



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

Customer Satisfaction Campaign: P33
[MM/DD/YYYY]

ANTI-THEFT CUSTOMER SATISFACTION CAMPAIGN

Ignition Cylinder Protector

This notice applies to your [Model Year] Hyundai [Model] vehicle, VIN: XXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

We write in relation to the trend of vehicle thefts involving Hyundai vehicles that has been fueled by social media over the last several years.

In response to this trend, we engineered a software upgrade that addresses the social media theft method and made it available to owners of eligible models free of charge at authorized Hyundai dealers since early 2023. If you are an owner of an eligible model and have not already obtained this software upgrade (Campaign 993), please visit www.hyundaiusa.com/anti-theft or call 1-855-371-9460 to schedule an appointment with your local authorized Hyundai dealer. You can find a list of vehicle models eligible for the software upgrade by visiting www.hyundaiusa.com/anti-theft.

REMINDER: IF YOU HAVE ALREADY RECEIVED THE SOFTWARE UPGRADE, PLEASE REMEMBER TO ALWAYS USE THE VEHICLE'S KEY FOB AFTER YOU EXIT THE VEHICLE TO LOCK THE VEHICLE AND ARM THE SOFTWARE.

NOW AVAILABLE: ANTI-THEFT IGNITION CYLINDER PROTECTOR

In addition to the anti-theft software, we've developed a new **zinc-reinforced ignition cylinder protector hardware upgrade** that can be installed at the ignition cylinder location to provide additional protection against the social media theft method. Because your Hyundai vehicle with the VIN listed above ("Subject Vehicle") was not factory-equipped with an engine immobilizer and was previously eligible for the software upgrade, you are now eligible until March 31, 2027 to have the ignition cylinder protector installed — if you request it — **at no cost** to you through an authorized Hyundai dealership.

Please visit www.autoservice.hyundaiusa.com/ignitionprotector or call your preferred local authorized Hyundai dealer to schedule an appointment to request to have the ignition cylinder protector installed on your vehicle on or before March 31, 2027, at no cost to you. You may also call 1-855-371-9460 (press or say 2) to be connected to the nearest dealer to schedule an installation appointment (please specifically mention that you are requesting installation of an "ignition cylinder protector").

If an authorized Hyundai dealer cannot or will not schedule an appointment for installation of the ignition cylinder protector by March 31, 2027, you may contact Hyundai directly at the web portal available at <https://owners.hyundaiusa.com/us/en/contact-us/create-new-case> before March 31, 2027 and, upon such contact, be eligible to have the ignition cylinder protector installed at no cost beyond the initial eligibility period.

CONSUMER COMPENSATION

Additionally, if you are a consumer whose Subject Vehicle was equipped with the software upgrade at the time of a theft or attempted-theft incident that occurred on or after April 29, 2025, or you can provide documentation to show that you had an appointment scheduled to receive the software upgrade at the time of a theft or attempted-theft incident that occurred on or after April 29, 2025, then you may be entitled to compensation for certain theft and attempted-theft related expenses. To receive compensation, you must submit a valid claim by March 31, 2027.

For more information about your eligibility and how to submit a valid and timely claim, please visit:
www.HKMultistateimmobilizersettlement.com.

YOU ARE ONLY ELIGIBLE FOR CONSUMER COMPENSATION IF YOUR VEHICLE QUALIFIES FOR THE SOFTWARE UPGRADE AND YOU (1) ALREADY HAD THE SOFTWARE UPGRADE INSTALLED, OR (2) YOU HAD A PENDING APPOINTMENT TO RECEIVE THE SOFTWARE UPGRADE AT THE TIME OF THE THEFT OR ATTEMPTED THEFT.

Thank you for your attention to this matter and for your continued interest in Hyundai.

Very truly yours,

VP, Customer Satisfaction



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IMPORTANT CUSTOMER SATISFACTION 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.