

Dealer Notification

Recall Campaign 304: Instrument Cluster Logic Unit (CLU) Software Update (Remedy Available)

June 24, 2026

Document Topic	Date
Technical Service Bulletin (TSB) 26-01-054H published on HMA Tech Info	06/24/2026



**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 Tucson (NX4, NX4A, and NX4M), Tucson Hybrid (NX4 HEV), and Tucson Plug-in Hybrid (NX4 PHEV) vehicle’s instrument panel (“IP”) display may intermittently reboot during vehicle operation, potentially resulting in a temporary blank display screen due to a software logic issue involving the IP cluster assembly and the Head-Up Display (“HUD”).

Applicable Vehicles (Certain)

- 2025-26MY Tucson Hybrid (NX4 HEV) with LIMITED TRIM ONLY and produced 06/18/2024 – 05/07/2026
 - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KM8”
- 2025-26MY Tucson Plug-in Hybrid (NX4 PHEV) with LIMITED TRIM ONLY and produced 07/09/2024 – 04/14/2026
 - Built by HMC – VIN prefix “KM8”
- 2026MY Tucson (NX4) with LIMITED TRIM ONLY and produced 11/17/2025 – 12/30/2025
 - Built by HMC – VIN prefix “KM8”
- 2025-26MY Tucson (NX4A) with LIMITED TRIM ONLY and produced 06/20/2024 – 04/30/2026
 - Built by Hyundai Motor Manufacturing Alabama (“HMMA”) – VIN prefix “5NM”
- 2026MY Tucson (NX4M) with LIMITED TRIM ONLY and produced 06/07/2024 – 03/14/2025
 - Built by Kia Motors Mexico (“KMX”) – VIN prefix “3KM”

Remedy Information

Follow the service procedure outlined in **TSB 26-01-054H** to update the Instrument Cluster Logic Unit (CLU) software.

- Recommended Service Technician Level and/or Requirements:** Hyundai Specialist or above

Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer’s visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Other Key Notes:

- All vehicles require this update to be performed.
- If a customer arrives at the dealership without an appointment, it is recommended that the dealer offer alternative transportation.

Parts Information

No parts required for this repair.

Warranty Information

Per **TSB 26-01-054H** (or latest version), this service procedure includes:

- 0.5 M/H – Cluster software update
- **Digital Documentation:**
 - This TSB includes repair validation photos. Op times include VIN, mileage, and photo capture of the ECU Update “Success” result screen as outlined in the Digital Documentation Policy. [If the required digital documentation picture is not provided, the claim is subject to debit.](#)

Sample Customer Talk Tracks

1. For Customers on the phone:

*“I reviewed your vehicle for any open campaigns or recalls and found there is an open recall 304 for which a remedy is available. The recall provides instructions to update the Instrument Panel (“IP”) cluster software. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist you scheduling an appointment for this recall to be completed.”*

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

*“During your visit today, I found there is an open recall 304 for which a remedy is available. The recall provides instructions to update the Instrument Panel (“IP”) cluster software. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist with getting this recall completed on your vehicle recall.”*

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

“If you experience any concern(s) related to the performance of your vehicle involving the instrument cluster or temporary blank display screen, 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.
- **Readiness:** Are the applicable parts, tools, and equipment on-hand and ready to perform the repair procedure?
 - ☐ Yes
 - ☐ **No** – Please ensure any necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
 - ☐ Yes
 - ☐ **No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
 - Has the customer been informed of the expected repair duration and a timeframe for status updates?
 - ☐ Yes
 - ☐ **No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
 - Has the customer been offered alternative transportation?
 - ☐ Yes
 - ☐ **No** - If customers do not feel comfortable operating their vehicle until the remedy is completed, alternative transportation should be offered. Customers should also 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 to complete this campaign?
 - ☐ Yes
 - ☐ **No** – Please reference the “Remedy Information” section on page 1 and ensure a qualified technician performs the service procedure.
- **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s 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 instrument panel (“IP”) display in the subject vehicles may intermittently reboot during vehicle operation, potentially resulting in a temporary blank display screen due to a software logic issue involving the IP cluster assembly and the Head-Up Display (“HUD”). In this condition, the subject vehicles do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard (“FMVSS”) No. 101, “Controls and Displays.”

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2025-26MY Tucson Hybrid (NX4 HEV) with LIMITED TRIM ONLY and produced 06/18/2024 – 05/07/2026
 - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KM8”
- Certain 2025-26MY Tucson Plug-in Hybrid (NX4 PHEV) with LIMITED TRIM ONLY and produced 07/09/2024 – 04/14/2026
 - Built by HMC – VIN prefix “KM8”
- Certain 2026MY Tucson (NX4) with LIMITED TRIM ONLY and produced 11/17/2025 – 12/30/2025
 - Built by HMC – VIN prefix “KM8”
- Certain 2025-26MY Tucson (NX4A) with LIMITED TRIM ONLY and produced 06/20/2024 – 04/30/2026
 - Built by Hyundai Motor Manufacturing Alabama (“HMMA”) – VIN prefix “5NM”
- Certain 2026MY Tucson (NX4M) with LIMITED TRIM ONLY and produced 06/07/2024 – 03/14/2025
 - Built by Kia Motors Mexico (“KMX”) – VIN prefix “3KM”

Q3: What is the safety concern?

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

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on 06/23/26, there are no confirmed crashes, fires, or injuries due to this condition in the U.S. or Canada.

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

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

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

Q6: What will be done during the recall service?

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 update the IP cluster software. 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’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 August 22, 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	hyundaistools@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	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	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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• Technical Service Bulletin (TSB) 26-01-054H published on HMA Tech Info	06/24/2026