

## **Safety Recall 289: Side Curtain Airbag – Dealer Notification**

November 21, 2025

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

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.</b>	
-----------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------

**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 subject vehicles are equipped with Side Curtain Airbags (“SCAB”) that might have been improperly installed, which can potentially result in abnormal airbag deployment during a crash, increasing the risk of injury to occupants.

### **Applicable Vehicles (Certain)**

- Certain 2025-26MY Santa Fe ICE (Internal Engine Combustion) (MX5A) vehicles produced 12/11/2024 – 07/23/2025
- Certain 2025-26MY Santa Fe Hybrid (MX5A HEV) vehicles produced 12/12/2024 – 07/30/2025
- Certain 2025-26MY Santa Cruz (NXT) vehicles produced 09/11/2024 – 07/28/2025
- Certain 2025MY Tucson (NX4A) vehicles produced 09/25/2024 – 07/17/2025

### **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 side curtain airbags. 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 side curtain airbags. 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, 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 subject vehicles are equipped with Side Curtain Airbags (“SCAB”) that might have been improperly installed, which can potentially result in abnormal airbag deployment during a crash, increasing the risk of injury to occupants.

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

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

- Certain 2025-26MY Santa Fe ICE (Internal Engine Combustion) (MX5A) vehicles produced 12/11/2024 – 07/23/2025
- Certain 2025-26MY Santa Fe Hybrid (MX5A HEV) vehicles produced 12/12/2024 – 07/30/2025
- Certain 2025-26MY Santa Cruz (NXT) vehicles produced 09/11/2024 – 07/28/2025



- Certain 2025MY Tucson (NX4A) vehicles produced 09/25/2024 – 07/17/2025

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

**A3:** An abnormal airbag deployment could increase the risk of injury to occupants during a crash.

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

**A4:** As of the date of this 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 reinstall the SCAB in the correct orientation. 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 January 19, 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	<a href="http://www.HyundaiDealer.com">As applicable; 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>	