



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 17, 2024

Ms. Stacey Morrow
Hyundai Motor America
10550 Talbert Ave
Fountain Valley, CA 92708

NEF-107ES
24V-529

Subject: Vehicle Roll Away from Software Error

Dear Ms. Morrow:

This letter serves to acknowledge Hyundai Motor America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
HYUNDAI/SANTA FE/2024

Mfr's Report Date: July 11, 2024

NHTSA Campaign Number: 24V-529

Components:
POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE:SOFTWARE

Potential Number of Units Affected: 12,349

Problem Description:

Hyundai Motor America (Hyundai) is recalling certain 2024 Santa Fe vehicles. A software error in the transmission control unit may result in a vehicle roll away when the vehicle is in PARK.

Consequence:

A vehicle roll away increases the risk of a crash or injury.

Remedy:

Dealers will update transmission control unit software. In addition, dealers will inspect and replace the dual clutch transmission, as necessary. All repairs will be performed free of charge. Owner notification letters are expected to be mailed September 9, 2024. Owners may contact Hyundai customer service at 1-855-371-9460. Hyundai's number for this recall is 263.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Hyundai Motor America's contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement