. To locate your nearest Hyundai IONIQ certified dealer and schedule your appointment please call or visit: **1-855-371-9460** or www.hyundaiusa.com/campaignhome

This notice applies to your [Model Year] Hyundai [Model] vehicle, 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, exist in **certain 2022 – 2024 model year IONIQ 5 and 2023 – 2025 model year IONIQ 6 vehicles**. Hyundai is initiating Safety Recall 272 to update the Integrated Charging Control Unit (“ICCU”). Additionally, the ICCU system will be inspected and the associated fuse and ICCU will be replaced, if necessary. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The subject vehicles are equipped with an ICCU which charges the vehicle’s 12-volt auxiliary battery and powers low-voltage vehicle accessory equipment. The ICCU may be subject to certain electrical load conditions that can cause the internal metal-oxide semiconductor field-effect transistor (“MOSFET”) to fail, potentially resulting in an open ICCU fuse. An open ICCU fuse results in an inability to charge the 12-volt battery. Upon fault detection, and accompanied by a series of driver warnings, the vehicle will enter a design-intended “fail-safe” driving mode that allows immediate full propulsion while gradually reducing drive power over time as the vehicle battery is discharged. If the vehicle is driven until the 12-volt battery state-of-charge is fully depleted the vehicle will lose all drive power, increasing the risk of a crash. Vehicle systems such as air bags, braking, and powered steering remain operational.

What will Hyundai do?

Your Hyundai dealer will update the ICCU software, and replace the ICCU and its fuse, if necessary. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai IONIQ certified dealer to schedule the recall repair as soon as possible.

The actual time required to perform the software update on your vehicle will take less than 30 minutes, however, your vehicle may be needed longer if the ICCU and its fuse require replacement. To schedule an appointment with your preferred Hyundai IONIQ certified dealer, please **call 1-855-371-9460** or visit:

1. www.hyundaiusa.com/campaignhome
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click “Schedule Appointment,” enter your zip code in the Dealership Locator tool, click “Find a Dealer” button and follow the onscreen prompts to schedule your service appointment.

Additional information

If you have any questions or 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 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.NHTSA.gov.

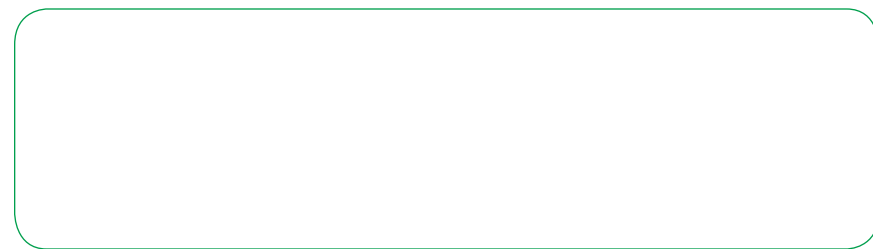
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92647

NHTSA Recall Number: 24V-868
Hyundai Recall Number: 272




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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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. To submit for reimbursement:

1. Visit www.hyundaiusa.com/campaignhome
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

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.