



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

NHTSA Recall Number: 19V-802
Hyundai Recall Number: 186

IMPORTANT SAFETY RECALL

2020 Palisade Side Curtain Airbag

This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:
www.HyundaiUSA.com/Campaign186

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 model year 2020 Hyundai Palisade vehicles produced between November 21, 2018 and August 12, 2019 by Hyundai Motor Company in the Republic of Korea. Our records indicate that your vehicle is affected.

What is the problem?

The subject vehicles are equipped with Side Curtain Airbags (“SCAB”) that were installed using bolts that could interfere with and damage the airbags during deployment. The bolts were produced with sharp corners on the hexagonal bolt head, increasing the risk of interference with the SCAB during deployment. If the SCAB becomes damaged during deployment, the air bag may not inflate properly during a crash, increasing the risk of injury.

What will Hyundai do?

Your Hyundai dealer will install a protective cover onto the SCAB installation bolts. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

The actual time required to perform the installation will take less than one hour, however your vehicle may be needed longer, therefore we recommend scheduling a service appointment to minimize inconvenience.

If you have other questions

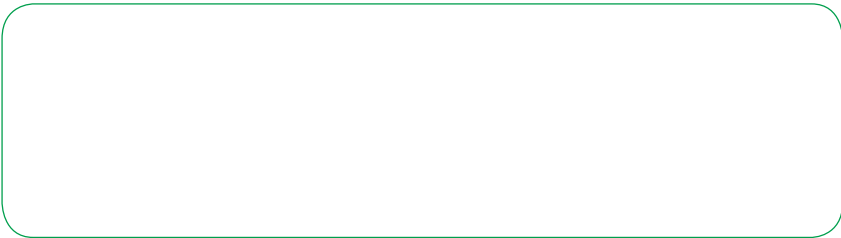
If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 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.

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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

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information and return this form using the postage-paid envelope enclosed.

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 at www.HyundaiUSA.com/Campaign186 or [1-855-371-9460](tel:1-855-371-9460).

Information Change Card VEHICLE IDENTIFICATION NUMBER

Name and address has changed (print new information below)

LAST NAME	FIRST NAME	M.I.
MAILING ADDRESS	STREET	APT. NO.
CITY	STATE	ZIP
E-MAIL ADDRESS		TELEPHONE NUMBER

I no longer own this automobile as of ___/___/___
DATE

- It was:
- SOLD (Print name and address of new owner above, if known).
 - EXPORTED STOLEN
 - DESTROYED I have NEVER owned this Hyundai
 - The Vehicle Identification Number on this card is incorrect.
 The VIN of my Hyundai is _____