

Hyundai and Kia Owners

We want you to know we're here to help whenever you need us. This commitment extends well beyond making a claim, which is why we wanted to make you aware of an ongoing issue with your vehicle.

We've seen a significant increase in Hyundai and Kia vehicle thefts recently, and as an owner of one of these vehicles, we wanted to let you know that both Hyundai and Kia are offering a free anti-theft software patch for your vehicle. This patch will require an actual key in the ignition to start the engine, and it will prevent the car from being started after the doors have been locked via the key fob remote. This means that you will need to unlock the car with your key fob before it is started. Additionally, the alarm associated with an attempted break-in will be extended from 30 seconds to a full minute.

Upon completion of the work, Hyundai owners will also have a sticker affixed to their window stating the vehicle has anti-theft software installed.

Additionally, both manufacturers are offering steering wheel locks as a preventative measure. Kia provides a link through their owner portal to check eligibility and order directly, while both are offering the locks through local police departments in several states. We encourage you to contact your local law enforcement agencies to see if a steering wheel lock is available. Hyundai is also finalizing a program to reimburse customers for steering wheel locks on vehicles that cannot accommodate the software upgrade.

Please contact the manufacturer to learn more about the anti-theft options available to you.



hyundaiantitheft.com

(800) 633-5151



owners.kia.com/us/en/kia-owner-portal.html

(800) 333-4542

Thank you,

Katie Gibbs

Vice President and Chief Experience Officer