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Subject: 2021 Hyundai Palisade Calligraphy Issues
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Hello,

I would like to contact someone from Hyundai regarding constant and re-occurring issues that we have been having with our 2021 Palisade Calligraphy.

We purchased this vehicle as it was highly reviewed for quality, and had an extremely good warranty. Although we are happy with the vehicle overall, there are a number of issues that have been re-occurring for years and which the service department has been unable to address.

Issue #1 - Seatbelts in the second row captain seats (both sides) will randomly come out during travel.

- This is incredibly concerning, given we have 2 kids that sit in those seats
- We have taken the SUV for service on multiple occasions, but the technicians were not been able to re-create the issue. They stated that it was most likely the kids not inserting the seatbelts correctly, so my wife and I started to sit in those seats during trips to ensure it was not an issue with how the seatbelts were being inserted. I can confirm that both my wife and I have had multiple instances where the seatbelt randomly came undone during a trip.

Issue #2 - The steering wheel locks up when at low speed, normally during turns when pulling in or out of parking spots. The steering wheel stops as you try to turn it, and locks up completely. It then unlocks and allows for the completion of a turn, but it calls into question why this is happening and if it could happen at other times (i.e. higher speeds).

- We have taken the SUV for service on multiple occasions, but the technicians were not been able to re-create the issue.

Issue #3 - The steering wheel has friction when turning at times (separate from the above issue). This is normally noticed during the summer when weather is hotter, but is a constant even after driving the SUV for hours. Again, this is concerning given the issue makes it harder to turn the wheel and could create a possible accident/incident.

- We have raised this during multiple service appointments at Hyundai, but they have not been able to resolve the issue. They said that it was “most likely” due to the expansion of a gasket or some of the parts within the steering column during hot/cold weather, and should be expected.

Issue #4 - There is a constant electric humming that comes from the front console. We initially thought this was related to radio, but have taken multiple steps to eliminate common issues like the radio as the root cause. This comes and goes at different times, but lasts the entire car ride when it happens. It is evident both while driving the car and while it is in park. It is a very high pitched electronic sound that is difficult to deal with.

- We have taken the SUV for service on multiple occasions, but the technicians were not been able to re-create the issue. We even recorded the sound and played it for the technicians but they said there was nothing they could do about it.

Recall #1 - Tow Hitch issue could cause a fire

Recall #2 - Issue with the windshield

Recall #3 - Tow Hitch issue could cause a fire (again, second time)

Recall #4 - Issue with driver side door

Additional overall Issue - Getting an appointment at a Hyundai service center in New Jersey has been incredibly difficult over the last 3 years. Given the number of issues mentioned above, along with the recalls that Hyundai alerted us to and the scheduled service needed (even just an oil change)...we have been incredibly not impressed with the ability to get our Palisade in for the service needed. On average, we are told that the next available appointment is approximately 6 months from when we are calling. We have used the safety issues and recalls mentioned above to try and help shorten the scheduled appointment times, but its almost to the point that we have to schedule our next oil change as we are leaving the oil change that we just got.

Hyundai sold us on great customer service, quality goods and a warranty that covers a majority of issues that occurs over an extended period of time. I'm not sure if our specific Palisade is just faulty (a lemon) or if this is a common across Palisade's in general. From what I have read, there are a number of issues with Palisades...but they don't seem specific to what we are facing or happen in the same number of instances for a single vehicle.

We would appreciate it if we could talk to someone from corporate about our specific situation, and understand what our options are. We are fully confident that the Hyundai service centers are not able to fix these issues, and we don't want to wait for a more serious issue to occur before addressing it.

Please feel free to write or call me at the below contact. We do appreciate your help, and look forward to working toward a better situation with Hyundai.

