

## IMPORTANT SAFETY RECALL

### Rearview Camera System

This notice applies to your 2024 Hyundai Santa Fe vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

#### This is an important Safety Recall.

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Failure to complete this recall repair may result in obstruction of the rearview camera by a Trailer Parking Assist (TPA) message, which could increase the risk of a crash or injury.
- A software update is available for your vehicle. Hyundai recommends utilizing Over-The-Air (OTA)\* software technology to perform this update. For more information regarding OTA please visit: [www.hyundaiusa.com/us/en/over-the-air](http://www.hyundaiusa.com/us/en/over-the-air)

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that **certain 2024 Model Year Santa Fe vehicles** fail to conform to Federal Motor Vehicle Safety Standards No. 111, "Rear Visibility." Hyundai is initiating Safety Recall 258 to have the rearview camera system software updated on these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

#### What is the problem?

Upon shifting into reverse (R), the rearview camera image may be obstructed by a trailer parking assist message. Obstructing the rearview camera image could reduce the rearward visibility, increasing the risk of a crash or injury.

#### \*Over-The-Air-Software-Updates (OTA)

2024 Model Year Santa Fe vehicles feature OTA software update technology. OTA technology uses wireless communication to deliver the latest software to your vehicle's systems. OTA updates enable your vehicle to have the latest software over time, providing essential safety, performance, and feature enhancements efficiently and securely. Note: OTA updates are available on Bluelink enabled vehicles opted in to receive the updates.

#### What will Hyundai do?

Hyundai has deployed an OTA update for Recall 258 to affected vehicles. Your vehicle will download the wireless OTA software automatically in the background. There is no notification or icon shown to inform the download's status, but a download progress may be checked in the Software Information Screen. Once the download to the vehicle is complete, a 'Start Update' popup will be displayed when you turn off the vehicle after driving the car for more than 30 minutes. Once started, the average time for the update is 5 – 10 minutes. Please note the Audio Video Navigation unit and its related features will be unavailable for the duration of the update. Ensure to run Recall 258 Software Update only when the features of the Audio Video Navigation unit are not necessary, such as the rearview camera.

#### What should you do?

**Please update your vehicle software for Recall 258 using the Over-The-Air-Software Update.** Utilizing this option will help save you time and a trip to the dealership.

**If the OTA option is not preferred or if the software fails to install properly,** your Hyundai dealer will update the rearview camera system software. This procedure will be performed at **NO CHARGE** to you. Please contact your nearest Hyundai dealer to schedule this procedure. The actual time required to perform the software update on your vehicle will take less than one hour. To schedule an appointment with your preferred Hyundai dealer:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit VIN from the top of this letter and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.

#### Additional information

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

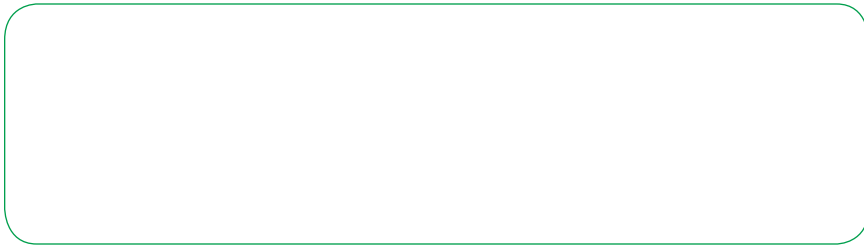
Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America  
P.O. Box 2704  
Huntington Beach, CA 92647

NHTSA Recall Number: 24V-246  
Hyundai Recall Number: 258




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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. To submit for reimbursement:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

### No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.