



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

NHTSA Recall Number: 26V-034

Hyundai Recall Number: 292

[MM/DD/YYYY]

## IMPORTANT SAFETY RECALL

### Ejection Mitigation

#### This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is available.**
- To stay up-to-date about this safety recall or for more information, you can call or visit:

**1-855-371-9460** or [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)

This notice applies to your [Model Year] 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 certain **2020 – 2025 model year Palisade vehicles** fail to conform to Federal Motor Vehicle Safety Standard No. 226, “Ejection Mitigation.” Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

The purpose of this letter is to explain details regarding the safety concern and to keep you informed of Hyundai’s recall implementation plan. We are currently developing a safety recall remedy which, when available, will be performed at **NO CHARGE** to you. We will send you another notification when the remedy is available.

#### What is the problem?

The vehicle’s interior cabin design may not provide sufficient protection for third-row occupants during a rollover, increasing the risk of injury.

#### What should you do in the interim?

We appreciate your patience. Hyundai is currently developing a safety recall remedy at **NO CHARGE** to you. You will receive a second notification letter when the remedy is available. If you have further questions regarding this recall notice, you can reach out to Hyundai Motor America by calling 1-855-371-9460.

#### 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](http://www.NHTSA.gov).

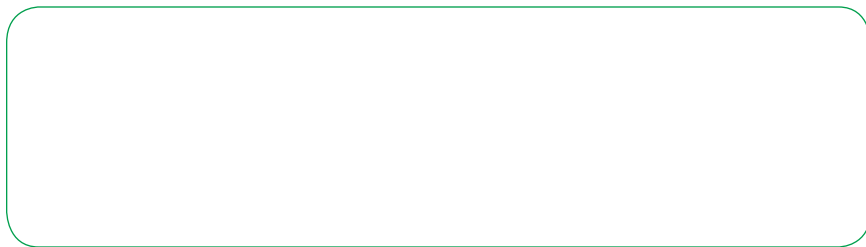
Your safety is our priority. You will be notified by mail when the recall remedy is available. We apologize for any inconvenience and appreciate your prompt attention to this matter.

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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](http://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.