



Technical Service Bulletin

| | |
|------------------------------|-----------------------------------|
| GROUP SUSPENSION | NUMBER 25-SS-004H |
| DATE DECEMBER 2025 | MODEL(S) PALISADE (LX2) |

SUBJECT: SELF-LEVELING REAR SHOCK ABSORBER CLUNKING/THUMPING NOISE ON ROUGH ROADS (WARRANTY EXTENSION Z12)

Description: Certain Palisade (LX2) vehicles may exhibit a clunking or thumping noise from the rear of the vehicle while driving over rough roads. This may be caused by worn self-leveling rear shock absorbers.

Hyundai is extending the warranty coverage for the self-leveling rear shock absorbers to 10 years/120,000 miles from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.

Follow the procedure in this bulletin to identify the source of the noise and replace the self-leveling rear shock absorbers.



***i* Information**

Any vehicles under 10 years/120,000 miles are covered by this TSB, even if vehicle is within original warranty of 5 years/60,000 miles.

Applicable Vehicles (Certain):

| Model Year | Model | Production Dates |
|-------------|----------------|-------------------------|
| 2020 - 2022 | Palisade (LX2) | 04/10/2019 – 05/27/2022 |


Parts Information:

| Model | Model Detail | Part Name | Part Number | Figure | Remarks |
|--------------------------|--------------|----------------------------|--------------|---|---------|
| 2020-2022 Palisade (LX2) | All | Shock Absorber - Assy Rear | 55367-S9300 |  | 2 each |
| | | Nut-Lock | 13262-10007K |  | |

NOTE: Lock nut **MUST** be replaced with shock absorber replacement.

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SST Information:

| Tool Name | Tool Number | Figure | Remarks | Ordering Information |
|--|-------------|---|---------------------------------|--|
| Shock Absorber Lock Nut Removal Tool Kit | 09546-S1100 |  | Use for installing new lock nut | Website: https://hyundaessentialtools.com/ Email: Hyundaitools@snapon.com Phone: 1-855-763-9199 Hours: 7 AM – 7 PM CST |

Warranty Information:

| Model | Op. Code | Operation | Op. Time | Causal Part | Nature Code | Cause Code |
|--------------------------|----------|---|----------|-------------|-------------|------------|
| 2020-2022 Palisade (LX2) | 50D315R0 | Noise/Visual Inspection and Rear Shock Absorber Replacement | 1.0 M/H | 55367-S9300 | B1D | ZZ7 |

NOTE 1: If the affected parts are within the warranty period of 10 years or 120,000 miles, then submit as a campaign claim type. Please note that any vehicles under 10 years/120,000 miles are covered by this TSB even if vehicle is within original warranty of 5 years/60,000 miles.

NOTE 2: Submit claim on Claim Entry Screen as "Campaign" type.

NOTE 3: This TSB includes repair justification photos. Op times include VIN, mileage, and repair justification photos as outlined in the Digital Documentation Policy.

NOTE 4: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

NOTE 5: If any part(s) not subject to this TSB are found in need of replacement while performing the repair procedure, and the affected part(s) are still under warranty, the dealer may submit a separate claim using the same repair order. If the part(s) not subject to this TSB are out of warranty coverage, the dealer has the option to submit a PA Request for goodwill consideration on a case-by-case basis.

Service Procedure:

DIGITAL DOCUMENTATION



This TSB includes repair justification photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

