

IMPORTANT SERVICE CAMPAIGN

ECU Update — LAMBDA II Emission Improvement

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 software 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 Palisade vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

The California Air Resources Board has determined that certain **2020 – 2025 model year Palisade vehicles** equipped with 3.8L GDI Lambda II engines 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 emission logic within the Engine Control Module (ECM) to improve engine-out NOx (Nitrogen Oxides) and Particulate Matter (PM) emission, so they are within permissible specifications. Additionally, improvements to reduce noise during engine start, and enhanced thermostat logic, are also included in the updated ECM software. Our records indicate that your vehicle, with the VIN listed above, is affected by this service campaign.

What is the problem?

Hyundai has become aware that certain Palisade vehicles equipped with 3.8L GDI Lambda II engines may not meet engine-out NOx (Nitrogen Oxides) and Particulate Matter (PM) emission standards.

What will Hyundai do?

Hyundai will update the Engine Control Module (ECM) software. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai 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 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 encourage you to take action promptly and sincerely apologize for any inconvenience this may have caused.

Hyundai Motor America

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.



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

Hyundai Campaign Number: 9C9




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

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 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.