

IMPORTANT SAFETY RECALL

Blank Instrument Panel Cluster Display

This is an important Safety Recall.

- A software update is available for your vehicle. This update can be completed either via Over-The-Air (OTA)* software technology or by scheduling an appointment with a Hyundai dealer if you do not have Bluelink or the OTA update fails. The recall procedure will be performed on your vehicle at **NO CHARGE** to you
- Failure to complete this recall repair could increase the risk of a crash.
- We recommend completing the update at your earliest convenience. To locate a dealer and schedule an 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 certain **2025 – 2026 model year Tucson, 2025 – 2026 model year Tucson Hybrid, and 2025 – 2026 model year Tucson Plug-In Hybrid vehicles** fail to conform to Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” Hyundai is initiating Safety Recall 304 to address a condition involving 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 may intermittently reboot during vehicle operation, resulting in a blank IP cluster display. An inoperative IP cluster display 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 released a software update for this recall on affected vehicles. This update can be completed either through OTA software* technology or by visiting a Hyundai dealer.

For the OTA software option: **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 5 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 installation is taking place. Only update your vehicle 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?

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. Once the software update has been completed, no further action is necessary.

The actual time required to perform the recall remedy on your vehicle will take less than 2 hours, 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. To learn more about Bluelink, please visit: <https://owners.hyundaiusa.com/us/en>.

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



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

NHTSA Recall Number: 26V-400
Hyundai Recall Number: 304



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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.