

# Hyundai Recall Campaign 278

## Attachment A: Requested Chronology of Events Leading Up to Decision

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### ❖ March – April 2025

On March 21, 2025, NASO was notified of a potential issue involving the electric oil pump installed on a model year 2025 Palisade produced in Ulsan. NASO began gathering and reviewing market information to identify any reports of the condition occurring in vehicles sold in the U.S. and Canada.

On March 26, 2025, NASO received updated information from HMC regarding their investigation into root cause. Based on a review of manufacturing records provided by the supplier, both HMC and the supplier identified a range of suspect EOP assemblies that may have been produced with equipment containing a damaged spring, adversely affecting the hermetic sealing of the housing containing the EOP controller. HMC and NASO continued their investigation into suspected vehicles potentially equipped with suspected EOP units during assembly.

On April 23, 2025, NASO received updated affected vehicle production range from HMC, confirming involved vehicles located in the U.S. NASO continued its investigation into the field condition.

Based on HMC's information and NASO investigation results, NASO convened its North America Safety Decision Authority ("NASDA") on April 28, 2025, for review of its findings and decided to conduct a safety recall of all affected model year 2025 Hyundai Palisade vehicles in the U.S.

### ❖ **As of the date of this filing, Hyundai has not received any reports of incidents involving crashes, fires, or fatalities from affected vehicles in the U.S. or Canadian markets.**