NOTICE

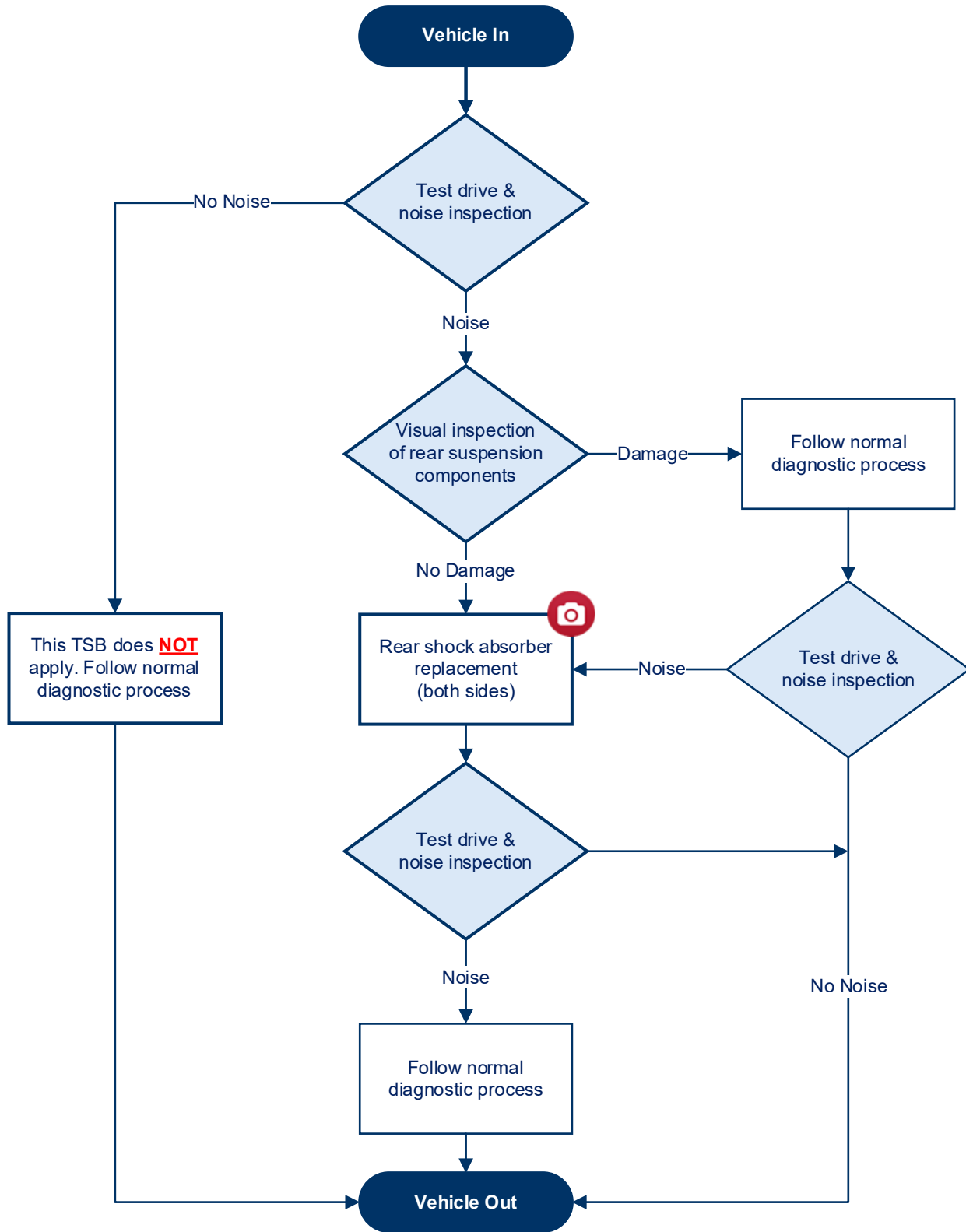
Applying the recommended torque to all fasteners is essential to reduce potential issues from occurring after the service procedure.

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Flowchart



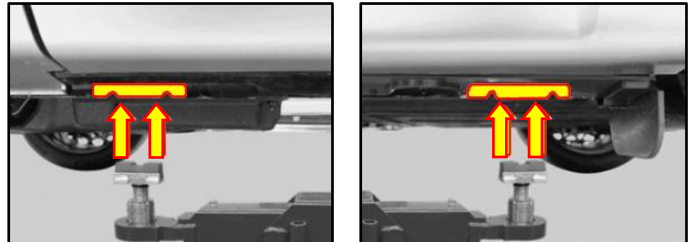
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Noise Verification and Visual Inspection of Rear Suspension Components

1. Test drive and verify if a clunk or thump noise is present from the rear of the vehicle.
 - **NO NOISE:** This TSB does **NOT** apply. Follow the normal diagnostic process.
 - **NOISE:** Proceed to the next step.
2. Visually check that the lift blocks are properly seated on the vehicle support points and raise the vehicle.

NOTICE

Raising the vehicle from anywhere other than the support points may damage vehicle components.



