

Safety Recall 290: Trailer Wiring Harness Accessory (PIO – Port Installed Option /DIO – Dealer Installed Option) – Dealer Notification

Equipment Recall 291: Trailer Wiring Harness Accessory (Over the Counter) – Dealer Notification

December 19, 2025

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

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

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.

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

Applicable Vehicles (Certain)

- Recall 290: Certain 2022-24MY Hyundai Tucson (NX4/NX4A) vehicles produced 02/08/2021 – 08/21/2024
- Recall 291: Some 2022-24MY Hyundai Tucson (NX4/NX4A)

Remedy Information

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

Important: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. When a remedy is made available, all owners of vehicles 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 if they have the subject equipment installed.

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 trailer wiring harness accessory. 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 have an equipped trailer harness)**. 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 have any equipped trailer harness)**. 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 intermittent or inoperative illumination of parking, turn signal, and stop lamps (vehicle or trailer), 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: 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

- Recall 290: Certain 2022-24MY Hyundai Tucson (NX4/NX4A) vehicles produced 02/08/2021 – 08/21/2024
- Recall 291: Some 2022-24MY Hyundai Tucson (NX4/NX4A)

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. When a remedy is made available, all owners of vehicles 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 if they have the subject equipment installed. 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 February 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 | <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, 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 | |