myHyundaiCare

Dealer Notification

Recall Campaign 311: Airbag Control Unit (Remedy Not Available)

November 03, 2026

Document Topic	Date
• Remedy Not Available	11/03/2026

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 are equipped with an Airbag Control Unit ("ACU") that detects crash signals and commands deployment of the airbag(s) and seat belt pretensioner(s). Under certain driving conditions, data may become corrupted during routine writing to the ACU's memory, causing the airbag malfunction indicator light ("MIL") to illuminate and the airbag system to deactivate. A deactivated airbag system may not deploy the vehicle's airbags during a crash, increasing the risk of injury to vehicle occupants.

Applicable Vehicles (Certain)

- 2019-23MY Kona Electric (OS EV) produced 08/28/2018 – 07/26/2023
  - Built by Hyundai Motor Company (HMC) – VIN prefix "KM8"
- 2019-22MY Veloster N (JS N) produced 09/06/2018 – 08/18/2022
  - 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) (loaner) 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.

Parts Information

Parts information, if applicable, will be provided once a remedy has been released by HMA.

Warranty Information

Warranty information will be updated 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 there is an open recall 311 for which a remedy is not yet available. The recall involves the airbag control unit that detects crash signals and commands deployment of the airbag(s) and seat belt pretensioner(s). Under certain driving conditions, data may be corrupted causing the airbag malfunction indicator light ("MIL") to illuminate and the airbag system to deactivate. A deactivated airbag system may not deploy the vehicle's airbags during a crash, increasing the risk of injury to vehicle occupants. 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 remedy completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer you a loaner vehicle or other alternative transportation options **at no cost to you.***

2. For Customers at a dealership in the service lane:
*"During your visit today, I found there is an open recall 311 for which a remedy is not available. The recall involves the airbag control unit that detects crash signals and commands deployment of the airbag(s) and seat belt pretensioner(s). Under certain driving conditions, data may be corrupted causing the airbag malfunction indicator light ("MIL") to illuminate and the airbag system to deactivate. A deactivated airbag system may not deploy the vehicle's airbags during a crash, increasing the risk of injury to vehicle occupants. 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 remedy completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we would like to offer you a loaner vehicle or other alternative transportation options **at no cost to you**."*

3. For Customers concerned with the performance of their vehicle:
"If you experience any concern(s) related to the performance of your vehicle such as the Illumination of the airbag malfunction indicator lamp (MIL), 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:**
  Has the customer been offered alternative transportation?
  - ☐ Yes
  - ☐ **No** – Please provide the customer a loaner vehicle (if available) and if necessary, alternative transportation, while the remedy is being developed.

- **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 subject vehicles are equipped with an Airbag Control Unit ("ACU") that detects crash signals and commands deployment of the airbag(s) and seat belt pretensioner(s). Under certain driving conditions, data may become corrupted during routine writing to the ACU's memory, causing the airbag malfunction indicator light ("MIL") to illuminate and the airbag system to deactivate.

Q2: What are the affected vehicles?
A2: Affected vehicles include the following:
- Certain 2019-23MY Kona Electric (OS EV) produced 08/28/2018 – 07/26/2023
- Certain 2019-22MY Veloster N (JS N) produced 09/06/2018 – 08/18/2022

Q3: What is the safety concern?
A3: A deactivated airbag system may not deploy the vehicle's airbags during a crash, increasing the risk of injury to vehicle

occupants.

Q4: Have there been any accidents or injuries?
A4: As of the date of the filing to NHTSA (11/02/26), Hyundai is unaware of any crashes, fires, or injuries related to this condition in the U.S. market.

Q5: Will a Dealer or Port Stop Sale be issued?
Dealer: No, a dealer "stop sale" has not been issued as vehicles are no longer in production or offered for sale in the U.S.
Port: No, a port hold has not been issued one as all vehicles are beyond port parameters.

Q6: What will be done during the recall service at the dealer?
A6: Owners will be instructed to bring their vehicles to a Hyundai dealer, where technicians will update the ACU software. 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 or Genesis New Vehicle Limited Warranty. Additionally, HMNA 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 of the recall via First Class Mail no later than January 1, 2027.

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@hmausa.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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