

IMPORTANT SERVICE CAMPAIGN

Battery Management System Software 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.
- Having this service update performed will help ensure your vehicle's full protection under the emissions warranty.
- Failure to have this service performed could cause your vehicle to fail an emissions inspection (SMOG check) when required under state law. It could also be considered a lack of proper maintenance.
- To locate your nearest Hyundai 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,>

The California Air Resources Board has determined that certain **2021 – 2023 model year Elantra Hybrid, 2020 – 2022 model year Sonata Hybrid, and 2022 – 2024 model year Tucson Hybrid vehicles** may be releasing air pollutants which exceed Federal and California standards. These standards were established to protect your health and welfare from the dangers of air pollution. Hyundai is conducting a service campaign to update the Battery Management System (“BMS”). Our records indicate that your vehicle is affected by this campaign.

What is the problem?

Certain Hyundai vehicles may exhibit a warning light with Diagnostic Trouble Code (“DTC”) P1BB20 due to a battery over voltage condition.

What will Hyundai do?

Your Hyundai dealer will update the BMS Software. 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
2. Enter your 17-digit Vehicle Identification Number (“VIN”) from the top of this letter and click the “Validate” 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.

Are you a California registered owner?

The California Air Resources Board requires that **emissions-related campaigns, such as this, be completed prior to annual vehicle registration renewal**. Without repair, you may not be able to complete your vehicle registration and obtain a license tag. Once this repair has been completed, your Hyundai dealer will provide a “Proof of Correction Certificate.” The California Department of Motor vehicles (DMV) may request this Proof of Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Are you a registered owner in Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, or Washington?

Because your state has adopted the California emissions regulation, your Hyundai dealer will also provide a “Proof of Correction Certificate” once this repair has been completed. Your state's Department of Motor Vehicles, Department of Transportation, Motor Vehicle Administration, Motor Vehicle Commission, or Department of Licensing may request this Proof of Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Additional information

If you require further assistance, you may contact **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 encourage you to take action promptly and sincerely apologize for any inconvenience this may cause.

Hyundai Motor America



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

Hyundai Campaign Number: 9B4




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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.