

## IMPORTANT SAFETY RECALL

2021 – 2022 Santa Fe, Sonata, Veloster N and 2022 Santa Cruz, Elantra N, Kona N  
8-Speed Dual-Clutch Transmission (DCT)

### This is an important Safety Recall.

- Failure to complete this recall repair may increase the risk of a crash due to potential loss of power while driving.
- The recall will be performed on your vehicle at **NO CHARGE** to you.
- Hyundai recommends contacting your preferred dealer and scheduling an appointment in advance to avoid any inconvenience. To locate your nearest Hyundai dealer and schedule your appointment please visit:

[www.HyundaiUSA.com/Campaign236](http://www.HyundaiUSA.com/Campaign236)

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 – 2022 model year Santa Fe, Sonata, Veloster N and 2022 model year Santa Cruz, Elantra N, and Kona N vehicles. To ensure the safety of its vehicles for Hyundai customers, we are initiating Safety Recall 236 to repair a condition involving the 8 Speed Dual-Clutch Transmission (DCT) system in these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

### What is the problem?

When prompted by a transmission high-pressure electric oil pump malfunction while driving, the vehicle's "fail-safe" limited-mobility drive mode may be impaired, resulting in illumination of multiple warning lights and approximately 20 – 30 seconds of normal drive power, followed by a complete loss of drive power. A loss of power while driving could increase the risk of a crash.

### What will Hyundai do?

Your Hyundai dealer will reprogram the transmission control unit with updated software that provides proper "fail-safe" driving capability. Your Hyundai dealer will also inspect the transmission and replace it, if necessary. This procedure will be performed at **NO CHARGE** to you.

### What should you do?

#### Please contact your nearest Hyundai dealer to schedule this procedure.

The actual time required to perform this procedure on your vehicle may take less than one hour, however, your vehicle may be needed longer. To find your Hyundai dealer in order to schedule an appointment:

- Visit [www.HyundaiUSA.com/dealer-locator](http://www.HyundaiUSA.com/dealer-locator) and enter your zip code to locate a nearby Hyundai dealer.
- Scan QR code shown at right with your smartphone camera to access the online Hyundai dealer locator.
- Call the Hyundai Virtual Assistant at 1-855-371-9460 and select Option 3 for the Dealer Locator.
  - When calling, please use the last 8 characters of your VIN (the **bold** characters in the VIN at the top of this letter).



Scan to locate  
Hyundai dealer

### Additional information

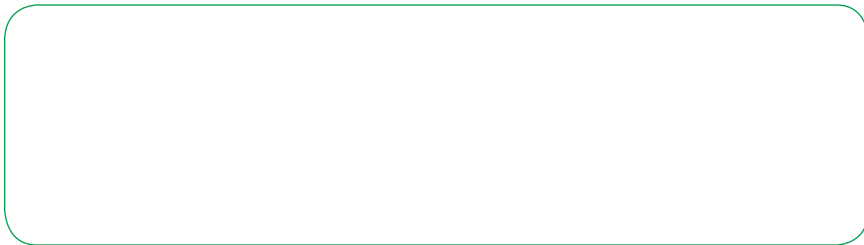
If you believe that the dealer and/or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free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

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937



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.

### Reimbursement Notification

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information by calling **1-855-371-9460** or by visiting online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html>

### No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

### Quick access QR codes

You can easily connect to the webpage of your choice by using your smartphone camera app or QR code reader app. Open your app, hold your device over one of the QR codes below and tap the notification link to proceed.

Reimbursement



Owner Change



Hyundai Dealer

