



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V607

**Manufacturer Name:** Hyundai Motor America

**Submission Date:** Sep 11, 2025

**NHTSA Recall No.:** 25V607

**Manufacturer Recall No.:** 283

### Manufacturer Information

### Population

**Manufacturer Name:** Hyundai Motor America

**Address:** 10550 Talbert Avenue  
Fountain Valley CA, 92708

**Total number of potentially involved:** 568,580

**Estimated percentage with defect:** 1%

### Vehicle Information

**Vehicle 1:** 2020-2025 HYUNDAI PALISADE

**Product Category:** Light Vehicles

**Product Type:** Multipurpose Passenger Vehicle

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Apr 10, 2019 - Jun 16, 2025

**Number of potentially involved:** 568,580

**Descriptive Information:**

Based on manufacturing and sales records, the subject vehicles include certain model year 2020-2025 Hyundai Palisade vehicles produced on the specified dates by Hyundai Motor Company ("HMC") in Korea for sale in the U.S. market.

### Defect / Noncompliance Description

**Description of the defect or noncompliance:**

The subject vehicles are equipped with seat belt buckle assemblies in the front row and second row outer seating positions that may contain out-of-specification components manufactured by the supplier. These components can cause interference within the latch channel, potentially increasing friction, particularly under cold ambient temperatures. Improperly produced seat belt buckles, combined with slow insertion of the seat belt tongue plate, may prevent the seat belt buckle from fully latching.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

An inability to fasten the seat belt in an occupied seat could increase the risk of injury to occupant(s)

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during a crash.

**Description of the cause:**

Certain components in the seat belt buckle assemblies may have been manufactured with out-of-specification physical dimensions.

**Identification of any warning that can occur:**

Customers may notice a lighter than normal audible “click” during the fastening process and/or a recessed push button on the buckle housing. Additionally, if the seatbelt becomes unbuckled, the Palisade is equipped with visual and auditory notifications for all seating positions within the vehicle.

## Component Manufacturer

**Tier of Supplier:** Tier 1

**Supplier Type:** OEM

**Name:** ZF Lifetec

**Address:** 4505 West 26 Mile Road  
Washington MI, 48094

**Country:** United States

## Involved Components

**Component Name 1:** 1st, 2nd Row LH/RH Seatbelt Buckle

**Component Description:** 2nd Row LH Seatbelt Buckle

**Component Part Number:** 89830-S8000

**Component Name 2:** 1st, 2nd Row LH/RH Seatbelt Buckle

**Component Description:** 2nd Row RH Seatbelt Buckle

**Component Part Number:** 89840-S8000

**Component Name 3:** 1st, 2nd Row LH/RH Seatbelt Buckle

**Component Description:** 1st Row LH Seatbelt Buckle

**Component Part Number:** 88830-S8000

**Component Name 4:** 1st, 2nd Row LH/RH Seatbelt Buckle

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**Component Description:** 1st Row RH Seatbelt Buckle

