



Safety Recall 286: Fuel Tank – Dealer Notification

November 18, 2025

Document Topic	Date
Remedy Not Available	11/18/2025

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 fuel tank assembly in the subject vehicles may become pressurized with compressed air due to a worn purge control system check valve causing the tank to deform. Deformation of the fuel tank can lead to fuel leakage over time. The presence of leaked or accumulated fuel near an ignition source can increase the risk of a vehicle fire.

Applicable Vehicles (Certain)

- 2020-2022MY Sonata (DN8A) vehicles equipped with 1.6T engines produced 10/22/2019 – 02/17/2022 and built by Hyundai Motor Manufacturing Alabama (“HMMA”) (VIN starts with ‘5NP’)
- 2021-2023MY Sonata (DN8) vehicles equipped with 1.6T engines produced 04/02/2021 – 10/07/2023 and built by Hyundai Motor Company (“HMC”) (VIN starts with ‘KMH’)

Remedy Information

The recall remedy is currently under development, and additional information will be provided once it is made available by HMA.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers 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.

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 fuel tank. 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 fuel tank. 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) a “pop” noise from the vehicle rear, 2) illumination of the Malfunction Indicator Light (MIL), 3) inability to start vehicle, or 4) fuel odor, reach out to your nearest Hyundai dealer for assistance.

Best Practice Checklist



Reservation: Has WebDCS been checked 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: Has Alternative Transportation been offered to the customer?

- ☐ 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. Additionally, alternative transportation may be needed based on any additional work required during the customer’s visit.



Return: Has the customer’s information been accurately recorded to ensure a return visit once the remedy is available?

- ☐ Yes
- ☐ **No** – Please ensure the customer’s latest information is recorded and contact them to schedule an appointment once the remedy is available.

FAQs

Q1: What is the issue?

A1: The fuel tank assembly in the subject vehicles may become pressurized with compressed air due to a worn purge control system check valve causing the tank to deform. Deformation of the fuel tank can lead to fuel leakage over time.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2020-2022MY Sonata (DN8A) vehicles equipped with 1.6T engines produced 10/22/2019 – 02/17/2022 and built by Hyundai Motor Manufacturing Alabama (“HMMA”)
- 2021-2023MY Sonata (DN8) vehicles equipped with 1.6T engines produced 04/02/2021 – 10/07/2023 and built by Hyundai Motor Company (“HMC”)

Q3: What is the safety concern?

A3: The presence of leaked or accumulated fuel near an ignition source can increase the risk of a vehicle fire.



Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (11/17/25), Hyundai is aware of seven (7) related fuel tank leak reports in the U.S. and Canadian markets. There are no crashes, injuries, or fatalities attributable to this condition in the U.S.

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

A5: No, as the affected vehicles are no longer in production or being offered for sale in the U.S.

Q6: What will be done during the recall service once the remedy is available?

A6: All owners of the affected vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealership, where technicians will perform the required remedy. The remedy will include inspection/replacement of the purge control system check valve, inspection/repair of the fuel tank and surrounding components, and an inspection/update of the ECU software as a preventative measure. This remedy will be offered at no cost to owners for all affected customers. Hyundai will provide reimbursement to owners for prior repairs in accordance with the 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 January 16, 2026.

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
Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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 recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center	1-800-633-5151	Customers general questions, non-campaign related
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 > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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	