



Safety Recall 278: Electric Oil Pump (No Remedy) – Dealer Notification

May 06, 2025

Document Topic	Date
Remedy Not Available	05/06/2025



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.**



IMPORTANT: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The electric oil pump (“EOP”) used in the subject vehicles may have been produced with insufficient hermetic sealing on the controller housing due to damaged tooling. An insufficient seal could allow moisture ingress and contamination on the controller PCB, increasing the risk of electrical shorting and subsequent thermal damage. Thermal damage to the EOP controller circuitry can increase the risk of a vehicle fire if unaddressed.

Applicable Vehicles (Certain)

- 2025MY Palisade (LX2) produced from 02/04/2025 – 02/23/2025 by Hyundai Motor Company (“HMC”)

Remedy Information

This remedy is currently under development, and additional information will be provided once it has been developed for release by HMA.

IMPORTANT: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests who do not feel safe operating their vehicle until a remedy is available. In addition, an SRC may be required based on any other additional work on the vehicle that may need to be addressed during the visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

Warranty information will be updated once the remedy has been released by HMA.

Parts Information

Parts information, if applicable, will be provided once a remedy has been released by HMA.

Additional Training & Resources

Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released



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by HMA.

Sample Customer Talk Tracks

1. For Customers on the phone:

*"I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the Electric Oil Pump (EOP). Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied **at no cost to you**. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation."*

2. For Customers at a dealership in the service lane:

*"During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the Electric Oil Pump (EOP). Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers, and once a remedy is available, you will be notified via First Class mail advising you to bring your vehicle to back to a Hyundai dealer and/or we can reach out back to you to come back into the dealership to apply the remedy to have it applied **at no cost to you**. If you do not feel safe operating your vehicle during the remedy development, we can offer alternative means of transportation."*

3. For Customers concerned with the performance of their vehicle:

"If you experience any concern(s) related to the performance of your vehicle such as illumination of the malfunction indicator lamp or a burning/melting odor, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance."

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ **No** – Customers should be offered alternative transportation if they feel unsafe operating their vehicle prior to the release of the official remedy, or if they request it themselves.



Return: Did you record the customer's information to reach out to them when the remedy is available for them to come back into the dealership to have the remedy applied?

- ☐ Yes
- ☐ **No** – Please ensure you have the customer's latest information available so you may reach out to them when the remedy is available.

Customer FAQs

Q1: What is the issue?

A1: The electric oil pump ("EOP") used in the subject vehicles may have been produced with insufficient hermetic sealing on the controller housing due to damaged tooling. An insufficient seal could allow moisture ingress and contamination on the controller PCB, increasing the risk of electrical shorting and subsequent thermal damage.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2025 model year Hyundai Palisade (LX2) vehicles produced from



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02/03/2025 – 02/24/2025.

Q3: What is the safety concern?

A3: Thermal damage to the EOP controller circuitry can increase the risk of a vehicle fire.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (05/05/25), Hyundai has not received any reports of incidents involving crashes, fires, or fatalities from affected vehicles in the U.S. or Canadian markets.

Q5: Will a Dealer or Port Stop Sale be issued?

A5: Dealer: Yes, a Dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A Port “hold” is required and has been issued for all involved vehicles located at port and vehicles processing centers.

Q6: What will be done (planned remedy) during the recall service at the dealer?

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for replacement of the Electric Oil Pump (EOP) controller. This remedy will be offered at no cost to owners for all affected customers. Hyundai will provide reimbursement to owners for prior repairs in accordance with the plan submitted to NHTSA on February 22, 2024.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than July 4, 2025.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	