**Component Part Number:** 88840-S8000

**Component Name 5:** 1st, 2nd Row LH/RH Seatbelt Buckle

**Component Description:** 1st Row LH Seatbelt Buckle

**Component Part Number:** 88830-S8500

**Component Name 6:** 1st, 2nd Row LH/RH Seatbelt Buckle

**Component Description:** 1st Row RH Seatbelt Buckle

**Component Part Number:** 88840-S8500

## Chronology

### August 2024

- August 7, 2024 – NHTSA's Office of Defects Investigation ("ODI") opened Preliminary Evaluation (PE24-021) to investigate complaints related to seat belt latching performance on certain model year 2020-2023 Palisade vehicles.
- October 16, 2024 – HMA's North America Safety Office ("NASO") submitted its final response to ODI's information request associated with PE24-021.
- November 2024 – Joint recovered part reviews were conducted by ODI and HMA at Hyundai's Safety Test Investigation Lab ("STIL") facility, followed by additional reviews at NHTSA's Vehicle Research and Test Center ("VRTC").
- October 2024 – March 2025 – NASO provided regular updates regarding its investigation to ODI during recurring bi-monthly safety investigation review meetings.
- March 26, 2025 – NASO met with ODI to review part returns analyses, refreshed market data, and its strategy for recovering additional parts.
- April 3, 2025 – Hyundai decided to initiate a warranty extension policy for seat belt buckles on model year 2020-2025 Palisade vehicles in the U.S. and Canada. Hyundai subsequently initiated a request for additional warranty parts returns to support further analysis by the buckle supplier, ZF Lifetec.
- April – May 2025 – NASO held regular meetings with ZF Lifetec to review parts analysis findings. A total of 400 seat belt assemblies were sent to ZF Lifetec for study.
- May 2025 – Hyundai launched Warranty Extension (Z06), providing 15-year/150,000-mile coverage for all LX2 (Palisade) seatbelt buckles.
- May 7, 2025 – NASO met with ODI to review updated investigation findings, including part analyses and testing results.
- May 2025 onward – NASO and ODI held weekly meetings to review updated field data and investigation progress.

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- June 2025 – NASO visited the ZF Mexico plant to assess supplier quality processes in preparation for a future visit to the ZF India plant.
- July 9, 2025 – ZF shared findings from a manufacturing audit of Microtech (Tier 2 latch guide supplier), revealing that its injection molding process was outside of manufacturing guidelines.
- July 11, 2025 – 69 parts were sent to HMC for verification of ZF's findings: latch guides with out-of-specification features. HMC's analysis confirmed ZF's findings.
- July 18, 2025 – NASO reviewed initial Design of Experiments ("DOE") results with ZF, which indicated that latch guides with out-of-specification features could increase friction within the buckle. Additional DOE iterations with additional samples and permutations were planned to assess and understand the impact of the increased friction.
- July 20, 2025 – NASO and ZF Lifetec conducted a joint visit to the ZF India plant to review manufacturing processes and quality systems.
- July 30 – Aug 11, 2025 – ZF Lifetec noted a spike in buckle warranty claims during colder months. NASO, ZF Lifetec and HMC conducted tests confirming that extreme cold temperatures could adversely affect the buckle performance.
- August 13, 2025 – NASO met with ODI to provide an investigation update, including ZF Lifetec's findings, preliminary DOE results, and remaining action items. Concurrently, ODI shared results from independent testing of exemplar seat belt buckle assemblies conducted at the VRTC.
- August 26, 2025 – NASO and ZF Lifetec reviewed expanded DOE results, confirming the latch guide as the primary contributor to increased friction.
- September 4, 2025 – NASO convened its North America Safety Decision Authority ("NASDA") to review its complete investigation findings and decided to conduct a safety recall of potentially affected U.S. market vehicles.
- To date, Hyundai is aware of 546 unique reports received from September 4, 2019, through July 9, 2025, alleging degraded latching performance of seat belt assemblies used in the subject vehicles. None of these reports involve crashes, injuries, fatalities, or fires.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Replace

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

### Description of remedy program:

Owners can continue driving these vehicles; however, Hyundai advises occupants to fasten the seat belt firmly into the buckle with quick and direct motion. Once buckled, pull on the belt to confirm the seat belt is fully secured.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for inspection and/or replacement of the applicable seat belt buckle assemblies (Front row and Second Row Outer seating positions), as necessary. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty. Additionally, Hyundai will provide owners

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of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 22, 2024.

**How remedy component differs from recalled component:**

The remedy seat belt buckles contain in-specification latch guide(s).

**Identify how/when recall condition was corrected in production:**

Latch guide supplier changeover was implemented in July 2025.

### Reimbursement Plan

Manufacturer used general reimbursement plan on file.

### Recall Schedule

**Description of recall schedule:**

Dealers will be notified electronically on the specified dates.  
Owners will be notified via certified mail on the specified dates.

**Planned Dealer Notification Date:** Nov 10, 2025 - Nov 10, 2025

☐ No Dealers

**Planned Interim Owner Notification Date:**

☐ No Owners

**Planned Remedy Owner Notification Date:** Nov 10, 2025 - Nov 10, 2025

☐ Phased Recall

**Date when VIN will be searchable:** Sep 13, 2025