

Safety Recall 283: Seat Belt Buckle Assembly (No Remedy) – Dealer Notification

October 01, 2025

Document Topic	Date
<ul style="list-style-type: none"> Remedy Not Available 	10/01/2025



**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 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. An inability to fasten the seat belt in an occupied seat could increase the risk of injury to occupant(s) during a crash.

Applicable Vehicles (Certain)

- 2020-2025MY Palisade (LX2) produced from 04/10/2019 – 06/16/2025 and built by Hyundai Motor Company (“HMC”)

Remedy Information

The recall remedy is currently under development, and additional information will be provided once it is made available by HMA.

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.

Please note that **Warranty Extension Z06 (TSB 25-BE-010H)** continues to be in effect. The repair procedure and associated parts that are covered by the warranty extension are still available to customers who experience any seat belt buckle concerns. Should a customer express concern with the seat belt buckle(s) in their vehicle, please follow the repair procedure outlined in the TSB.

IMPORTANT: The repair parts supporting Warranty Extension Z06 repairs are not recall remedy parts and will not satisfy the open recall on any vehicle. Please ensure customers acknowledge this condition should the replacement of any seat belt buckle(s) be necessary. A return visit to the dealer will be required to address the recall once the remedy is made available.

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.

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 seat belt buckle assemblies. 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 seat belt buckle assemblies. 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 seat belt buckles such as 1) a lighter than normal "click" during the fastening process, 2) a recessed push button on the buckle when engaged, 3) a buckle disengaging without intention, Hyundai can replace the affected component(s) with a new "non-remedy" parts under Warranty Extension Z06. A return visit will be required to ensure the final remedy is applied once it is made available."

Best Practice Checklist



Reservation: Has WebDCS been checked 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: Has Alternative Transportation been offered to the customer?

- 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. Additionally, alternative transportation may be needed based on any additional work required during the customer's visit.



Return: Has the customer's information been accurately recorded to ensure a return visit once the remedy is available?

- Yes

- No** – Please ensure the customer’s latest information is recorded and contact them to schedule an appointment once the remedy is available.

Customer FAQs

Q1: What is the issue?

A1: 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 temperature(s). Improperly produced seat belt buckles, combined with slow insertion of the seat belt tongue plate, may prevent the seat belt buckle from fully latching.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2020-2025MY Palisade (LX2) produced from 04/10/2019 – 06/16/2025 and built by Hyundai Motor Company (“HMC”)

Q3: What is the safety concern?

A3: An inability to fasten the seat belt in an occupied seat could increase the risk of injury to occupant(s) during a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (09/11/2025), 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.

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” has been issued for all involved vehicles located at ports and vehicle processing centers.

Q6: What will be done during the recall service once the remedy is available?

A6: 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 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.

Q7: What should be done in the meantime while the remedy is under development?

A7: Owners can continue driving these vehicles; however, Hyundai advises owners to buckle seatbelts in a quick and direct motion and pull on the belt to confirm it is retained. Also verify all children's belts in the same manner. If the belt does not remain secured OR if the seatbelt(s) are unable to be fastened completely, contact your Hyundai dealer to have the vehicle inspected. If there is any concern with the seat belt buckle(s), Hyundai can replace the affected component with a new “non-remedy” part under Warranty Extension Z06. A return visit will be required to ensure the final remedy is applied once it is made available.

Q8: When will owners be notified?

A8: Owners are planned to be notified via First Class Mail no later than November 10, 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
Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
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 recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center	1-800-633-5151	Customers general questions, non-campaign related
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 > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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	