



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

Hyundai Campaign Number: 9B9  
[MM/DD/YYYY]

## IMPORTANT SERVICE CAMPAIGN

### Key Fob Inspection/Replacement

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

- Please contact your nearest Hyundai IONIQ certified dealer to schedule this procedure.
- The service campaign will be performed on your vehicle at **NO CHARGE** to you.
- **Please bring both key fobs to the dealership for this service campaign in case they need to be replaced.**
- To locate your nearest Hyundai IONIQ 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 2025 Hyundai IONIQ 5 vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

Hyundai is conducting a service campaign to inspect and, if necessary, replace the key fob on certain 2025 model year IONIQ 5 vehicles. Our records indicate that your vehicle, with the VIN listed above, is affected by this campaign.

#### **What is the purpose of this campaign?**

The subject vehicles may have come with the incorrect key fobs for the specified trim level.

#### **What will Hyundai do?**

Hyundai will inspect and, if necessary, replace the key fobs. This procedure will be performed at **NO CHARGE** to you.

#### **What should you do?**

##### **PLEASE BRING BOTH KEY FOBs IN DURING THIS SERVICE CAMPAIGN.**

Please contact your nearest Hyundai IONIQ certified dealer to schedule the Service Campaign. 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 IONIQ certified 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 "Search" button.
3. Click "Schedule Appointment," enter your zip code in the Dealership Locator tool, click the "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**. 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).

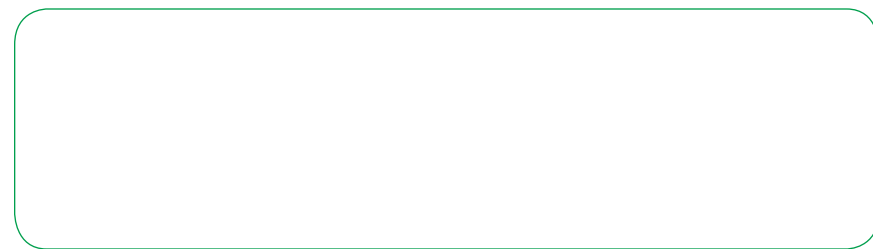
Thank you for your attention to this important service procedure. We apologize for any inconvenience this may have caused you.

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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.