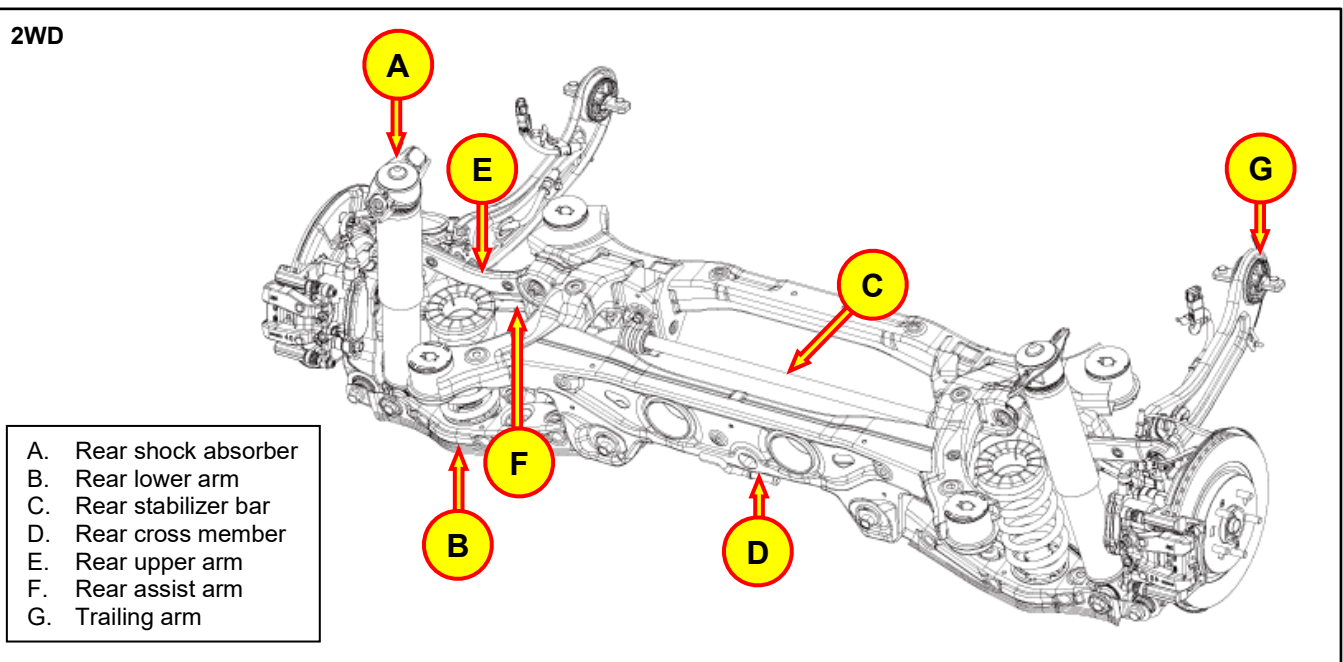
Refer to the shop manual:

- **General Information > Lift and Support Points > General Information**

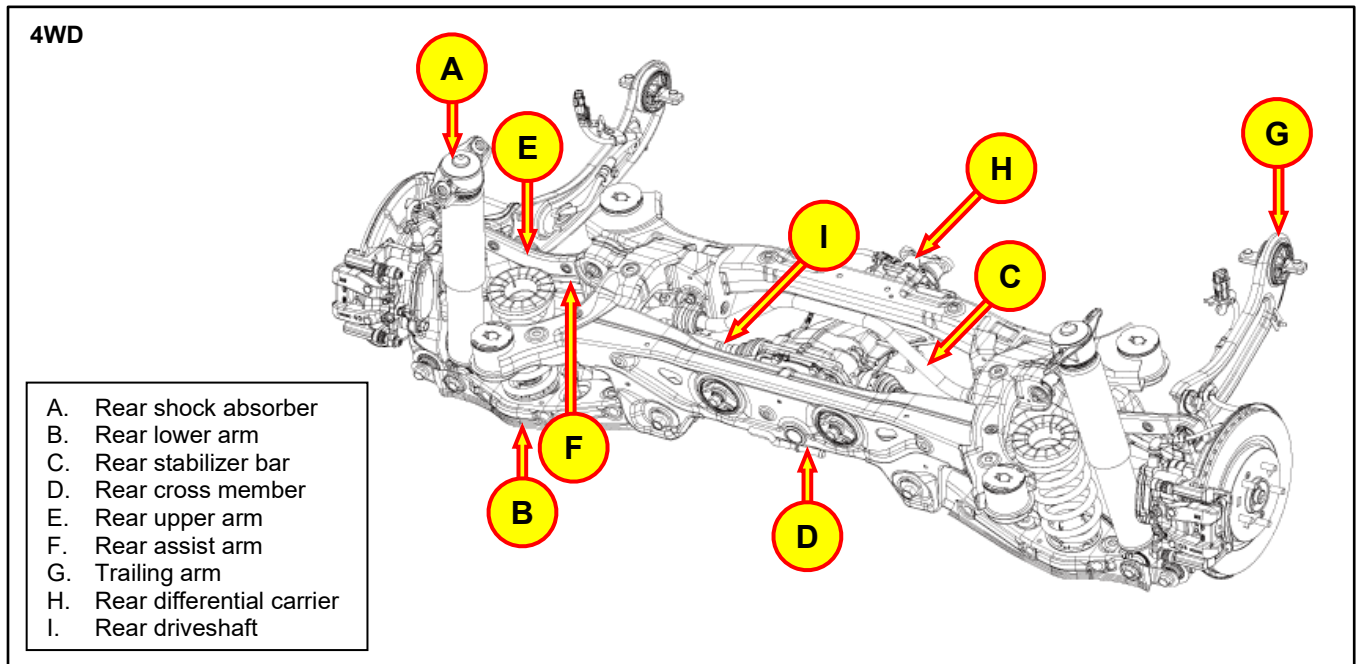
3. Visually inspect the rear suspension components listed below for visible damage.

