

Safety Recall 283: First & Second Row Seat Belt Buckle Replacement (Remedy) – Dealer Notification

November 24, 2025

Document Topic	Date
<ul style="list-style-type: none"> Remedy Available – Technical Service Bulletin (TSB) 25-01-085H posted on HMA Tech Info 	11/24/2025



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

Certain Palisade (LX2) 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

Follow the service procedure outlined in **TSB 25-01-085H** (or latest version) to replace the outer seat belt buckle assemblies.

- Recommended Technician Level/Requirement:** **Hyundai Certified (or higher)**

NOTE: 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.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests who do not feel safe operating their vehicle until the vehicle has been remedied. 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.

Other Notes/Recommendations

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.

- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

Parts Information

Please refer to the Recall 283 Parts Bulletin posted on Hyundaidealer.com under Parts > Documents Library > Reference Materials > Parts Bulletins for the latest parts information.

Information regarding the components of the seat belt buckle kits can be found in **TSB 25-01-085H** (or latest version).

Warranty Information

Per **TSB 25-01-085H** (or latest version), the recall campaign pays the following:

- Labor
 - 0.9 M/H for seat belt buckle replacement (4 buckles)
- Parts
 - Seat Belt Buckle Kit
- Digital Documentation:
 - Claims are subject to review after submission. Please note multiple pictures are required. [If it found that the pictures are not complaint with requested ones per TSB, claim is subject to debit.](#)

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 with 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 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**. We can also schedule an appointment over the phone with a dealership of your choice as well to apply the remedy to your vehicle. If you do not feel safe operating your vehicle until the remedy has been applied to your vehicle, 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 with 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 you will be notified via First Class mail advising you to bring your vehicle to back 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."*

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, 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.



Readiness: Does the dealer have the part if the customer has scheduled an appointment in advance?

- Yes
- No** – Please ensure the dealer has an available part to perform the repair.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

Reception: Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Reception: Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer's visit.



Repair: Does the Technician meet the recommended training requirements (Certified or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with the recommended training level requirement(s) completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 25-01-085H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No** – Customer must sign the final invoice upon delivery of the vehicle back to the 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 replacement of the applicable seat belt buckle assemblies (Front row and Second Row Outer seating positions). 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 until the remedy is completed?

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.

Q8: When will owners be notified?

A8: Owners were previously notified via First Class mail of the recall on their vehicle in late October/early November 2025. Owners will be notified via First Class mail of a remedy available for their vehicle in the upcoming months.

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	



Appendix

Document Topic	Date
• Remedy Not Available	10/01/2025