



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

NHTSA Recall Number: 24V-761

Hyundai Recall Number: 269

[MM/DD/YYYY]

IMPORTANT SAFETY RECALL

Thermally-activated Pressure Relief Device

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is available.**
- Due to fire risk, you are strongly advised to **park your vehicle outside and away from structures** until the recall remedy is completed.
- To stay up-to-date about this safety recall or for more information, you can call or visit:

1-855-371-9460 or www.hyundaiusa.com/campaignhome

This notice applies to your [Model Year] Hyundai Nexo 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, exists in **certain 2019 – 2024 model year Nexo vehicles**. Hyundai is initiating Safety Recall 269 to address a condition involving the **Thermally-activated Pressure Relief Device (“TPRD”)**. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai’s recall implementation plan. We are currently preparing to implement the safety recall remedy which, when available, will be performed at **NO CHARGE** to you. **We will send you another notification when the remedy is available**

What is the problem?

The TPRD could fracture due to microcracks in the glass bulb-type mechanism, which could lead to hydrogen gas leaking during normal vehicle operation. Hydrogen gas leaking in the presence of an ignition source may increase the risk of a vehicle fire and injury while parked.

What should you do in the interim?

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

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy to replace the TPRD. You will receive a second notification letter when the remedy is available. In the interim, if you experience a malfunction, such as a hydrogen gas leak during normal vehicle operation, you should seek service at your Nexo Certified Hyundai dealer as soon as possible. If you have further questions regarding this recall notice, you can reach out to Hyundai Motor America by calling 1-855-371-9460.

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 are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.NHTSA.gov.

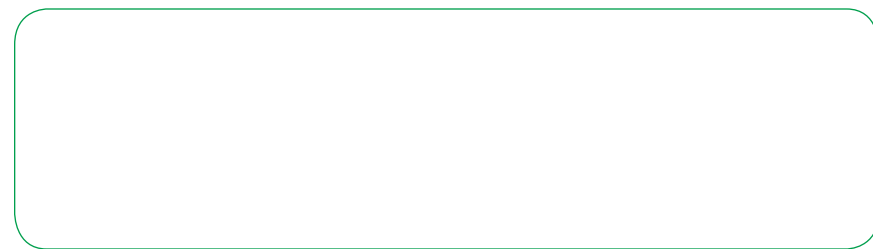
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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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.

Do you want to learn more about this Safety Recall?

To learn more about this safety recall, including the remedy repair status and additional information, please call Hyundai Motor America at 1-855-371-9460 or visit www.hyundaiusa.com/campaignhome.

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.