



## Warranty Extension Z06: Seat Belt Buckle Inspection & Replacement – Dealer Notification May 19, 2025

Updates to this Document (yellow highlights include updates)	Date
<ul style="list-style-type: none"> <li>Additional language in the “Recommended Alternative Transportation” section emphasizing SRC and 3<sup>rd</sup> party rental recommendations.</li> </ul>	05/19/2025

### Warranty Extension Description

Certain 2020-2025MY Palisade (LX2) vehicles may experience abnormal seat belt buckle(s) operation.

Hyundai has extended warranty coverage for the seat belt buckle under this condition to 15 years/150,000 miles from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.

Please note that vehicles under 15 years/150,000 miles and within the original 5 years/60,000 miles are still subject to this warranty extension under TSB 25-BE-010H.

### Affected Vehicles (Certain)

- 2020-2025MY Palisade (LX2) produced from 4/10/2019 - 4/29/2025

### Repair Information

Follow the service procedure outlined in **TSB 25-BE-010H** (or latest version) to inspect and, if necessary, replace the seat buckle(s). Please note that any vehicles under 15 years/150,000 miles are covered by this TSB, even if vehicle is within original warranty of 5 years/60,000 miles.

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

### Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, an SRC may be necessary based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the customer’s visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

- If a customer is in for this warranty extension repair procedure, and the necessary parts for the repair are not in stock in the dealer’s Parts Department or readily available at PDCs, placing the customer in an SRC or other alternative transportation is **strongly** recommended.
- If a customer arrives at the dealer with no appointment scheduled for this warrant extension repair procedure, and accommodation is not possible for same-day repair, placing the customer in an SRC or other alternative transportation is **strongly** recommended.
- If repairs are taking longer than expected for this warranty extension repair procedure, and the customer is pressed for time, placing the customer in an SRC or other alternative transportation is **strongly** recommended.

### Other Notes/Recommendations

- Only inspect the seat belt buckle(s) the customer is concerned with. Replace as necessary.**
- If a customer schedules an appointment in advance, ensure the appropriate parts, tools, and equipment 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.

## Warranty Information

Please note that this is an **extended** warranty.

- If the affected parts are within the extended period of 15 years/150,000 miles, submit as a campaign claim type. **Do not submit a claim as “Warranty” type.**
- Regardless if a vehicle is still covered within the original 5 years/60,000 miles warranty, submit as “Campaign” type and reference TSB for repairs.
- Per **TSB 25-BE-010H** (or latest version), this warranty extension pays the following:
  - Labor:
    - 0.2 M/H: 1<sup>st</sup> Row – Inspection ONLY
    - 0.2 M/H: 2<sup>nd</sup> Row – Inspection ONLY
    - 0.2 M/H: 3<sup>rd</sup> Row – Inspection ONLY
    - 0.4 M/H: Front LH Buckle Inspection and Replacement
    - 0.4 M/H: Front RH Buckle Inspection and Replacement
    - 0.4 M/H: 2nd Row LH Buckle Inspection and Replacement
    - 0.4 M/H: 2nd Row RH Buckle Inspection and Replacement
    - 0.5 M/H: 2nd Row Center Buckle Inspection and Replacement
    - 0.5 M/H: 3rd Row LH Buckle Inspection and Replacement
    - 0.5 M/H: 3rd Row RH Buckle Inspection and Replacement
    - 0.5 M/H: 3rd Row Center Buckle Inspection and Replacement
  - Parts:
    - Varying seat belt buckle part numbers are included in the TSB for all rows. All part numbers will require a valid warranty extension VIN to ensure the correct part and part color are placed.

## Parts Information

- Refer to **TSB 25-BE-010H** (or latest version) for the latest parts information.
- **Please note that the part numbers associated with this Warranty Extension will require a valid warranty extension VIN when placing orders.**

## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls? Did you check for any declined services from previous visits?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership. Also, ask the customer if they would like to have any of the previously declined services performed.



**Readiness:** Is the dealership prepared to perform the repairs if the customer placed an appointment ahead of time?

- Yes
- No** – If customer scheduled an appointment in advance, identify which seat belt buckle(s) the customer is concerned with. **Proactively order parts to have on-hand for service procedure.**



**Reception:** Did the customer provide authorization to perform repairs?

- Yes
- No** – The 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 and an expectation for a status update?

- Yes
  
- No** – The customer should be informed of the expected repair time to allow them to schedule themselves accordingly.

**Reception:** Did you offer the customer Alternative Transportation if requested?

- Yes
- No** - Customer should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the duration of the repair procedure and any other additional work on the vehicle that may need to be addressed during the customer's visit.



**Repair:** Does the Technician meet the recommended training requirements (Hyundai Certified or above) to complete the TSB service procedure?

- Yes
- No** – Please ensure a Hyundai Certified (or higher) technician completes this repair.



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

- Yes
- No** – The customer must sign the final invoice upon the delivery of their vehicle.

## **Customer FAQs**

### **Q1: What is the issue?**

**A1:** Certain 2020-2025MY Palisade (LX2) vehicles may experience abnormal seat belt buckle(s) operation.

### **Q2: What are the affected vehicles?**

**A2:** Affected vehicle model years/models include the following:

- Certain 2020–2025MY Palisade (LX2) produced from 4/10/2019 – 4/29/2025

### **Q3: What will be done if the vehicle comes into the dealership and is eligible for the warranty extension?**

**A3:** If any Seat Belt Buckle(s) are found to have abnormal operation, replacement will be performed referencing the service procedure listed in **TSB 25-BE-010H**. The replacement of the Seat Belt Buckle(s) will be offered at **no cost** to customers if the symptom(s) covered by the warranty extension are confirmed.

### **Q4: When will the affected customer(s) be notified of this warranty extension?**

**A4:** Customers will be notified via First Class Mail starting June 2025.

## Contact Reference

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important matter and the continued commitment to our Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
WarrantyHELP 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: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / OperationCodes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / OperationCodes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / OperationCodes</li> </ul>
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center(GeneralQuestions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAILFIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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.	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	