



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

NHTSA Recall Number: 23V-599
Hyundai Recall Number: 249

IMPORTANT SAFETY RECALL

Occupant Detection System Calibration

This notice applies to your 2024 Hyundai Palisade vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

This is an important Safety Recall.

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Failure to complete this recall repair could increase the risk of injury in a crash.
- Hyundai recommends contacting your preferred dealer and scheduling an appointment in advance to avoid any inconvenience. To locate your nearest Hyundai dealer and schedule your appointment please visit:

www.hyundaiusa.com/campaign249

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that **certain 2024 model year Palisade vehicles** fail to conform to Federal Motor Vehicle Safety Standard No. 208 "Occupant Crash Protection." Hyundai is initiating Safety Recall 249 to repair a condition involving the **Occupant Detection System ("ODS")** on these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

What is the problem?

The Occupant Detection System ("ODS") may have been improperly calibrated. An improperly calibrated ODS might not detect the passenger-side occupant, resulting in suppression of the passenger-side frontal airbags. Non-deployment of the passenger-side frontal airbags could increase the risk of injury to passenger occupants during a crash.

What will Hyundai do?

Your Hyundai dealer will update the calibration software in the ODS. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule this procedure.

The actual time required to perform this procedure on your vehicle will take less than one hour, however, your vehicle may be needed longer. To find your Hyundai dealer to schedule an appointment:

- **Contact Hyundai Motor America at 1-855-371-9460** and select Option 2 for the Dealer Locator.
 - When calling, please have available the last 8 characters of your VIN (written in **bold** characters at the top of this notice).

Additional information

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or 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 www.safercar.gov.

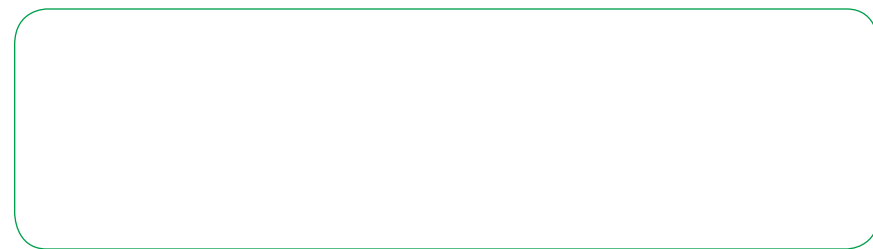
Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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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.

Do you want to learn more about this Safety Recall and schedule your appointment?

To learn more about this Safety Recall, including the remedy repair, and other commonly asked questions, and how best to schedule your appointment, please visit:

www.hyundaiusa.com/campaign249

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. Use the link below to submit your reimbursement request or to obtain additional information, call **1-855-371-9460**.

owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.