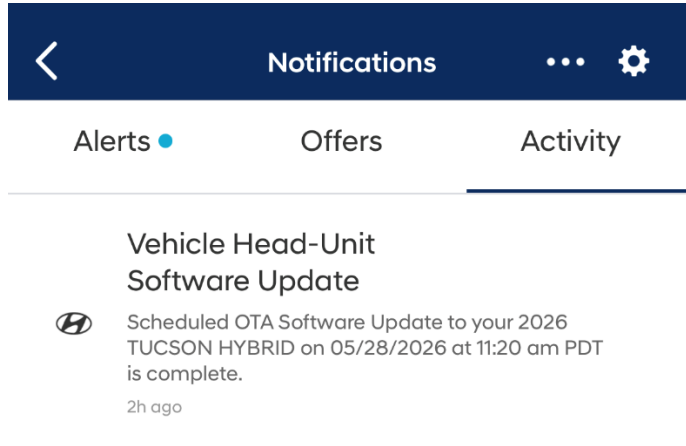




Hyundai Recall 304 (NHTSA Recall # 26V-400)

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:

<https://owners.hyundaiusa.com/us/en/resources/general-information/tucson-clu-ota-software-update>

Instrument Cluster (CLU) OTA Software Update

Hyundai is conducting Safety Recall 304 to address a condition involving the Instrument Panel (“IP”) Cluster in certain 2025-2026 model year Tucson, 2025-2026 model year Tucson Hybrid, and 2025-2026 model year Tucson Plug-In Hybrid vehicles. Hyundai has determined that these vehicles do not conform to Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” Our records indicate that your vehicle is affected by this recall.

What is the Problem?



The IP cluster may intermittently reboot during vehicle operation, resulting in a temporary blank IP cluster display. An inoperative IP cluster display 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 released a software update for this recall on affected vehicles. This update can be completed either through Over-The-Air (OTA) software technology or by visiting a Hyundai dealer. **You must have an active Bluelink subscription for your vehicle to receive the OTA software automatically in the background.** To learn more about Bluelink, please visit:
<https://owners.hyundaiusa.com/us/en>.

How does the OTA work?

1. Drive your vehicle as usual. If an update is available, it will download automatically in the background.
2. Your vehicle must be ON for the download to be completed.
3. Wait for the installation prompt to appear on the infotainment screen.
4. Select 'Update Now' (or 'Start') to begin installation.
5. Leave the vehicle parked/ON until the update is completed with the installation process.
6. The system will automatically restart after installation is complete.
7. When installation is complete, confirm the update using the on-screen message or through system settings.
8. Park the vehicle and after the software has completed downloading, you can turn the ignition OFF.



Note: The vehicle cannot be operated while the OTA software update installation is taking place. Only update your vehicle when the vehicle can be parked in a safe location and when you have enough time to allow the update to be completed.

What you should do?

If you do not have an active Bluelink subscription, if your vehicle cannot receive the OTA software update, or if the update does not install properly, please contact your nearest Hyundai dealer to schedule the update as soon as possible. The update will be completed at no charge. Once it is complete, no further action is needed.

The actual time required to perform the recall remedy on your vehicle will take less than 2 hours, 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.

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 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