

From: [REDACTED]
To: consumeraffairs@hmausa.com
Subject: Hyundai Palisade Seatbelt Issue
Date: Tuesday, May 21, 2024 5:12:06 PM

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To Whom It May Concern:

I may have a possible seat belt defect on my 2023 Hyundai Palisade Calligraphy. The passenger seat belt will not stay buckled. You can tug on it after you click it and it seems locked; however, while traveling down the road, it just pops open. At first, I thought it was me, but it seems to be doing it more and more.

I reported it to the National Highway Transportation Administration in January 2024. I heard back from them in April 2024, asking if I received an alert when the seatbelt unlatches (yes); which seat position (passenger); if it is a child seat (no).

I then took it into the Larry H. Miller dealership on Coors in Albuquerque on May 7th for recall repair and I told them about the seatbelt. When I picked the car up, they told me the issue could not be duplicated, so they did nothing. (Please see attachment.) However, since then, it still happens. I buckle the belt and either 30 seconds to a minute later, it pops off. I have not yet had to test it when a sudden brake will lock the seatbelts, but I'm kind of worried about what will happen when it does.

Can you help me with this issue?

Thank you,

[REDACTED]

Truth or Consequences, NM [REDACTED]

[REDACTED]