

## Recall 236 Email Notice (2 Versions)

Version 1



[Web version](#)

##SMFMT\_PROPERCASE[\customer\_first\_name]##,

A Safety Recall has been issued on your  
##model\_year##  
##SMFMT\_PROPERCASE[\model\_short\_name]##'s  
8-Speed Dual-Clutch Transmission (DCT).

Recall ##campaign\_number## Remedy is Available

This notice applies to your vehicle,  
VIN: ##VIN##

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### What is the problem?

When prompted by a transmission high-pressure electric oil pump malfunction while driving, the vehicle's "fail-safe" limited-mobility drive mode may be impaired, resulting in illumination of multiple warning lights and approximately 20 – 30 seconds of normal drive power, followed by a complete loss of drive power.

A loss of power while driving could increase the risk of a crash.

Our records indicate that your vehicle is affected.

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### What will Hyundai do?

Your Hyundai dealer will reprogram the transmission control unit with updated software that provides proper "fail-safe" driving capability. Your Hyundai dealer will also inspect the transmission and replace it, if necessary. This procedure will be performed at  
**NO CHARGE.**

To ensure your safety and the quality of your vehicle, **please schedule an appointment with a Hyundai dealer as soon as possible to complete the remedy procedure.**

[Schedule appointment](#)

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**Additional Information**

For more information about this critical recall including affected vehicles or frequently asked questions, you may view [Hyundai's official campaign page](#) or visit the [NHTSA website](#).

If you require further assistance, including info on reimbursement or updating ownership, please visit the [Hyundai Consumer Assistance Center](#) or by calling the Hyundai Motor America Virtual Assistant at 1-855-371-9460.

To better assist you during your call please have the last 8 characters of your VIN ready to enter when prompted.

Last 8 Characters: ##last\_8\_vin##



[NHTSA.GOV](#) [HYUNDAIUSA.COM](#) [PRIVACY](#)



You are receiving this notice because our records indicate that you own or lease the vehicle identified by the VIN on this notice.

This is an outbound email only. Please do not reply to this email.  
This message was transmitted by Hyundai Motor America.

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Version 2:



[Web version](#)

##SMFMT\_PROPERCASE[customer\_first\_name]##.

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##model\_year##  
##SMFMT\_PROPERCASE[model\_short\_name]##  
8-Speed Dual-Clutch Transmission (DCT).

Recall ##campaign\_number## Remedy is  
Available

This notice applies to your vehicle,  
VIN: ##VIN##

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**What will Hyundai do?**

Your Hyundai dealer will reprogram the transmission unit with updated software that provides proper "fail-safe" limited-mobility driving capability. Your Hyundai dealer will also inspect the transmission and replace it, if necessary. This procedure will be performed at **NO CHARGE**.

To ensure your safety and the quality of your vehicle, **please schedule an appointment with a Hyundai dealer as soon as possible to complete the remedy procedure.**

[Schedule appointment](#)

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**A loss of power while driving could increase the risk of a crash.**

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