



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

NHTSA Recall Number: 21V-840
Hyundai Recall Number: 212

IMPORTANT SAFETY RECALL

2021 Palisade
Low Brake Pedal

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/Campaign212

This notice applies to your Hyundai, VIN:

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has discovered a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is initiating a safety recall to repair a condition involving the service brake system in certain model year 2021 Hyundai Palisade vehicles in the U.S. and Canada.

What is the problem?

The brake fluid in the subject vehicles may be contaminated with mineral oil causing the brake master cylinder inner cup seals to expand. The cause of the contamination is under active investigation. Expanded brake master cylinder inner cup seals could reduce hydraulic pressure applied by the master cylinder resulting in reduced braking function at the wheels. The driver may experience longer brake pedal travel, change in pedal feel, and extended stopping distance, increasing the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will have the brake fluid flushed and brake master cylinder replaced. 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.

If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. The actual time required to perform the repair will take approximately one hour and a half. 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.

Hyundai Motor America



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

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.

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/Campaign212 or **1-855-371-9460**.

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.

