



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

NHTSA Recall Number: 24V-561  
Hyundai Recall Number: 265  
(MM/DD/YYYY)

## IMPORTANT SAFETY RECALL

### Floor Wire Harness (Second Row) — Passenger-Side Air Bag

#### 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 inadvertent air bag deployment, and/or an inability to deploy the air bags during a crash, increasing the risk of injury to occupants.
- 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](http://www.hyundaiusa.com/campaignhome)

This notice applies to your 2024 Hyundai [Model] 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 and Santa Fe Hybrid vehicles**. Hyundai is initiating Safety Recall 265 to address a condition involving the **floor wire harness**. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

#### What is the problem?

The main floor wire harness could become damaged due to contact with the passenger-side, second-row bench seat's folding hinge assembly. A damaged main floor wire harness could result in illumination of the air bag warning light, inadvertent air bag deployment, and/or an inability to deploy the air bag during a crash, increasing the risk of injury to occupants.

#### What will Hyundai do?

Your Hyundai dealer will inspect and properly secure the wire harness. In the event wire harness damage is confirmed, the floor wire harness will be replaced with a new one. This procedure will be performed at **NO CHARGE** to you.

#### What should you do?

**Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.**

As a precaution, if the air bag warning lamp is illuminated in your vehicle, you are advised to visit a dealer immediately for diagnosis and repair.

The actual time required to inspect the main floor wire harness on your vehicle will take less than 1 hour, however, your vehicle may be needed longer if the floor wire harness requires replacement. To schedule an appointment with your preferred Hyundai dealer, please call **1-855-371-9460** or visit:

1. [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 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](http://www.NHTSA.gov).

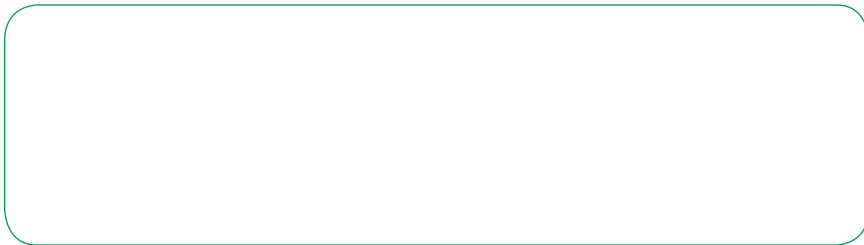
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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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](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.