

Dealer Notification

Self-Leveling Rear Shock Absorber Clunking/Thumping Noise on Rough Roads

(Warranty Extension Z12)

May 21, 2026

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 26-SS-001H posted on HMA Tech Info; supersedes 25-SS-004H 	05/21/2026

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.

Please note that any vehicles with Z12 and 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)

- 2020-2024MY Palisade (LX2) produced from 04/10/2019 – 08/29/2023

Repair Information

Follow **TSB 26-SS-001H** (or latest version) to identify the noise concern and if necessary, replace one or both self-level rear shock absorbers. Please note that for the first repair, replacement of both rear shock absorbers will be covered by this warranty extension. For subsequent repairs, one or both rear shock absorbers will be covered depending upon the impacted side(s).

- 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

- Please note that this is a warranty extension.**
- 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.
- 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.
- Update the customer if the original wait time is exceeded.

Parts Information

- Refer to **TSB 26-SS-001H** (or latest version) for applicable part number information.
 - Further, please refer to the Warranty Extension Z12 Parts Bulletin for the latest information for ordering

guidance and when to appropriately order parts for warranty extension Z12.

- A separate communication regarding what will happen with existing dealers orders will closely follow the launch of this TSB (dated 05/21/26).

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. **Any vehicles with Z12 under 10 years/120,000 miles are covered by this warranty extension, even if vehicle is within 5 years/60,000 miles.** Do not submit as warranty.
- Per **TSB 26-SS-001H** (or latest version), this warranty extension pays the following:
 - Labor:
 - 1.2 M/H – First Repair - checking noise/visual inspection of rear suspension & replacement of both shock absorbers & insulators
 - 1.0 M/H – Second Repair - checking noise/visual inspection of rear suspension & replacement of left rear or right rear shock absorber
 - Parts:
 - Self-Leveling Rear Shock Absorber (QTY: 1-2, as applicable)
 - Self-Locking Nut (QTY: 1-2, as applicable)
 - Insulator (QTY: 2, as applicable)
 - 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 picture(s) are not compliant 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://hyundaessentialtools.com/>. Contact hyundaitools@hmausa.com if further assistance is required.

Best Practice Checklist

- **Reservation:** Has WebDCS been checked for additional campaigns or recalls?
 - Yes
 - No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are all necessary parts, tools, and equipment on-hand and ready to perform the repair procedure?
 - Yes
 - No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
 - Yes
 - No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
 - Has the customer been informed of the expected repair duration and a timeframe for status updates?
 - Yes
 - No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.

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

- **Repair:** Does the Technician meet the recommended training requirements to complete this campaign?
 - Yes
 - No** – Please reference the “Repair Information” section on page 1 and ensure a qualified technician performs the service procedure.

- **Return:** Ensure the customer's contact information is up-to-date for follow-up conversations regarding their vehicle's status.
 - Yes
 - No** – Please ensure the customer's latest information is accurately recorded in order to provide future updates.

Anticipated 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 2020-2024MY Palisade (LX2) produced from 04/10/2019 – 08/29/2023

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 June 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
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@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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 recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center	1-800-633-5151	Customers general questions, non-campaign related
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, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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	

Appendix

Document Topic	Date
• Technical Service Bulletin (TSB) 26-SS-001H posted on HMA Tech Info; supersedes 25-SS-004H	05/21/2026
• Technical Service Bulletin (TSB) 25-SS-004H published on HMA Tech Info	12/12/2025