



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

NHTSA Recall Number: 24V-412
Hyundai Recall Number: 261

IMPORTANT SAFETY RECALL

Motor-Driven Power Steering Power Pack

This notice applies to your 2024 Hyundai [Model] 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 could result in a sudden loss of power steering assist during operation, increasing the risk of a crash.
- Please contact your nearest Hyundai dealership to schedule the repair as soon as possible to avoid any inconvenience.
- To locate your nearest Hyundai dealer and schedule your appointment please call or visit:
1-855-371-9460 or www.hyundaiusa.com/campaignhome

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in **certain 2024 Model Year Tucson and 2024 Model Year Santa Cruz vehicles**. Hyundai is initiating Safety Recall 261 to replace the Motor-Driven Power Steering (“MDPS”) Electric Power Pack. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The MDPS assembly in the subject vehicles may contain a printed circuit board (“PCB”) in the “Electric Power Pack” that was contaminated during manufacturing, increasing the risk of an electrical short. A short on the PCB controller could lead to a malfunction of the MDPS assembly, resulting in the malfunction indicator light (“MIL”) illumination and loss of power steering assist during vehicle operation, increasing the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will replace the MDPS Electric Power Pack. This procedure will be performed **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule this procedure.

The actual time required to perform this procedure on your vehicle will take less than 2 hours, however, your vehicle may be needed longer. To schedule an appointment with your preferred Hyundai dealer, please call **1-855-371-9460** or visit:

1. 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.

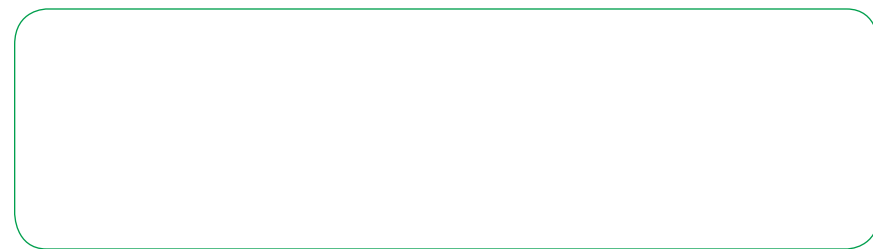
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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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
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.