



Warranty Extension Z12: Self-Leveling Rear Shock Absorber Clunking/Thumping Noise on Rough Roads – Dealer Notification

December 12, 2025

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 25-SS-004H published on HMA Tech Info 	12/12/2025

Warranty Extension 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 rear self-leveling 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.

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.

Affected Vehicles (Certain)

- 2020-2022MY Palisade (LX2) produced from 04/10/2019 – 05/27/2022

Repair Information

Follow **TSB 25-SS-004H** (or latest version) to identify the noise concern and replace the self-leveling rear shock absorbers.

- Recommend Technician Level/Requirement: Hyundai Certified (or higher)** who has also completed the Chassis Diagnosis (SVCDCHASSISDIAG224_1537) Instructor Led course 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, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare should be provided.

Other Notes/Recommendations

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- Please note that this is a warranty extension. The customer’s concern of a clunk or thump noise must be verified before proceeding with any 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. Update the customer if the original estimated wait time is exceeded.

Parts Information

- Refer to **TSB 25-SS-004H** (or latest version) for the latest parts information.
 - Part Number 55367-S9300 (Self-Leveling Rear Shock Absorber – 20-22MY)
 - This part will be on max quantity limit of 4 at the start of this warranty extension.

Warranty Information

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

- If the affected parts are within the extended period of 10 years/120,000 miles, submit as a campaign claim type. Do not submit as warranty.
- Per **TSB 25-SS-004H** (or latest version), this warranty extension pays the following:
 - Labor:
 - 1.0 M/H for Noise/Visual Inspection and Rear Shock Absorber Replacement
 - Parts:
 - Self-Leveling Rear Shock Absorber (QTY: 2)
 - Self-Locking Nut (QTY: 2)
 - Digital Documentation:
 - Claims are subject to review after submission. Please note a picture of the original shock absorbers displaying their production stamp is required. If it found that the pictures is not complaint with requested ones per TSB, claim is subject to debit.

Special Service Tools (SST) Information:

- Torque Wrench Socket
 - Part Number 09546-S1100
 - Additional tools can be ordered through Snap-on at 1-855-763-9199 or <https://hyundaiesentialtools.com/>. Contact hyundaitools@hmausa.com if further assistance is required.

Best Practice Checklist



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

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



Readiness: Does the dealership have the necessary equipment and understand the TSB before receiving the customer?

- Yes
- No** – Please ensure dealer staff under the TSB before receiving customers.



Reception: Did the customer provide authorization to perform repairs?

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

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 expected repair time in order to allow them to schedule accordingly.

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

- Yes
- No** - Customer should be offered alternative transportation if their vehicle is to be kept overnight. In addition, an SRC may be required 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.



Repair: Does the Technician meet the recommended training requirements noted above to complete this repair?

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

Were the appropriate picture(s) taken as outlined in **TSB 25-SS-004H** (or latest version)?

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



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

- Yes
- No** – Customer must sign the final invoice upon delivery of the repaired vehicle.

FAQs

Q1: What is the issue?

A1: 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 rear self-leveling shock absorbers.

Q2: What are the affected vehicles?

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

- Certain 2020-2022MY Palisade (LX2) produced from 04/10/2019 – 05/27/2022

Q3: What will be done by the dealer once the vehicle comes in, confirms the customer's concern, and the vehicle is eligible for the warranty extension?

A3: The replacement of self-level shock absorbers will be offered at **no cost** to the customer if the condition(s) covered by the warranty extension are confirmed.

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

A4: Owners of the subject vehicles are expected to be notified via First Class Mail in January 2026.

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
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@xtime.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(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 www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > 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.	
NHTSA Website	www.safercar.gov	