

# Hyundai Recall Campaign 258

## Attachment A: Technical Analysis Leading Up to Decision

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### ❖ [February – March 2024](#)

On February 28, 2024, HMMA discovered an abnormal condition involving the rearview camera system during routine shipping quality confirmation of a model year 2024 Hyundai Santa Fe vehicle. HMMA noted that, upon shifting the vehicle into reverse, a “pop-up” message regarding the TPA system appeared on the head unit’s AV display, overlaying the rearview camera’s live image. HMMA informed HMC, who quickly deduced erroneous software logic as the primary cause of the errant pop-up message. HMC immediately informed NASO of its findings and requested NASO to analyze the North American market condition for similar reports.

On March 21, 2024, NASO’s Technical Review Committee (“TRC”) met with Hyundai America Technical Center, Inc. (“HATCI”) to review its analysis of HMC’s findings. HATCI and NASO mutually agreed that the subject condition could obstruct the rearview camera image during normal reverse operation, which would result in a failure of the requirements and test condition(s) specified in FMVSS No. 111, “Rear Visibility.” Based on this consensus, NASO convened its North American Safety Decision Authority on March 26, 2024, and decided to file a new noncompliance recall to address the condition in all affected Hyundai Santa Fe vehicles in the U.S. and other affected North American market(s).

- ❖ **As of the date of this filing, Hyundai has identified two (2) unique incidents through reports received on March 12, 2024, alleging the defect condition in the U.S. market. Hyundai is not aware of any confirmed crashes, injuries or fires related to the noncompliance condition.**