

- [26-SS-001H - Self-Leveling Rear Shock Absorber Replacement \(Wty Ext Z12\) \(Posted 05.21.26\).pdf](#)
- [Warranty Extension Z12 - HMA Parts Bulletin \(Posted 05.21.2026\).pdf](#)
- [Warranty Extension Z12 - Rear Shock Absorbers - Dealer Notification \(posted 05.21.2026\).pdf](#)

Hyundai Motor America (HMA) has re-launched Warranty Extension Z12 – Self-Leveling Rear Shock Absorber Clunking/Thumping Noise on Rough Roads.

A. Affected Vehicles:

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

- a. Certain 2020-24MY Palisade (LX2) produced 04/10/2019 – 08/29/2023

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.

Follow the procedure in **Technical Service Bulletin (TSB) 26-SS-001H** to identify the source of the noise, and if necessary, replace one or both self-leveling 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).

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

C. Parts Ordering/Information:

1. An applicable Z12 VIN will be required to order the rear shock absorber & insulator kit.
2. Parts may be ordered through the normal WebDCS Process.
3. Please see TSB for the latest part numbers.
4. Existing dealer backorders: A follow-up communication will be sent shortly regarding existing dealer backorders for rear shock order assemblies.

D. Warranty Extension Document(s):

1. TSB 26-SS-001H

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

2. Dealer Notification

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

3. Parts Bulletin

- a. Available on [Hyundaidealer.com](#) > Parts > Documents Library > Reference Materials > Parts Bulletins

E. Action Required:

1. Confirm VIN eligibility for warranty extension Z12 via WebDCS and that vehicle is within 10 years/120,000 miles.
2. **Follow TSB 26-SS-001H** for the service procedure.
3. **Submit campaign 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