

Safety Recall 293: Instrument Cluster Logic Unit (CLU) Software Update (Remedy / No Remedy) – Dealer Notification

January 27th, 2026

Document Topic	Date
<ul style="list-style-type: none"> • Remedy Available for certain models – See “Applicable Vehicles” section. <ul style="list-style-type: none"> ○ Technical Service Bulletin (TSB) 26-01-011H posted on HMA Tech Info • No Remedy for certain models – See “Applicable Vehicles” section. 	01/27/2026



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.



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 vehicles listed below have instrument panel (IP) cluster displays that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank screen due to electrical noise occurring within the Power Management Integrated Circuit (PMIC). An inoperative IP cluster display could mask essential gauges, such as the speedometer, fuel gauge, and certain on-screen notifications associated with motive powertrain, increasing the risk of a crash. This service procedure provides information to perform a software update, if necessary, for the IP cluster display.

Applicable Vehicles (Certain)

The following models have been launched with “Remedy Available”:

- 2026MY Sonata (DN8) produced from 7/8/2025 – 10/02/2025
 - Built by Hyundai Motor Company (HMC) - VIN prefix “KMH”
- 2026MY Palisade (LX3) produced from 6/27/2025 – 10/20/2025
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”
- 2026MY Palisade Hybrid (LX3 HEV) produced from 8/11/2025 – 10/18/2025
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”
- 2026MY IONIQ 5 (NEA EV) produced from 10/14/2025 – 01/12/2026
 - Built by Hyundai Motor Group Metaplant America (HMGMA) – VIN prefix “7YA”
- 2025-26MY Tucson Hybrid (NX4 HEV) produced from 06/27/2025 - 09/30/2025
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”
- 2025-26MY Tucson Plug-In Hybrid (NX4 PHEV) produced from 07/15/2025 - 09/16/2025
 - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”

The following models have been launched with “No Remedy”:

- 2026MY Sonata Hybrid (DN8 HEV) produced from 7/8/2025 – 9/23/2025
 - Built by Hyundai Motor Company (HMC) - VIN prefix “KMH”
- 2026MY Santa Fe (MX5A) produced from 08/28/2025 – 11/20/2025
 - Built by Hyundai Motor Manufacturing Alabama (HMMA) – VIN prefix “5NM”
- 2026MY Santa Fe Hybrid (MX5A HEV) produced from 8/28/2025 – 11/19/2025
 - Built by Hyundai Motor Manufacturing Alabama (HMMA) – VIN prefix “5NM”

- 2026MY Tucson (NX4A) produced 08/25/2025 – 10/11/2025
 - Built by Hyundai Motor Manufacturing Alabama (HMMA) – VIN prefix “5NM”
- 2026MY Santa Cruz (NXT) produced from 08/29/2025 – 11/3/2025
 - Built by Hyundai Motor Manufacturing Alabama (HMMA) – VIN prefix “5NT”
- 2026MY Kona (SX2) produced from 7/5/2025 – 11/1/2025
 - Built by Hyundai Motor Company (HMC) - VIN prefix “KM8”

Remedy Information

Models with “Remedy Available”: Follow the service procedure outlined in **TSB 26-01-011H** (or latest version) to perform a software update, if necessary, for the IP cluster display.

- **Recommended Service Technician Level/Requirement:** Specialist Service Technician (or higher)

Models with “NO Remedy”: This remedy is currently under development, and additional information will be provided once it has been developed for release by HMA.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required 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 a customer visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare should be provided.

Other Notes/Recommendations

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure the appropriate parts, tools, and equipment are on hand to perform any related repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

Warranty Information

See **TSB 26-01-011H (or latest version)** for the latest warranty information:

- Labor: Op times range from 0.5~0.7 M/H for the “CLU Software Update”.
- Parts: N/A
- Digital Documentation Policy: Op times include VIN, mileage, and photo capture of the ECU Update “Success” screen as outlined in the Digital Documentation Policy. Required photos include the ECU Update “Success” screen for “AP” event and “MCU” event (if applicable).

