



Email Template

Email – Agent Executed Email (after 2nd & 3rd call with No Contact)

Send the following email after your 2nd and 3rd / final call to the customers, that you have not been able to contact.

Dear [Customer Full Name]

We have attempted to reach you by phone regarding this notice. 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, **VIN [XXXXXXXXXXXXXXXXXX]**, is affected by this recall.

Please call us back at **1-800-633-5151** and reference their vehicle's VIN at their earliest convenience to schedule an appointment with your preferred Hyundai dealership to remedy the recall at **NO CHARGE** to you or visit:

1. Visit www.hyundaiusa.com/campaignhome
2. Enter your 17-digit VIN and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.

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

Thank you,

Hyundai Motor America Customer Care

Email – Autogenerated Email

The following email will be sent to customers as an auto-generated email.

Dear [Customer Full Name]

We are reaching out to you to alert you that 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, **VIN [XXXXXXXXXXXXXXXXXX]**, is affected by this recall.

What is the problem?



The Dual Clutch Transmission could become damaged during normal operation due to Transmission Control Unit 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.

What will Hyundai do?

Step One: Hyundai has deployed an Over The Air Transmission Control Unit software logic update. Note: If the Over The Air option is not preferred or if the software fails to install properly, your Hyundai dealer will update the Transmission Control Unit 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.

Please call us at **1-800-633-5151** and reference their vehicle's VIN at their earliest convenience to schedule an appointment with your preferred Hyundai dealership to remedy the recall at **NO CHARGE** to you 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.

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

Thank you,

Hyundai Motor America Customer Care