

Dealer Notification

Recall Campaign 299: Side Impact Sensors (Remedy Not Available)

April 21, 2026

Document Topic	Date
<ul style="list-style-type: none"> Remedy Not Available 	04/21/2026

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

The subject vehicles might have been equipped with misassembled side impact sensors. Side impact sensors that do not meet the intended specification can affect air bag deployment timing during certain crash scenarios. Deployment outside the intended time window during a crash can increase the risk of injury to vehicle occupants.

Applicable Vehicles (Certain)

- 2026MY Tucson Hybrid (NX4 HEV) produced 08/30/2025 – 10/18/2025
 - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KM8”
- 2026MY Tucson Plug-in Hybrid (NX4 PHEV) produced 09/01/2025 – 10/27/2025
 - Built by HMC – VIN prefix “KM8”
- 2026MY Elantra (CN7) produced 09/02/2025 – 10/15/2025
 - Built by HMC – VIN prefix “KMH”
- 2025MY Elantra N (CN7 N) produced 08/27/2025
 - Built by HMC - VIN prefix “KMH”

Remedy Information

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

Recommended Alternative Transportation

HMA recommends that impacted customers be provided with a Service Rental Car (SRC) during the remedy development phase of this recall. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Warranty Information

Warranty information will be updated once a 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 and resources related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Sample Customer Talk Tracks

1. For Customers on the phone:

*"I reviewed your vehicle for any open campaigns or recalls and found that there is an open recall for which a remedy is not yet available. This recall involves the side impact sensors in the subject vehicles, which may have been misassembled. Misassembled side impact sensor(s) that do not meet intended specifications may affect air bag deployment, which may increase the risk of injury to occupants during a crash. Hyundai is conducting this recall to ensure the safety and quality of its vehicles for our customers. Once a remedy becomes available, you will be notified via First-Class mail and instructed to bring your vehicle to a Hyundai dealer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

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

*"During your visit today, I reviewed your vehicle for any open campaigns or recalls and found there is an open recall for which a remedy is not yet available. Misassembled side impact sensor(s) that do not meet intended specifications may affect air bag deployment, which may increase the risk of injury to occupants during a crash. Hyundai is conducting this recall to ensure the safety and quality of its vehicles for our customers. Hyundai is conducting this recall to ensure the safety and quality of its vehicles for our customers. Once a remedy becomes available, you will be notified via First-Class mail and instructed to bring your vehicle to a Hyundai dealer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

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

"If you experience any concern(s) related to the performance of your vehicle, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation."

Best Practice Checklist

Reservation: Has WebDCS been referenced for additional open campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.

Reception: Offer alternative transportation to customers.

- Yes
- No** – If customers do not feel comfortable operating their vehicle prior to the availability of the official remedy, alternative transportation should be offered.

Return: Ensure the customer's contact information is up-to-date for follow up conversations regarding remedy 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: The subject vehicles might have been equipped with misassembled side impact sensors. Side impact sensors that do not meet the intended specification can affect air bag deployment timing during certain crash scenarios.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2026MY Tucson Hybrid (NX4 HEV) produced 08/30/2025 – 10/18/2025
 - Built by Hyundai Motor Company (“HMC”)
- Certain 2026MY Tucson Plug-in Hybrid (NX4 PHEV) produced 09/01/2025 – 10/27/2025
 - Built by HMC
- Certain 2026MY Elantra (CN7) produced 09/02/2025 – 10/15/2025
 - Built by HMC
- Certain 2025MY Elantra N (CN7 N) produced 08/27/2025
 - Built by HMC

Q3: What is the safety concern?

A3: Deployment outside the intended time window during a crash can increase the risk of injury to vehicle occupants.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA (04/20/26), Hyundai is aware of six (6) reports in the U.S. alleging the recall condition. There are no incidents, crashes, injuries, fires, or fatalities attributable to this condition in the U.S. or Canada.

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

Dealer: Yes. A “stop-sale” is being initiated for the involved vehicles in “Dealer Stock” status in compliance with federal regulations.

Port: Yes. A port “hold” has been initiated for the involved vehicles located at ports and vehicle processing centers.

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

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicle to a Hyundai dealer for inspection and, if necessary, replacement of the impact sensor(s). 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 March 2, 2026.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than June 19, 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	

Appendix

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