

IMPORTANT SAFETY RECALL

Instrument Panel Cluster Software Update

This is an important Safety Recall.

- A software update is available for your vehicle. Hyundai recommends utilizing Over-The-Air (OTA)* software technology to perform this update. Utilizing this option will help save you time and a trip to the dealership.
- Failure to complete this recall repair could result in an instrument panel display that fails to show critical safety information, increasing the risk of a crash.
- If the OTA option is not preferred or if the software fails to install properly, please contact your nearest Hyundai dealer**. The recall will be performed on your vehicle at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer** and schedule your appointment, please call or visit:
1-855-371-9460 or www.hyundaiusa.com/campaignhome

This notice applies to your [Model Year] Hyundai [Model] vehicle, VIN: XXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that certain **2025 – 2026 model year Tucson Hybrid, 2025 – 2026 model year Tucson Plug-In Hybrid, 2026 model year Tucson, 2026 model year Kona, 2026 model year Santa Cruz, 2026 model year Palisade, 2026 model year Palisade Hybrid, 2026 model year Santa Fe, 2026 model year Santa Fe Hybrid, 2026 model year Sonata, 2026 model year Sonata Hybrid, and 2026 model year IONIQ 5** vehicles** fail to conform to Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” Hyundai is initiating Safety Recall 293 to update the instrument panel (“IP”) cluster. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The IP cluster display may reboot during vehicle operation, resulting in a blank display screen. An inoperative IP cluster image 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 deployed an OTA software update for this recall on affected vehicles. **Step 1:** Your vehicle will download the wireless OTA software automatically in the background. **Step 2:** Once the download to the vehicle is complete, an “Update Start” popup will be displayed when you turn off the vehicle after driving the car for more than 30 minutes. Once started, the average time for the update is 15 minutes.

Note: *Vehicle must be enrolled with an active Bluelink subscription account to receive OTA software updates. The vehicle cannot be operated while the OTA Software Update is taking place. Ensure to run the OTA Software Update only when the vehicle can be parked in a safe location and when you have enough time to allow the update to be completed.*

What should you do?

Please update your vehicle software using the OTA Software Update. Once the OTA software update has been completed, no further action is necessary.

If the OTA* option is not preferred or if the software fails to install properly, please contact your nearest Hyundai dealer** to schedule this software update as soon as possible. This procedure will be performed at **NO CHARGE** to you

The actual time required to perform the recall remedy on your vehicle will take less than 1 hour, 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.

*Over-The-Air (OTA) Software Updates

OTA Technology uses wireless communication to deliver the latest software to your vehicle’s systems. OTA updates are only available on Bluelink-enabled vehicles that are opted in to receive them.

Additional information

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460.

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.NHTSA.gov.

Your safety is our top priority. We urge you to take prompt action to address this safety recall for your vehicle by 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

***Note: IONIQ 5 repairs can only be performed at IONIQ certified dealers.**



Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92647

NHTSA Recall Number: 26V-047
Hyundai Recall Number: 293




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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. To submit for reimbursement:

1. Visit www.hyundaiusa.com/campaignhome
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.