



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 21V-127
Hyundai Recall Number: 200

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2019 – 2020 Kona EV Lithium-ion Battery

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:
www.HyundaiUSA.com/Campaign200

This notice applies to your Hyundai, VIN:

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States and Canada to address a potential condition with the electric vehicle (“EV”) lithium-ion (“Li-ion”) battery that could result in a fire in certain model year 2019 – 2020 Kona EV.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai’s recall implementation plan. We are currently making preparations to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short. An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.

Hyundai previously issued Recall 196 which provided Hyundai dealers the ability to update software and inspect the lithium-ion battery, and replace if necessary, for Kona EV. Hyundai is now amending Recall 196 with Recall 200 and add additional remedies.

What should you do in the interim?

We appreciate your patience. Hyundai is currently making preparations to implement the recall remedy. You will receive a second notification letter when the remedy is available, and the Battery System Assembly will be inspected, and replaced — if necessary. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. Customers should park and charge outside and away from structures until they can reduce their vehicle’s “Max. % Charge” level to 80% as described below.

For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign200

In the meantime, owners are recommended to perform the following:

- Adjust or confirm your vehicle’s “Max. % Charge” level to 80%. This can be done manually at home using the infotainment system with these steps:
 - Turn the vehicle ignition ON without starting the engine.
 - Depending on radio select: EV on display screen (7 in.) or battery display (10.25 in.).
 - Select Energy Information.
 - Select DC Charger.
 - Press the Minus (-) Sign until the charger percentage reaches 80%.
 - Select OK when complete.
 - Perform the same steps once more for the AC Charger.
 - Both the DC and AC charge percentage will now be set and displayed at 80%.
 - See instructional video www.youtube.com/watch?v=dk-FrxW5bRM which can be viewed by using this QR code.
- If your vehicle is currently subscribed to Bluelink, Hyundai will attempt to remotely set your “Max. % Charge” to 80% within the next week. You can verify the setting following the steps above.
- **You must go to the dealership** to verify or adjust “Max. % Charge” level reduced to 80%. Once verified at the dealership you will receive a \$200 gift card due to the inconvenience of reduction of range. Please provide the dealer with a valid email address and allow 10 business days for processing.
- **If you cannot adjust or go to the dealership to achieve “Max. % Charge” level to 80%, park and charge your vehicle outside and/or away from structures until the “Max. % Charge” level has been reduced to 80%.**



If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. 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 recall notice must forward a copy of this notice to the lessee within ten days.

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.

