



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

NHTSA Recall Number: 25V-291
Hyundai Recall Number: 278
(MM/DD/YYYY)

IMPORTANT SAFETY RECALL

Electric Oil Pump

This is an important Safety Recall.

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
 - Failure to complete this recall repair could increase the risk of a vehicle fire.
 - Due to fire risk, you are strongly advised to **park your vehicle outside and away from structures** until the recall remedy is completed.
 - Please contact your nearest Hyundai dealer to schedule the repair as soon as possible to avoid any inconvenience.
- To locate and schedule an appointment, please call or visit:

1-855-371-9460 or www.hyundaiusa.com/campaignhome

This notice applies to your 2025 Hyundai Palisade] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

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 2025 model year Palisade vehicles. Hyundai is initiating Safety Recall 278 to address a condition involving the **Electric Oil Pump** (“EOP”). Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The “EOP” in the affected vehicles may have been produced with an insufficient seal. An insufficient seal could allow moisture to accumulate on the controller Printed Circuit Board (“PCB”), which can cause an electrical short, burning odor, illumination of malfunction indicator light, and result in subsequent thermal damage. Thermal damage can increase the risk of a vehicle fire.

What will Hyundai do?

Your Hyundai dealer will replace the “EOP” controller. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Owners are advised to park their vehicles outside and away from structures until the recall remedy is completed.
Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

The actual time required to perform the repair on your vehicle will take less than 1 hour, however, your vehicle may be needed longer. To schedule an appointment with your preferred Hyundai dealer, please **call 1-855-371-9460** or visit:

1. www.hyundaiusa.com/campaignhome
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click “Schedule Appointment,” enter your zip code in the Dealership Locator tool, click the “Find a Dealer” button and follow the onscreen prompts to schedule your service appointment.

Additional information

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at **1-855-371-9460**.

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.NHTSA.gov.

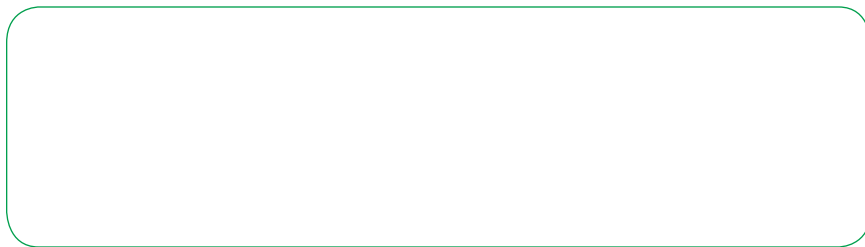
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. To submit for reimbursement:

1. Visit www.hyundaiusa.com/campaignhome
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

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.