

Dealer Notification

Oil Leak - Engine Oil Filter Housing Seal Replacement (Warranty Extension Z15)

May 29, 2026

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 26-EM-012H posted on HMA Tech Info 	05/29/2026

Warranty Extension Description

Some Palisade (LX2) vehicles may exhibit engine oil leakage at the engine oil filter housing assembly due to deterioration of the housing seal.

Hyundai is extending the warranty coverage for the engine oil filter housing seal to 15 years / 180,000 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 any vehicles within 15 years / 180,000 miles are covered by this TSB, even if the vehicle is still within the New Vehicle Limited Warranty (NVLW) of 5 years / 60,000 miles or Powertrain Warranty of 10 years / 100,000 miles (for the original owner).

Affected Vehicles (Certain)

- 2020-2025MY Palisade (LX2) produced from 04/10/2019 – 06/10/2025

Repair Information

Follow **TSB 26-EM-012H** (or latest version) to identify the engine oil leak and replace the engine oil filter housing seal.

- Recommend Technician Level/Requirement: Hyundai Certified (or higher)**

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 an engine oil leak at the engine oil filter housing assembly 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-EM-012H** (or latest version) for applicable part number information.
- Part Number 263453LAA1QQH (oil seal) will require an applicable Z15 VIN to order the part.

Warranty Information

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

- If the affected parts are within the extended period of 15 years/180,000 miles, submit a “Campaign” claim on the “Claim Entry/Edit/Submit” screen on WebDCS and attach all required Digital documentation per TSB to the claim. *Any vehicles with Z15 under 15 years/180,000 miles are covered by this warranty extension, even if the vehicle is still within the New Vehicle Limited Warranty (NVLW) of 5 years / 60,000 miles or Powertrain Warranty of 10 years / 100,000 miles (for the original owner). Do not submit as warranty.*
- Per **TSB 26-EM-012H** (or latest version), this warranty extension pays the following:
 - Labor:
 - 0.6 M/H – Engine Oil Filter Seal Replacement
 - Parts:
 - 263453LAA1QQH (Oil Seal) – QTY: 1
 - 2151323001 (Engine Oil Plug Gasket) – QTY: 1
 - 00232FSYN530WAR (Engine Oil) – QTY: 7
 - Digital Documentation:
 - Claims are subject to review after submission. Please note a picture of the engine oil leak at the oil filter housing is required. **If it found that the picture(s) are not compliant with requested ones per TSB, claim is subject to debit.**

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 engine oil leakage at the engine oil filter housing assembly due to deterioration of the housing seal.

Q2: What are the affected vehicles?

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

- Certain 2020-2025MY Palisade (LX2) produced from 04/10/2019 – 06/10/2025

Q3: What will be done by the dealer if the vehicle is eligible for the warranty extension and the dealer confirms the customer’s concern?

A3: The replacement of the engine oil filter housing seal 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 July 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

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• Technical Service Bulletin (TSB) 26-EM-012H posted on HMA Tech Info	05/29/2026