

IMPORTANT SAFETY RECALL

Transmission Control Unit Software Update, Inspection, and Replacement

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 vehicle rollaway when engaged in park, increasing the risk of a crash and injury to occupants or bystanders.
- A software update is available for your vehicle. Hyundai recommends utilizing Over-The-Air (OTA)* software technology to perform this update. This software update is **Step One** of the required two steps to complete Recall 263.
- After installation of this update, please schedule an inspection of your Santa Fe's transmission to complete **Step Two** of Recall 263.
- To locate your nearest Hyundai dealer and schedule your appointment please call or visit:

1-855-371-9460 or www.hyundaiusa.com/campaignhome

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

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 Santa Fe vehicles**. Hyundai is initiating Safety Recall 263 to update the Transmission Control Unit (TCU) software logic. In the event of a damaged transmission condition, the Dual Clutch Transmission (DCT) will also be replaced. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The DCT could become damaged during normal operation due to TCU software logic that could inadvertently engage the clutches and damage the transmission case and/or parking pawl. A damaged transmission case and/or parking pawl may cause noise within the transmission and/or allow for vehicle rollaway when engaged in park, increasing the risk of a crash and injury to occupants or bystanders.

*Over-The-Air (OTA) Software Updates

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?

Step One: Hyundai has deployed an OTA TCU software logic update. **Note: If the OTA option is not preferred or if the software fails to install properly,** your Hyundai dealer will update the TCU software logic. This procedure will be performed at **NO CHARGE** to you.

Step Two: Your Hyundai dealer will inspect your DCT and replace, if necessary. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Hyundai recommends owners to use their Electronic Parking Brake (EPB) when parking their vehicles to mitigate the risk of vehicle rollaway until Step Two of the repair procedure has been performed.

Step One: Please update your vehicle software using the Over-The-Air-Software Update.

Step Two: Please contact your nearest Hyundai dealer to schedule the inspection as soon as possible. The actual time required to perform the inspection will take less than 1 hour, however, your vehicle may be needed longer if the DCT requires replacement. To schedule an appointment with your preferred Hyundai dealer, please call **1-855-371-9460** or visit:

1. Visit 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 have any questions or require further assistance, you may contact the Hyundai Customer Care Center at **1-855-371-9460**.

If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.NHTSA.gov.

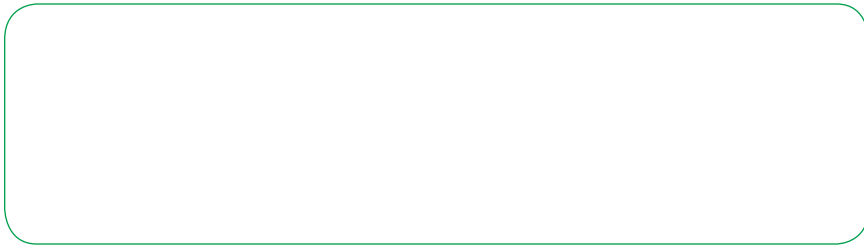
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



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

NHTSA Recall Number: 24V-529
Hyundai Recall Number: 263




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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.