

[25-SS-004H - 20-22 LX2 Rear Shock Absorber Replacement \(Wty Ext Z12\) \(posted 12.12.25\).pdf](#)

[Warranty Extension Z12 - Self-Leveling Rear Shock Absorbers - Dealer Notification \(posted 12.12.25\).pdf](#)

Hyundai Motor America (HMA) has launched Warranty Extension Z12 for Self-Leveling Shock Absorber Clunking/Thumping Noise on Rough Roads!

A. Affected Vehicles:

- Certain 2020-22MY Palisade (LX2) produced 04/10/2019 – 05/27/2022

- **VIN Identification:** Use the 'Vehicle Information' screen in WebDCS under the 'Extended Factory Warranty' section to determine warranty extension applicability.

B. 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 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.

Technical Service Bulletin (TSB) 25-SS-004H provides instructions on the replacement of the self-level rear shock absorbers.

Please note that any vehicles under 10 years/120,000 miles are covered by this TSB, even if vehicle is with original warranty of 5 years/60,000 miles.

C. Parts Ordering/Information:

Parts may be ordered through the normal WebDCS ordering process.

- Please note a max quantity of 4 has been input on these parts for the start of the warranty extension.

- Shock Absorber – Assy Rear ~ QTY: 2

- Nut-Lock ~ QTY: 2

D. Warranty Extension Document(s):

1. TSB 25-SS-004H

Available on [Hyundaidealer.com](#) > Service > HMA Tech Info > TSB

2. Dealer Notification

Available on [Hyundaidealer.com](#) > Service > HMA Tech Info > Service News

E. Action Required:

1. Confirm VIN eligibility for warranty extension via WebDCS.

2. **Follow TSB 25-SS-004H** for service procedure to confirm the noise and replace the shock absorbers.

3. **Submit claim** once the service procedure is completed.

We appreciate your continued partnership and commitment to our Hyundai customers.

Thank you for your patience and understanding.

Warranty Campaign Team

Hyundai Motor America