

Helping Your Customers Protect Their Kia / Hyundai Vehicles From Theft

A concerning trend began in the summer and fall of 2022 – a sudden and significant increase in the theft of Kia and Hyundai vehicles.

Both Kia and Hyundai announced an anti-theft software fix in the first quarter of 2023, and recently announced an additional anti-theft hardware solution. Below you'll find updated information on how to identify and help customers most at risk.

Questions Customers Who Own Hyundai or Kia Vehicles May Ask

How can I tell if my vehicle is affected?

The charts below list the years and models that are most vulnerable to theft. To get more specific information, start by visiting the following web sites for Hyundai and Kia owners. Enter your VIN to learn if your vehicle is affected and get guidance on the best anti-theft fix for your specific make and model.

- **Hyundai Vehicles** – Visit www.hyundaiantitheft.com or call Hyundai at **800-633-5151**
- **Kia Vehicles** – Visit <https://ksupport.kiausa.com/ConsumerAffairs/SWLD> or call Kia at **800-333-4542**

HYUNDAI

MODEL	MODEL YEARS
Accent	2011-2021
Elantra	2011-2020
Genesis	2011-2012
Kona	2018-2021
Palisade	2020-2021
Santa Fe	2011-2021
Sonata	2011-2020
Tucson	2016-2021
Veloster	2012-2017
Venue	2021
Veracruz	2011-2012

KIA

MODEL	MODEL YEARS
Forte	2011-2021
Optima	2011-2020
Optima Hybrid	2011-2016
Rio	2011-2021
Sedona	2014-2021
Seltos	2021
Sorento	2011-2016
Soul	2010-2022
Sportage	2011-2021

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What solutions are Kia / Hyundai offering to help address the increased thefts?

- **Anti-Theft Software:** Beginning in February of 2023, both Kia and Hyundai rolled out a free anti-theft software upgrade. This anti-theft software upgrade is available at Kia and Hyundai dealerships and generally takes less than 30 minutes to install. While the anti-theft software upgrade is a good solution for the large majority of affected vehicles, it could not be used for a small subset of Kias and Hyundais.
- **Anti-Theft Hardware:** For vehicles not eligible for the software upgrade, Kia and Hyundai in late December of 2023 announced a new hardware solution. This new fix is an ignition cylinder protector that includes a locking bracket. It's designed to prevent removal of the ignition cylinder body, which is the method used most often by thieves. The hardware solution is also available for free at Kia and Hyundai dealerships.

Are there additional security measures I can take to safeguard my vehicle?

The most important step you can take is to **schedule and install the anti-theft software or hardware appropriate for your vehicle as soon as possible**. Thefts continue at high levels, in part, because too few Kia and Hyundai owners have installed these free security measures.

In addition, both Kia and Hyundai may be able to offer you a free steering wheel lock as an added measure of security. Reach out to your local dealership for more info.

Lastly, it's always a good idea to take general measures to help prevent vehicle theft of any type. Close your windows and lock your doors. Never leave your key or key fob in the vehicle. Park in a home garage if possible; if not seek out well-lit, visible parking areas.

