



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



October 3, 2025

[REDACTED]
Sumiton, AL [REDACTED]

NEF-109 rrr
Ref. No. 11689620

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Hyundai Palisades vehicle. The National Highway Traffic Safety Administration's (NHTSA) mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with the issues you experienced in your MY 2020 Hyundai Palisades vehicle. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We understand your concerns with the dealer not disclosing an open recall before you purchased your MY 2020 Hyundai Palisades vehicle (NHTSA Safety Recall Campaign No. 22V633). Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) prohibits franchised dealers from retailing new vehicles with open recalls. A "Stop Sale" order only applies to a franchised dealer's new, unsold, and unregistered vehicle inventory. The law does not apply to franchised dealers' trade-ins sold as used cars, used car dealers, or private sellers. The Used Car Safety Recall Repair Act was introduced to Congress on March 22, 2024. The proposed piece of legislation is aimed at preventing the sale, lease, or loan of used vehicles with open safety recalls to consumers by auto dealers. However, the bill is not a Federal law currently. We encourage you to continue to follow up with Hyundai and your dealer if you require further assistance with your vehicle.

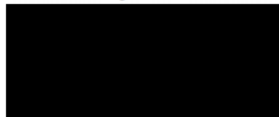
While researching your problem, we identified that your vehicle is included in NHTSA Safety Recall Campaign No. Recall 25V607 (enclosed). The seat belt buckles in the driver, passenger, and second-row window seats may fail to latch in certain MY 2020 through MY 2025 Hyundai Palisades vehicles. The remedy for this recall is currently not available. We encourage you to contact Hyundai and your dealer for the latest updates on Recall 25V607.

Your requests, cited in your formal demand, do not fall under our jurisdiction. We encourage you to continue to work with Hyundai and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Hyundai district manager to discuss your problem. You may also continue working with the Alabama Attorney General's Office or a private attorney regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2020 HYUNDAI PALISADE



VIN: [REDACTED]

Recall data refreshed on Oct 02,2025

1 Unrepaired Recalls associated with this VIN

Sep 11,2025

Manufacturer Recall Number 283

NHTSA Recall Number 25V607000

Recall Status Recall Incomplete, remedy not yet available

Summary

THE SUBJECT VEHICLES ARE EQUIPPED WITH SEAT BELT BUCKLE ASSEMBLIES IN THE FRONT ROW AND SECOND ROW OUTER SEATING POSITIONS THAT MAY CONTAIN OUT-OF-SPECIFICATION COMPONENTS MANUFACTURED BY THE SUPPLIER. THESE COMPONENTS CAN CAUSE INTERFERENCE WITHIN THE LATCH CHANNEL, POTENTIALLY INCREASING FRICTION, PARTICULARLY UNDER COLD AMBIENT TEMPERATURES. IMPROPERLY PRODUCED SEAT BELT BUCKLES, COMBINED WITH SLOW INSERTION OF THE SEAT BELT TONGUE PLATE, MAY PREVENT THE SEAT BELT BUCKLE FROM FULLY LATCHING.

Safety Risk

AN INABILITY TO FASTEN THE SEAT BELT IN AN OCCUPIED SEAT COULD INCREASE THE RISK OF INJURY TO OCCUPANT(S) DURING A CRASH.

Remedy

OWNERS CAN CONTINUE DRIVING THESE VEHICLES; HOWEVER, HYUNDAI ADVISES OCCUPANTS TO FASTEN THE SEAT BELT FIRMLY INTO THE BUCKLE WITH QUICK AND DIRECT MOTION. ONCE BUCKLED, PULL ON THE BELT TO CONFIRM THE SEAT BELT IS FULLY SECURED. ALL OWNERS OF THE SUBJECT VEHICLES WILL BE NOTIFIED BY FIRST CLASS MAIL WITH INSTRUCTIONS TO BRING THEIR VEHICLES TO A HYUNDAI DEALER FOR INSPECTION AND/OR REPLACEMENT OF THE APPLICABLE SEAT BELT BUCKLE ASSEMBLIES (FRONT ROW AND SECOND ROW OUTER SEATING POSITIONS), AS NECESSARY. 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'S NEW VEHICLE LIMITED WARRANTY. ADDITIONALLY, HYUNDAI 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 FEBRUARY 22, 2024.

Manufacturer's Notes

OWNERS MAY ALSO CONTACT THE NAT'L HIGHWAY TRAFFIC SAFETY ADMINISTRATION VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9150 OR WWW.NHTSA.GOV)

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: **1-888-327-4236** or TTY: **1-888-275-9171** or file an online complaint with NHTSA.