



Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

SERVICE CAMPAIGN NOTIFICATION

Dear 2011 Hyundai Sonata Hybrid Owner:

Since launching the 2011 Sonata Hybrid, Hyundai has received many accolades for leading the industry in Lithium Polymer Hybrid technology. We have also achieved leadership in Corporate Average Fleet Fuel Economy. Through August 2011, we sold more than 138,500 vehicles (Sonata Hybrid, Elantra, Accent and now Veloster) delivering an EPA estimated 40 mpg highway rating, more than any other brand in the industry. Even so, we continue to strive for further improvements and are issuing a service campaign to improve the satisfaction with your 2011 Hybrid Sonata. This letter provides you with information about the service campaign.

We recognize that having this service performed will be an inconvenience to you, so Hyundai Motor America has arranged for you to receive a \$50 cash gift card as our way of saying "thanks". The card will be mailed within 30 days of completion of this service campaign by your Authorized Hyundai Dealer. NOTE: This is not a credit card it is a gift. Simply dispose of the card after fully using the \$50 value.

What is the purpose of the service campaign?

- This service campaign will improve the operation, fuel economy, and overall reliability and durability of the vehicle. It will also reduce the possibility that the Check Engine Lights will unnecessarily be illuminated.

What vehicles does this apply to?

- This service campaign applies only to 2011 model year Hybrid Sonatas.

What will Hyundai do?

- Hyundai will perform a software update and inspect/replace components as required at no cost to you.

What should you do?

- Please schedule an appointment at your convenience to take your vehicle to your Hyundai dealer. When you make an appointment, please confirm the dealer's schedule to determine how much time will be required to perform the work so you may plan appropriately.

To help facilitate the process, you can schedule an online appointment. Please visit Hyundai.com, click on "Find a Dealer" and input your zip code. When your preferred dealer appears, click on "Schedule Service" under their address.

- o If you already have a log-on and password for online scheduling, enter them here, click on "Log In", then click on "Repair". Select "Campaign" and in the "Repair Service" box, enter the code: SONATA HY01 and click on "OK". Follow the instructions on the next screens to schedule your appointment.
- o If you do not have a log-on and password, complete the information under "New Customer" and click on "Repair". Select "Campaign" and in the "Repair Service" box, enter the code: SONATA HY01 and click on "OK". Follow the instructions on the next screens to schedule your appointment.

If your preferred dealer does not have a link to schedule service online, please contact them via phone to schedule an appointment.

What if you have other questions?

- If you have any questions related to this service campaign, please contact the Hyundai Customer Connect Center at 1-800-633-5151 or ConsumerAffairs@hmausa.com.

We thank you for your purchase of your Sonata Hybrid and hope for your continued satisfaction as a Hyundai owner.

HYUNDAI MOTOR AMERICA