

IMPORTANT SERVICE CAMPAIGN

Vehicle Control Unit (VCU) Software

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 IONIQ certified 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 Vehicle Control Unit (VCU) software in **certain 2025 model year IONIQ 5 N vehicles**. Our records indicate that your vehicle, with the VIN listed above, is affected by this service campaign.

What is the problem?

Certain IONIQ 5 N vehicles are equipped with a Left-Foot Braking (LFB) function designed for use on performance roadways, such as racetracks. Affected customers will be offered two options — either to remove or to retain the LFB feature.

What will Hyundai do?

Hyundai will update your vehicle's VCU based on your decision. This procedure will be performed at **NO CHARGE** to you.

Choice 1: Remove the LFB feature + \$500 USD

Hyundai will update the VCU software, remove the LFB feature from your vehicle, and reimburse you with \$500 USD.

Please note that the removal of the LFB feature is irreversible, and the feature cannot be reinstalled on the vehicle.

Choice 2: Retain the LFB feature

Hyundai will update the VCU software to lock the LFB feature into the vehicle and prevent accidental removal during any future VCU software updates.

*Please note that this feature is intended for track-use **ONLY**, and it will remain installed on the vehicle.*

What should you do?

Please bring the **Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form** on this letter with you when you visit your Hyundai dealership for service.

Please contact your nearest Hyundai IONIQ certified dealer to schedule the service campaign.

The actual time required to perform this software update on your vehicle will take less than 30 minutes, 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
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.

Hyundai Motor America

Customer Reimbursement — \$500 USD (ONLY if selecting Choice 1)

Once your vehicle completes the VCU Software update that removes the LFB feature, you will be eligible to receive a payment in the amount of \$500 USD.

To submit for your reimbursement:

1. Schedule an appointment with your nearest Hyundai dealer to have the revised VCU Software update to remove the LFB feature installed.
2. Visit <https://owners.hyundaiusa.com/us/en/contact-us> and select the Campaign Reimbursement tile.
3. Follow the onscreen prompts to input your contact information and upload the necessary documents:
 - Select Campaign 9C6 from the drop-down menu when submitting.
 - Copy of your final invoice repair details indicating Campaign 9C6 has been completed.
 - Copy of your proof of ownership during the time of repair (example, vehicle registration).
 - Copy of the completed and signed **Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form** below.
4. The \$500 USD reimbursement will be issued within 30 days if the claim form has been properly submitted as described above.

The final invoice copy of the repair order must include VIN (vehicle identification number), owner name and contact information. For more information, please contact Hyundai Motor America at **1-844-475-2215**.

Hyundai Service Campaign 9C6: Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form

Please complete the following information:

VIN: [VIN]

Vehicle Owner Name: [FirstName LastName]

Dealer Code:* _____

Dealership Address:* _____

Date:* _____

**Your Hyundai IONIQ certified dealer will fill it in after the repair procedure is completed.*

This document provides two choices regarding the Left Foot Braking (LFB) feature as part of the Hyundai service campaign.

Choice 1: Remove the LFB feature

You agree and acknowledge that the purchase price of the vehicle fairly reflects the value of the vehicle with the LFB feature removed. If agreeing to removal, customer is eligible for reimbursement of \$500 USD under the terms of the mailed customer letter (see dealer notification for a copy of customer letter).

Note: Dealer has removed the feature.

By agreeing with Choice 1, you acknowledge that removal of the feature is irreversible and cannot be reinstalled on the vehicle.

Choice 2: Retain the LFB feature

You acknowledge that the feature use is intended for track-use, and it will stay installed on the vehicle.

Customer Signature: _____ Print Name: _____

Service Manager Signature: _____ Print Name: _____

Note to Dealer: As part of Hyundai Motor America's digital documentation policy, please upload a copy of this form per the designated Technical Service Bulletin (TSB) and retain the repair order for your records.



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

Hyundai Campaign Number: 9C6



IMPORTANT SERVICE CAMPAIGN

If you are a vehicle lessor, please ensure that you forward a copy of this notice to the lessee within a timely manner.

No longer own this vehicle?

You received this notification because our records indicate you are the current owner of this vehicle. These records are based primarily on state registration and title data.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.