

IMPORTANT SERVICE CAMPAIGN

Integrated Electronic Booster Software Update

This is an important Manufacturer's Service Campaign.

- **This service campaign can only be performed at IONIQ certified dealers.**
- Please contact your nearest IONIQ Certified Hyundai dealer to schedule this procedure.
- The service campaign will be performed on your vehicle at **NO CHARGE** to you.
- To locate your nearest IONIQ Certified Hyundai dealer and schedule your appointment, please call or visit:
1-855-371-9460 or www.hyundaiusa.com/campaignhome

This notice applies to your 2025 Hyundai IONIQ 5 N vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

Hyundai is conducting a service campaign to update the software logic for the Integrated Electronic Booster ("IEB") in **certain 2025 model year IONIQ 5 N vehicles**. Our records indicate that your vehicle, with the VIN listed above, is affected by this campaign.

What is the problem?

Certain Hyundai IONIQ 5 N vehicles IEB software logic may disable the operation of the Electronic Brake Force Distribution ("EBD") system when there is a malfunction with the steering or brake related sensors.

What will Hyundai do?

Your IONIQ Certified Hyundai dealer will update the software logic for the IEB. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest IONIQ Certified Hyundai dealer to schedule this procedure.

The actual time required to perform this procedure on your vehicle will take less than 1 hour, however, your vehicle may be needed longer. To schedule an appointment with your preferred IONIQ certified Hyundai dealer, please call **1-855-371-9460** or visit:

1. Visit www.hyundaiusa.com/campaignhome
2. Enter your 17-digit Vehicle Identification Number ("VIN") from the top of this letter and click the "Search" button.
3. Click the "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 require further assistance, you may contact **Hyundai Motor America at 1-855-371-9460**. To better assist you during your call, please use the last 8 characters of your VIN (the **bold** characters in the VIN at the top of this letter).

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

Hyundai Motor America

Over-The-Air (OTA) Software Updates

2025 Model Year IONIQ 5 N vehicles feature OTA software update technology. OTA technology uses wireless communication to deliver the latest software to your vehicle's systems. OTA updates enable your vehicle to have the latest software over time, providing essential safety, performance, and feature enhancements efficiently and securely. Note: OTA updates are available on Bluelink enabled vehicles opted in to receive the updates.

Hyundai is currently developing the OTA software update for this service campaign and expects it to be available in the third quarter of 2024 (July – September).

This software update can be performed **now** at your preferred IONIQ Certified Hyundai dealer at **NO CHARGE** to you.



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

Hyundai Campaign Number: 9B7




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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this 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 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.