



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

Hyundai Campaign Number: 9B5  
[MM/DD/YYYY]

## IMPORTANT SERVICE CAMPAIGN

### Software Update VCMS Charging Condition Logic Update

#### This is an important Manufacturer's Service Campaign.

- Please contact your nearest Hyundai dealer to schedule this procedure.
- The service campaign will be performed on your vehicle at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment, please call or visit:  
**1-855-371-9460** or [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)

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

Dear <FirstName LastName,>

Hyundai is conducting a service campaign to update the software logic for the Vehicle Charging Management System ("VCMS") in **certain 2024–2025 model year Kona Electric vehicles**. Our records indicate that your vehicle, with the VIN listed above, is affected by this campaign.

#### What is the problem?

Certain Hyundai Electric vehicles may exhibit a condition of an interrupted charging session or a lower charging speed while charging with a 240V AC (Level 2) charger. This occurs to prevent potential damage to the charging cable connection.

#### What will Hyundai do?

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

#### What should you do?

**Please contact your nearest 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 Hyundai dealer, please call **1-855-371-9460** or visit:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit Vehicle Identification Number ("VIN") from the top of this letter and click the "Validate" button.
3. Enter you zip code in the Dealership Locator tool, click the "Find a Dealer" button, and follow the onscreen prompts.

#### 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).

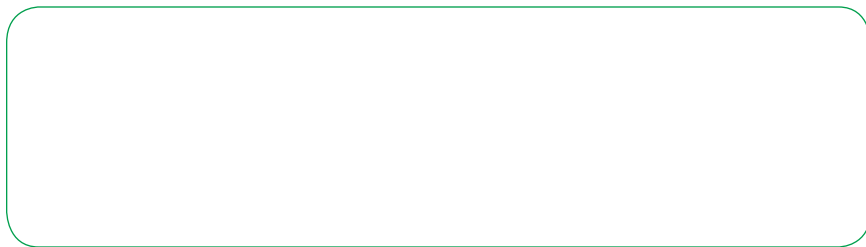
Thank you for your attention to this important service procedure. We apologize for any inconvenience this may have caused you.

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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](http://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.