



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

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

IMPORTANT SAFETY RECALL

Engine Valve Springs

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

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is available.**
- To stay up-to-date about this safety recall or for more information, you can visit:
www.hyundaiusa.com/campaignhome

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 Hyundai Palisade vehicles**. Hyundai is initiating Safety Recall 255 to repair a condition involving the **Engine Valve Springs** on these vehicles in the U.S. Our records indicate that your vehicle, with the VIN shown above, is affected by this recall.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy, which when available, will be performed at **NO CHARGE** to you. We will send you another notification when the remedy is available.

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 should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy to replace the engine sub-assembly. You will receive a second notification letter when the remedy is available. In the interim, if you experience a loss of drive power, you should seek service at your Hyundai dealer as soon as possible. If you have further questions regarding this recall notice, you can reach out to Hyundai Motor America by calling **(855) 371-9460**.

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.

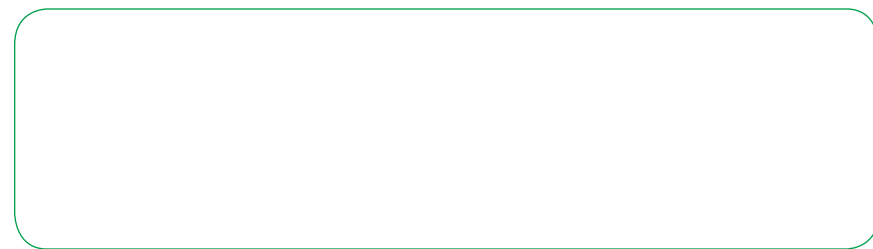
Thank you for your attention to this important safety matter. We apologize for any inconvenience this condition may have caused you.

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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?

To learn more about this safety recall, including the remedy repair status and additional information, please call Hyundai Motor America at (855) 371-9460 or visit www.hyundaiusa.com/campaignhome.

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.