For location details, refer to the shop manual:

- **Suspension System > Rear Suspension System > Rear Shock Absorber > Repair procedures**



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- **NO DAMAGE:** Proceed to [Shock Absorber Replacement](#).
- **DAMAGE:** Follow the normal diagnostic process and repair as necessary. Test drive and verify if a clunk or thump noise is present from the rear of the vehicle.
 - **NO NOISE:** If the noise is resolved, then the service procedure is complete.
 - **NOISE:** If the noise is still present, proceed to [Shock Absorber Replacement](#).



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Shock Absorber Replacement

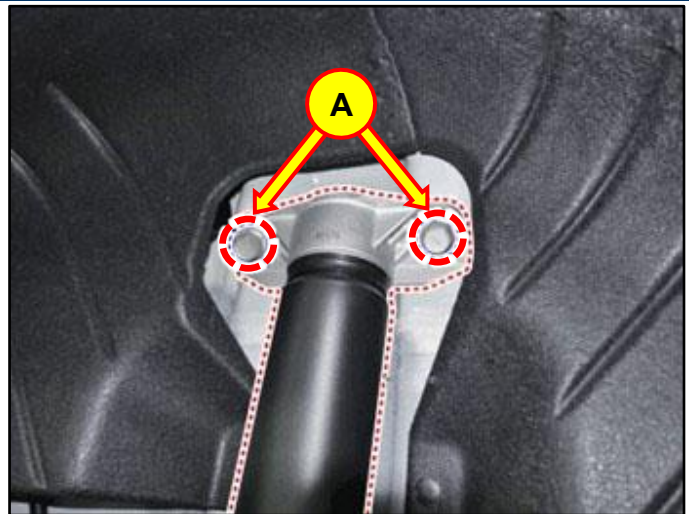
1. Install the new rear shock absorbers on both sides of the vehicle.

Refer to the shop manual:

- **Suspension System > Rear Suspension System > Rear Shock Absorber > Repair procedures**

Tightening Torque - Shock Absorber Mounting Bolts (A):

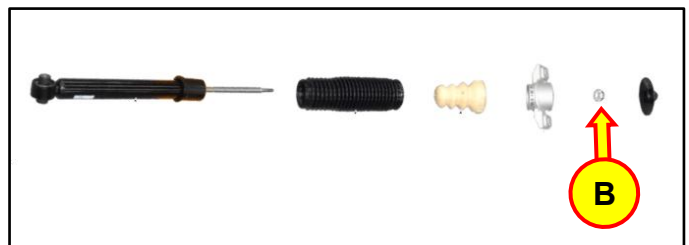
| | |
|-------|-----|
| lb-ft | 94 |
| N.m | 127 |



NOTICE

Be sure to replace the lock nut (B) with a new part. Do **NOT** reuse it.

The lock nut **MUST** be torqued by hand. Do **NOT** use impact tools.



Tightening Torque - Shock Absorber Lock Nut (B):

| | |
|-------|----|
| lb-ft | 16 |
| N.m | 22 |

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2.

**DIGITAL
DOCUMENTATION**



Using the STUI camera function, take a photo of the production stamp on both **old** shock absorbers side by side.

Upload the photo to STUI.

NOTE: If the STUI camera function is **NOT** used, write the last 6 digits of the VIN and date of repair on a piece of paper to include in the photo.



3. Reinstall all parts in the reverse order of the removal process.
4. Test drive to confirm proper operation of the new shock absorbers and that **NO** clunking or thumping noise remains from the rear of the vehicle.

If additional issues are found, follow the normal diagnostic process.

5. The service procedure is now complete.