



## Hyundai Recall 263 (NHTSA Recall # 24V-529)

### MyHyundai App Messaging for Over-The-Air Update

- Pop-up Screen/Message in Message Center:

A Safety Recall has been issued on your MY24 Santa Fe's Transmission Control Unit. Recall 263 Remedy Software is available via Over the Air. After installing this update, please schedule an inspection of your transmission to complete the 2nd step of Recall 263.

- Learn More [*selectable*]
- Dismiss [*selectable*]

- “Learn More” directs to a general information website with the following information:

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Hyundai is initiating Safety Recall 263 to update the Transmission Control Unit (TCU) software logic which impacts certain 2024 Model Year Santa Fe Vehicles. In the event of a damaged transmission condition, the Dual Clutch Transmission (DCT) will also be replaced. 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.

Our records indicate that your vehicle 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 the vehicle rollaway in park, increasing the risk of a crash and injury to occupants or bystanders.

### \*Over-The-Air-Software-Updates (OTA)

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:** Contact your local Hyundai dealership. 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](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit VIN and click the "Search" button
3. Schedule an appointment at your local [Hyundai dealership](#).

**If the OTA option in step one 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.

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

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

Hyundai Motor America

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- Push Notification via MyHyundai with Bluelink App After Completion of the OTA Update (See the document, “Infotainment Messaging for OTA ” for reference):  
Congratulations! You have successfully completed the installation of your software update.