



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

Hyundai Campaign Number: 9D4
[MM/DD/YYYY]

IMPORTANT SERVICE CAMPAIGN

CCU Software Update

This is an important Manufacturer's Service Campaign.

- Please contact your nearest Hyundai dealer to schedule this procedure.
- The service campaign 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 2026 Hyundai Palisade vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

Certain **2026 model year Hyundai Palisade vehicles** may experience Over-the-Air (OTA) update failures due to outdated Central Communication Unit (CCU) software. Hyundai is conducting a service campaign to update the Central Communication Unit (CCU) to address this condition. Our records indicate that your vehicle, with the VIN listed above, is affected by this service campaign.

What is the problem?

Hyundai has become aware that your Hyundai Palisade may experience Over-the-Air (OTA) update failures due to outdated Central Communication Unit (CCU) software.

What will Hyundai do?

Hyundai will update the Central Communication Unit (CCU) software. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the Service Campaign.

The actual time required to perform this procedure 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. Visit www.hyundaiusa.com/campaignhome
2. Enter your 17-digit Vehicle Identification Number ("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.

Additional information

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at **1-855-371-9460**. To better assist you during your call, please use the last 8 characters of your VIN (the **bold** characters in the VIN at the top of this letter).

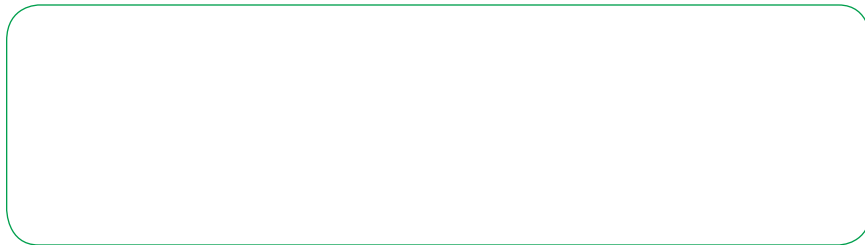
Thank you for your attention to this important service procedure. We encourage you to take action promptly and sincerely apologize for any inconvenience this may have caused.

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If you are a vehicle lessor, please ensure that you forward a copy of this notice to the lessee within a timely manner.

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 our records indicate you are the current owner of this vehicle. These records are based primarily on state registration and title data.

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