



Hyundai Motor America  
P.O. Box 2704  
Huntington Beach, CA 92647

NHTSA Recall Number: 24V-106  
Hyundai Recall Number: 255  
(MM/DD/YYYY)

## IMPORTANT SAFETY RECALL

### Engine Valve Springs

#### 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 result in a sudden loss of drive power, increasing the risk of a crash, or a fire.
- 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, call or visit:

**1-855-371-9460** or [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)

This notice applies to your 2024 Hyundai Palisade vehicle, 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 2024 Model Year Palisade vehicles**. Hyundai is initiating Safety Recall 255 to replace the **engine sub-assembly** on these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

#### What is the problem?

The vehicles contain engine valve springs that may fracture while driving due to fatigue cracking. A fractured valve spring may result in a sudden loss of drive power. A hole in the engine block may occur due to a broken valve entering the combustion chamber. A loss of drive power increases the risk of a crash and a hole in the engine block increases the risk of a fire.

#### What will Hyundai do?

Your Hyundai dealer will replace the engine sub-assembly. 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 ten hours, however, your vehicle may be needed longer. To schedule an appointment with your preferred Hyundai Dealer, please call **1-855-371-9460** or visit:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit VIN from the top of this letter and click the "Search" button.
3. Click "Schedule Appointment" button, enter your zip code in the Dealership Locator tool, click "Find a Dealer" button and follow the onscreen prompts to schedule your service appointment.

#### Additional information

If you have any questions or 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 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.NHTSA.gov](http://www.NHTSA.gov).

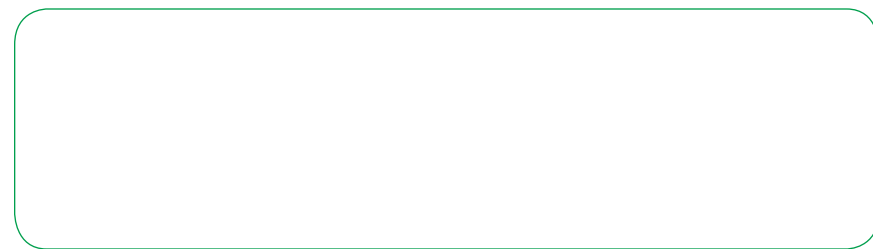
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America  
P.O. Box 2704  
Huntington Beach, CA 92647

NHTSA Recall Number: 24V-106  
Hyundai Recall Number: 255




## IMPORTANT SAFETY RECALL

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.

### 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. To submit for reimbursement:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

### 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.