

## Safety Recall 288: Inoperative Rear View Camera – Harness Replacement - Dealer Notification

January 15, 2026

Document Topic	Date
• Remedy Available – Technical Service Bulletin (TSB) 26-01-004H posted on HMA Tech Info	01/15/2026



**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

Certain Santa Fe (MX5A) and Santa Fe Hybrid (MX5A HEV) vehicles may have a rearview camera that was improperly installed during assembly, potentially resulting in a damaged wire harness. In this condition, the rearview camera could malfunction or become inoperative. This bulletin provides instructions to replace the rear-view camera harness.

### Applicable Vehicles (Certain)

- 2024-25MY Santa Fe (MX5A) vehicles produced 12/28/2023 – 01/24/2025
- 2024-25MY Santa Fe Hybrid (MX5A HEV) vehicles produced 03/06/2024 – 01/29/2025

### Remedy Information

Follow the service procedure outlined in **TSB 26-01-004H** (or latest version) to replace the rear-view camera harness .

- **Recommended Service Technician Level/Requirement(s): Hyundai Specialist (or higher) who has successfully completed the SRS learning series (SVCHSRS04EXAMW23\_1407)**

### 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.

### Other Notes/Recommendations

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

### Parts Information

Please refer to **TSB 25-01-004H** for the latest parts information.

- Please note that rear-view camera part number 99247P6000QQH is on Critical Parts Supply (CSP). Dealer will

require a valid VIN to order parts.

## **Warranty Information**

Per **TSB 26-01-004H** (or latest version), the recall campaign pays the following:

- Labor
  - 0.6 M/H for Rear View Camera Harness Replacement
- Parts
  - Wire Extension (QTY: 1)
- Digital Documentation:
  - Claims are subject to review after submission. Please note an image is required of the original harness placed next to the newly installed harness. If it is found that the picture is not compliant with requested one per TSB, claim is subject to debit.

## **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 with an available remedy. The recall states that it is a condition involving a rearview camera that was improperly installed during assembly, potentially resulting in a damaged wire harness. In this condition, the rearview camera could malfunction or become inoperative. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers and 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**. We can also schedule an appointment over the phone with a dealership of your choice as well to apply the remedy to your vehicle. If you do not feel safe operating your vehicle until the remedy has been applied to your vehicle, 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 with an available remedy. The recall states that it is a condition involving a rearview camera that was improperly installed during assembly, potentially resulting in a damaged wire harness. In this condition, the rearview camera could malfunction or become inoperative. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. We can get this recall completed for you today if you would like **at no cost to you**. If you do not feel safe operating your vehicle until the remedy has been applied to your vehicle, 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, 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.



**Readiness:** Does the dealer understand the TSB before receiving the customer and has ordered the necessary one-time clips?

- Yes
- No** – Please ensure dealer staff under the TSB before receiving customers and orders the needed one-time clips in advance.



**Reception:** Did the customer provide authorization to perform repairs?

- Yes

- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

**Reception:** Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.



**Repair:** Does the Technician meet the recommended training level/requirements (Specialist or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with the recommended training level/requirement(s) completes this critical safety recall.

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 26-01-004H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



**Return:** Did you get the customer’s signature on all warranty lines in addition to the final RO?

- Yes
- No** – Customer must sign the final invoice upon delivery of the vehicle back to the customer.

## **FAQs**

### **Q1: What is the issue?**

**A1:** Certain Santa Fe (MX5A) and Santa Fe Hybrid (MX5A HEV) vehicles may have a rearview camera that was improperly installed during assembly, potentially resulting in a damaged wire harness.

### **Q2: What are the affected vehicles?**

**A2:** Affected vehicles include the following:

- Certain 2024-25MY Santa Fe ICE (Internal Engine Combustion) (MX5A) vehicles produced 12/28/2023 – 01/24/2025
- Certain 2024-25MY Santa Fe Hybrid (MX5A HEV) vehicles produced 03/06/2024 – 01/29/2025

### **Q3: What is the safety concern?**

**A3:** The rearview camera could malfunction or become inoperative.

### **Q4: Have there been any accidents or injuries?**

**A4:** As of the date of the filing (11/20/25), there are no fires, crashes, injuries, or fatalities attributable to this condition in the U.S. or Canada.

### **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:** No, no port “hold” will take place as all vehicles are past ports/vehicle processing centers.

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

**A6:** All owners of affected vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealer, where technicians will replace the rear-view camera harness. 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 November 20, 2025.

**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	<a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a> 1-800-545-4515	Parts ordering hotline
Special Service Tools	<a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a> 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	<a href="mailto:Support@xtime.com">Support@xtime.com</a> 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	<a href="http://www.HyundaiDealer.com">Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select "Configure"</li> <li>3. Under the dealership tab, select "Email Communication"</li> <li>4. Slide the toggle to "Advanced"</li> <li>5. Populate as many emails as desired in the "Parts Desk Email Field"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car TSD: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software Insurance: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	

## Appendix

Document Topic	Date
• Remedy Not Available	11/21/2025