

## Dealer Notification

### Safety Recall 290: Tow Hitch Harness – Inspection, Removal, and Dust Cap Installation – Dealer Notification (Remedy Available)

April 16, 2026

Document Topic	Date
<ul style="list-style-type: none"> <li>Remedy Available – Technical Service Bulletin (TSB) 26-01-037H published on HMA Tech Info</li> </ul>	04/16/2026

**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 Tucson (NX4, NX4A), Tucson Hybrid (NX4 HEV), and Tucson Plug-in Hybrid (NX4 PHEV) vehicles may be equipped with a genuine factory Hyundai tow hitch harness that is susceptible to water intrusion. Water entering the tow hitch harness may cause trailer lamps or vehicle stop lamps to become inoperative. In rare cases, an internal electrical short may occur, which could result in overheating, or melting. This bulletin provides instructions to inspect and, if applicable, remove the genuine factory Hyundai trailer wiring harness accessory and install a dust cap to prevent water intrusion.

## Applicable Vehicles (Certain)

- 2022-24MY Tucson (NX4) vehicles produced 02/26/2021 - 04/30/2024
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KM8”
- 2022-24MY Tucson (NX4A) vehicles produced 02/25/2021 - 08/21/2024
  - Built by Hyundai Motor Manufacturing Alabama (“HMMA”) – VIN prefix “5NM”
- 2022-24MY Tucson Hybrid (NX4 HEV) vehicles produced 02/08/2021 - 07/01/2024
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KM8”
- 2022-24MY Tucson Plug-in Hybrid (NX4 PHEV) vehicles produced 08/12/2021 - 07/17/2024
  - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KM8”

## Remedy Information

Follow the service procedure outlined in (TSB) 26-01-037H (or latest version) to inspect and, if applicable, remove the genuine factory Hyundai trailer wiring harness accessory and install a dust cap to prevent water intrusion.

- Recommended Service Technician Level/Requirement(s): Hyundai Certified (or higher)**

Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed

## Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer’s visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

## Warranty Information

Per TSB 26-01-037H (or latest version), the service procedure pays the following:

- **Labor**
  - 0.2 M/H - Genuine Factory Hyundai Tow Hitch Harness Inspection
  - 0.3 M/H - Genuine Factory Hyundai Tow Hitch Harness Removal and Dust Cap Installation
- **Parts**
  - Dust Cap (QTY: 1)
- **Digital Documentation**
  - This TSB includes repair validation photos. Op times include VIN, mileage, and repair validation photo(s) as outlined in the Digital Documentation Policy. Photo of the tow hitch area, the non-genuine factory Hyundai tow hitch harness (if harness is aftermarket), or the prewire with the installed dust cap is required, as applicable.

**Parts Information**

Please refer to **TSB 26-01-037H** for the latest parts information.

- All dealers have received a proactive shipment (**3 pieces**) of the recall remedy parts. **Parts arrived starting Saturday, April 11th.**
- Inventory Management: Part number **GZ095-12021**
  - Campaign Parts Management (CPM): Dealers must submit their corresponding recall campaign claims to ensure minimal interruption when ordering additional parts.
- **Please refer to the Recall 290 Parts Bulletin for the latest information, posted on Hyundaidealer.com under ‘Parts’ > Documents Library > Reference Materials > Parts Bulletin.**

Model	Part Name	Part Number	Figure	Quantity
Tucson (NX4/NX4A)	Dust Cap	GZ095-12021		1
Tucson Hybrid (NX4 HEV)				
Tucson Plug-in Hybrid (NX4 PHEV)				

**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 the trailer wiring harness accessory susceptible to water intrusion. This recall requires an inspection of the genuine factory Hyundai trailer wiring harness accessory on the vehicle and if necessary, installing a dust cap to prevent water intrusion. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. When an updated tow hitch harness accessory becomes available, Hyundai will notify you by letter under a separate campaign (P38) with instructions to schedule a follow-up appointment to re-install the accessory with your preferred Hyundai dealer **at NO cost to you**. Please let me know if I can assist you scheduling an appointment for this recall to be completed.”*

**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 the trailer wiring harness accessory susceptible to water intrusion. This recall requires an inspection of the genuine factory Hyundai trailer wiring harness accessory on the vehicle and if necessary, installing a dust cap to prevent water intrusion. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. When an updated tow hitch harness accessory becomes available, Hyundai will notify you by letter under a separate campaign (P38) with instructions to schedule a follow-up appointment to re-install the accessory with your preferred Hyundai dealer*

**at NO cost to you.** Please let me know if I can assist with getting this recall completed on your vehicle recall.”

### 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 intermittent or inoperative illumination of parking, turn signal, and stop lamps (vehicle or trailer), reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle until the remedy is completed, we can offer alternative transportation.”*

### 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 addressed.
  
- **Readiness:** Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?
  - Yes
  - No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
  
- **Reception:** Has the customer provided their authorization to perform repairs?
  - Yes
  - No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
  - Has the customer been informed of the expected repair duration and a timeframe for status updates?
    - Yes
    - No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
  - Has the customer been offered alternative transportation?
    - Yes
    - No** - If customers do not feel comfortable operating their vehicle until the remedy is completed, alternative transportation should be offered. Customers should also be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the visit.
  
- **Repair:** Does the Technician meet the recommended training requirements to complete this campaign?
  - Yes
  - No** – Please reference the “Remedy Information” section on page 1 and ensure a qualified technician performs the service procedure.
  
- **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.
  - Yes
  - No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

## Anticipated FAQs

### Q1: What is the issue?

**A1:** An optional OEM trailer wiring harness accessory, designed for towing applications in the specified vehicles, may have been installed in a vehicle location susceptible to water ingress. Water ingress to the wire harness control module could result in trailer lamps or vehicle stop lamps becoming inoperative. In rare cases, an electrical short within the module may occur, which could lead to overheating, melting, or, in isolated instances, ignition.

### Q2: What are the affected vehicles?

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

- Certain 2022-24MY Tucson (NX4) vehicles produced 02/26/2021 - 04/30/2024
  - Built by Hyundai Motor Company (“HMC”)
- Certain 2022-24MY Tucson (NX4A) vehicles produced 02/25/2021 - 08/21/2024
  - Built by Hyundai Motor Manufacturing Alabama (“HMMA”)
- Certain 2022-24MY Tucson Hybrid (NX4 HEV) vehicles produced 02/08/2021 - 07/01/2024
  - Built by HMC
- Certain 2022-24MY Tucson Plug-in Hybrid (NX4 PHEV) vehicles produced 08/12/2021 - 07/17/2024
  - Built by HMC

### Q3: What is the safety concern?

**A3:** Inoperative stop lamps increase the risk of a crash, while an electrical short can increase the risk of a vehicle fire.

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

**A4:** As of the date of this filing (12/19/25), Hyundai is aware of three (3) confirmed fires in the U.S. market. There are no confirmed crashes or injuries related to this condition in the U.S. or Canada.

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

**A5:** Neither. The subject vehicles are no longer in production or offered for sale in the U.S. or Canada.

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

**A6:** Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of subject vehicle that may be equipped with an affected trailer wiring harness will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for removal of the trailer wiring harness and installation of a dust cap over the wiring receptacle. 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 were previously notified of a Remedy Not Available in February 2026.

Owners are expected to be notified of a Remedy Available via First Class Mail in May 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>	

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>	

Appendix

Document Topic	Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>	12/19/2025