Sample Customer Talk Tracks

Models with “Remedy Available”:

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 a condition involving an instrument panel (IP) cluster display that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank screen due to electrical noise occurring within the Power Management Integrated Circuit (PMIC). A remedy is now available, in the form of a software update, **at no cost to you**. A notification letter will be sent via First-Class mail, advising you to bring your vehicle to a Hyundai dealer for service. I can help you schedule an appointment with your desired local Hyundai dealer over the phone today.”*

2. For Customers at a dealership in the service lane (no prior appointment/walk-in):

*“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 a condition involving an instrument panel (IP) cluster display that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank screen due to electrical noise occurring within the Power Management Integrated Circuit (PMIC). A remedy is now available, in the form of a software update, **at no cost to you**. Would you like to have this recall remedy procedure added to your vehicle’s service today?”*

Models with “No Remedy”:

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 a condition involving an instrument panel (IP) cluster display that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank screen due to electrical noise occurring within the Power Management Integrated Circuit (PMIC). Hyundai is conducting this action to ensure the safety of Hyundai vehicle owners. When the remedy is readily available, you will be notified via First-Class mail to visit a Hyundai dealer and have the service procedure completed **at no cost to you**.”*

2. For Customers at a dealership in the service lane:

*“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 a condition involving an instrument panel (IP) cluster display that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank screen due to electrical noise occurring within the Power Management Integrated Circuit (PMIC). Hyundai is conducting this action to ensure the safety of Hyundai vehicle owners. When the remedy is readily available, you will be notified via First-Class mail to visit a Hyundai dealer and have the service procedure completed **at no cost to you**.”*

3. For Customers concerned with the performance of their vehicle:

“If you experience an event in which the IP Cluster intermittently reboots during vehicle operation, resulting in a temporary blank screen, do not attempt to drive the vehicle further until the remedy is applied, and reach out to your nearest Hyundai dealer for assistance. Alternative transportation options are available to you.”

Best Practice Checklist



Reservation: Did you check WebDCS 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.



Readiness: Are the parts/tools/equipment readily available to service vehicles?

- Yes
- No** – It is highly recommended to have the necessary parts/tools/equipment on-hand ahead of any appointments or potential walk-in scenarios.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customers must be consulted and provide their approval before proceeding with any services on vehicles.

Reception: Does the customer understand the expected repair time and cadence of status updates?

- Yes
- No** – Customers should be given an estimated time of when their vehicle will be completed, along with status updates if the repair is taking longer than expected.

Reception: Did you offer the customer Alternative Transportation?

- Yes
- No** – Customers should 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 noted above to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with the recommended training level requirement(s) completes this critical safety recall.



Return: Did you get the customer’s signature on all warranty lines in addition to the final RO?

- Yes
- No** – Customers must sign the final invoice upon the dealer’s return of the vehicle.

Customer FAQs

Q1: What is the issue?

A1: Certain vehicles have an instrument panel (IP) cluster display that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank screen due to electrical noise occurring within the Power Management Integrated Circuit (PMIC).

Q2: What are the affected vehicles?

A2: The following models have been launched with “Remedy Available”:

- 2026MY Sonata (DN8) produced from 7/8/2025 – 10/02/2025
- 2026MY Palisade (LX3) produced from 6/27/2025 – 10/20/2025
- 2026MY Palisade Hybrid (LX3 HEV) produced from 8/11/2025 – 10/18/2025
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The following models have been launched with “No Remedy”:

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- 2026MY Tucson (NX4A) produced 08/25/2025 – 10/11/2025
- 2026MY Santa Cruz (NXT) produced from 08/29/2025 – 11/3/2025
- 2026MY Kona (SX2) produced from 7/5/2025 – 11/1/2025

Q3: What is the safety concern?

A3: An inoperative IP cluster display could mask essential gauges, such as the speedometer, fuel gauge, and certain on-screen notifications associated with motive powertrain, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (01/26/26), Hyundai has not received any reports of incidents involving crashes, fires, or fatalities from affected vehicles in the U.S.

Q5: Will there be a stop sale?

A5: Dealer: A dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

Q6: What will be done during the recall service at the dealer?

A6: All owners of the subject vehicles will be notified via first class mail with instructions to bring their vehicles to



a Hyundai dealer, where technicians will verify the software level and update the IP cluster software if needed. Additionally, Hyundai will provide “over-the-air” (“OTA”) software updates, when available, for all eligible vehicles where owners have opted in to receive such updates via Hyundai Bluelink . 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 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 March 27, 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
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: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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 (General Questions)	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 > Documents Library > 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, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails 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	



Appendix

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