



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

NHTSA Recall Number: 22V-258  
Hyundai Recall Number: 225

## IMPORTANT SAFETY RECALL

2019 – 2021 Nexo  
Hydrogen Gas Sensor

### This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- Owners are strongly recommended to park vehicles outside and away from structures.
- For updated information, you can visit:

[www.HyundaiUSA.com/Campaign225](http://www.HyundaiUSA.com/Campaign225)

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

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 certain 2019 – 2021 model year Nexo vehicles. Your vehicle, with the VIN shown above, is among the impacted vehicles. Hyundai is initiating a safety recall to repair a condition involving the hydrogen gas detection sensors in the U.S. and Canada.

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 preparing 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 hydrogen gas detection sensors in the subject vehicles may fail to detect leaks in the hydrogen gas delivery system. A hydrogen gas leak could increase the risk of a vehicle fire while parked or driving.

### What should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy. You will receive a second notification letter when the remedy is available.

In the interim, Hyundai strongly recommends owners to **park their vehicles outside and away from structures** until the remedy is completed. For updated information regarding this recall, please visit:

[www.HyundaiUSA.com/Campaign225](http://www.HyundaiUSA.com/Campaign225)

### 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 and/or Hyundai has failed or is unable to remedy the defect without charge, or 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.

Hyundai Motor America



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



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.

