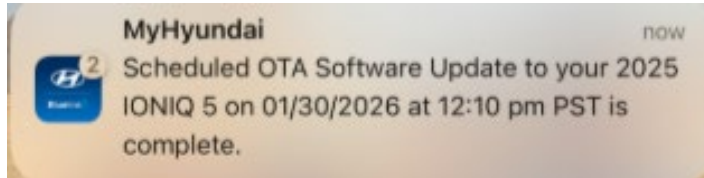




Hyundai Recall 293 (NHTSA Recall # 26V-047)

MyHyundai App Messaging for Over-The-Air Update

- Push Notification via MyHyundai with Connected Services App After Completion of the OTA Update (See the document, “Infotainment Messaging for OTA ” for reference):



- The infotainment QR code links to a general information site containing the following information:
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Hyundai is initiating a Safety Recall 293 to address a condition in your vehicle fails to conform to the Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” Recall 293 impacts 2025-2026 model year Tucson Hybrid, 2025-2026 model year Tucson Plug-In Hybrid, 2026 model year Tucson, 2026 model year Kona, 2026 model year Santa Cruz, 2026 model year Palisade, 2026 model year Palisade Hybrid, 2026 model year Santa Fe, 2026 model year Santa Fe Hybrid, 2026 model year Sonata, 2026 model year Sonata Hybrid, and 2026 model year IONIQ 5**

[What is the Problem?](#)

The IP cluster display may reboot during vehicle operation, resulting in a blank display screen. An inoperative IP cluster image could fail to show critical safety information, such as the speedometer, fuel gauge, and certain on-screen notifications, increasing the risk of a crash.

[What will Hyundai do?](#)

Hyundai has deployed an OTA software update for this recall on affected vehicles.

- **Step 1:** Your vehicle will download the wireless OTA software automatically in the background.
- **Step 2:** Once the download to the vehicle is complete, an ‘Update Start’ popup will be displayed when you turn off the vehicle after driving the car for more than 30 minutes. Once started, the average time for the update is



15 minutes.

Note: Vehicle must be enrolled with an active Bluelink subscription account to receive OTA software updates. The vehicle cannot be operated while the OTA Software Update is taking place. Ensure to run the OTA Software Update only when the vehicle can be parked in a safe location and when you have enough time to allow the update to be completed. [Terms and Conditions](#) apply.

What should you do?

Please update your vehicle software using the OTA Software Update. Once the OTA software update has been completed, no further action is necessary.

If the OTA* option is not preferred or if the software fails to install properly, please contact your nearest Hyundai dealer** to schedule this software update as soon as possible. This procedure will be performed at **NO CHARGE** to you.

The actual time required to perform the recall remedy on your vehicle will take less than 1 hour, however, your vehicle may be needed longer. To schedule an appointment with your preferred Hyundai dealer**, please **call 1-855-371-9460** or visit:

1. www.hyundaiusa.com/campaignhome
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click “Schedule Appointment,” enter your zip code in the Dealership Locator tool, click the “Find a Dealer” button, and follow the onscreen prompts to schedule your service appointment.

****Note:** IONIQ 5 repairs can only be performed at IONIQ certified dealers.

*Over-The-Air (OTA) Software Updates


OTA Technology uses wireless communication to deliver the latest software to your vehicle’s systems. OTA updates are only available on Bluelink-enabled vehicles that are opted to receive them.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem, you may be eligible



for reimbursement. To submit for reimbursement:

1. Visit www.hyundaiusa.com/campaignhome
2. Click this icon on the top right of the webpage. 
3. Click “Contact Us”
4. Click the “Campaign Reimbursement” tile and follow the onscreen directions to submit

[Additional Information](#)

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460.

Your safety is our top priority. We urge you to take prompt action to address this safety recall for your vehicle by completing the OTA software update or scheduling the necessary service as soon as possible. We sincerely apologize for any inconvenience this may cause and appreciate your attention to this matter.

Hyundai Motor America