

Service Campaign 9C8: Unintended ABS Activation Software Update – Dealer Notification **November 04, 2025**

Document Topic	Date
• Technical Service Bulletin (TSB) 25-01-070H published on HMA Tech Info	11/04/2025

Campaign Description

Certain Palisade (LX2) vehicles may exhibit vibration in the brake pedal and/or steering wheel and noises from the ABS system when braking over uneven road surfaces or bumps. The brake system remains functional under these conditions.

Affected Vehicles (Certain)

- 2023-2025MY Palisade (LX2) produced from 05/13/2022 – 06/16/2025

Repair Information

Follow this **TSB 25-01-070H** to update the Anti-Lock Brake System (ABS) software to address vibration and noise that can occur under certain operating conditions and road surfaces, such as driving at lower speeds over uneven surfaces.

- **Technician Certification Requirements: Hyundai Certified (or higher)** that has completed the Chassis microlearning web series (SVCHCHEXITEXAMW24_1521 or equivalent)

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.

Other Notes/Recommendations

- **All vehicles require the software update.**
- If a customer arrives at the dealer with no appointment scheduled, it is recommended the dealer offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure the appropriate parts, 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.
- Update the customer if the original estimated wait time is exceeded.

Warranty Information

Per **TSB 25-01-070H** (or latest version), this service campaign pays the following:

- Labor:
 - 0.4 M/H for ABS Upgrade

Customer Talk Tracks

1. ***For Customers with an appointment, but the campaign is not part of the originally scheduled services:***
"I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign provides instructions to update the Anti-Lock Brake System (ABS) software to address vibration and noise that can occur under certain operating conditions and road surfaces, such as driving at lower speeds over uneven surfaces. This service, of course, will be provided at



no cost to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”

2. **For Walk-In Customers:** “During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open campaign. This service campaign provides instructions to update the Anti-Lock Brake System (ABS) software to address vibration and noise that can occur under certain operating conditions and road surfaces, such as driving at lower speeds over uneven surfaces. This service, of course, will be provided at **no cost to you** and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”

3. **For Customers over the phone:** “While I have you on the line and verifying your current appointment, I ran your VIN and found that your vehicle has an open campaign. This service campaign provides instructions to update the Anti-Lock Brake System (ABS) software to address vibration and noise that can occur under certain operating conditions and road surfaces, such as driving at lower speeds over uneven surfaces. If time permits, we can address this campaign during your current appointment, and it will be at **no cost to you**. Should you need it, we can arrange for alternate transportation since this may prolong the stay of your vehicle in for service. We apologize for the inconvenience.”

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: Does the dealership have the appropriate tool (GDS) on-hand to perform this update?

- Yes
- No** – Ensure there is a GDS available to perform this update for the customer.



Reception: Did the customer provide authorization to perform repairs?

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

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 their vehicle is completed so the customer can plan the rest of their day away from the dealership.

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 repair procedure duration 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 noted above to complete this campaign?

- Yes



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

Were the appropriate pictures taken as outlined in **TSB 25-01-070H**?

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



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

- Yes
- No** – Customer must sign the final invoice upon delivering the vehicle back to the customer.

FAQs

Q1: What is the issue?

A1: Certain Palisade (LX2) vehicles may exhibit vibration in the brake pedal and/or steering wheel and noises from the ABS system when braking over uneven road surfaces or bumps. The brake system remains functional under these conditions.

Q2: What are the affected vehicles?

A2: The following vehicles include the following:

- Certain 2023-2025MY Palisade (LX2) produced from 05/13/2022 – 06/16/2025

Q3: What will be done during service at the dealer?

A3: The dealer will update the Anti-Lock Brake System (ABS) software of the vehicle.

Q4: When will the affected customer(s) be notified of this campaign?

A4: All owners of the subject vehicles are planned to be notified via First Class Mail by January 2026.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important campaign 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@xttime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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 <u>recall or service campaigns</u>
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	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 www.HyundaiDealer.com	
Car Care Scheduling (Xtime) – Technical	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > 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, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails 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	