

Safety Recall 281: Engine Connecting Rods (No Remedy) – Dealer Notification

August 26, 2025

Document Topic	Date
• Remedy Not Available	08/26/2025

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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IMPORTANT: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The engine connecting rods in the subject vehicles may have been installed with low torque on the connecting rod bolts during engine assembly. Connecting rods that have been installed with low torque could result in abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. If the vehicle is continually operated with a loose connecting rod, the engine could become damaged and eventually stall the vehicle during operation.

Applicable Vehicles (Certain)

- 2025-2026MY Tucson (NX4A) produced from 02/18/2025 – 08/08/2025 and built from Hyundai Motor Manufacturing Alabama (“HMMA”)
- 2025-2026MY Santa Fe (MX5A) produced from 02/05/2025 – 08/07/2025 and built from Hyundai Motor Manufacturing Alabama (“HMMA”)

Remedy Information

This remedy is currently under development, and additional information will be provided once it has been developed for release by HMA.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests who do not feel safe operating their vehicle until a remedy is available. In addition, an SRC may be required based on any other additional work on the vehicle that may need to be addressed during the visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

Warranty information will be updated once the remedy has been released by HMA.

Parts Information

Parts information, if applicable, will be provided once a remedy has been released by HMA.

Additional Training & Resources

Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released

by HMA.

Sample Customer Talk Tracks

1. For Customers on the phone:

*“I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the engine connecting rods. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied **at no cost to you**. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation.”*

2. For Customers at a dealership in the service lane:

*“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the engine connecting rods. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to back to a Hyundai dealer and/or we can reach out back to you to come back into the dealership to apply the remedy to have it applied **at no cost to you**. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation.”*

3. For Customers concerned with the performance of their vehicle:

“If you experience any concern(s) related to the performance of your vehicle such as 1) abnormal knocking noise from the engine, 2) reduced motive power and/or hesitation, 3) illumination of the malfunction indicator lamp or engine oil pressure warning lamp, or 4) oil leaking, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance.”

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No** – Customers should be offered alternative transportation if they feel unsafe operating their vehicle prior to the release of the official remedy, or if they request it themselves. In addition, alternative transportation may be needed based on any other additional work during the customer’s visit.



Return: Did you record the customer’s information to reach out to them when the remedy is available for them to come back into the dealership to have the remedy applied?

- Yes
- No** – Please ensure you have the customer’s latest information available so you may reach out to them when the remedy is available.

Customer FAQs

Q1: What is the issue?

A1: The engine connecting rods in the subject vehicles may have been installed with low torque on the connecting rod bolts during engine assembly. Connecting rods that have been installed with low torque could result in abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. If the



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Assurance Car Care



vehicle is continually operated with a loose connecting rod, the engine could become damaged and eventually stall the vehicle during operation.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2025-2026MY Tucson (NX4A) produced from 02/18/2025 – 08/08/2025 built from Hyundai Motor Manufacturing Alabama (“HMMA”)
- Certain 2025-2026MY Santa Fe (MX5A) produced from 02/05/2025 – 08/07/2025 built from Hyundai Motor Manufacturing Alabama (“HMMA”)

Q3: What is the safety concern?

A3: A vehicle stall at highway speeds can increase the risk of a crash. In limited instances, a damaged connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces in the engine compartment, could increase the risk of a fire.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (08/25/25), Hyundai has not received any reports of incidents involving crashes, fires, or injuries/fatalities involving affected vehicles in the U.S. market.

Q5: Will a Dealer or Port Stop Sale be issued?

A5: Dealer: Yes, a Dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A Port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

Q6: What will be done (planned remedy) during the recall service at the dealer?

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicle to a Hyundai dealer for replacement of the engine. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 22, 2024.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than October 24, 2025.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	