



## Technical Service Bulletin

GROUP <b>SUSPENSION</b>	NUMBER <b>26-SS-001H</b>
DATE <b>MAY 2026</b>	MODEL(S) <b>PALISADE (LX2)</b>

**SUBJECT:** SELF-LEVELING REAR SHOCK ABSORBER CLUNKING/THUMPING NOISE ON ROUGH ROADS (WARRANTY EXTENSION Z12)

**This TSB supersedes 25-SS-004H to add 2023-2024MY vehicles, and to update the TSB to include first time repair and subsequent repairs under this 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 the bulletin 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).

### **i** Information



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.

### **Applicable Vehicles (Certain):**

Model Year	Model	Production Dates
2020 – 2024	Palisade (LX2)	04/10/2019 – 08/29/2023

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**Parts Information:**

Model	Model Year	Kit Name	Kit Number	Kit Figure	Part Name	Qty	
Palisade (LX2)	2020-2022	<b>First Repair:</b> Shock Absorber w/Insulator Kit	55365-S9300QQH		Self Levelizer Rear Shock-Absorber	2 each	
					Insulator		
	Self-Locking Nut						
	Self Levelizer Rear Shock-Absorber						
	Insulator						
	Self-Locking Nut						
	2023-2024 (FWD)		55365-S8BB1QQH		Self Levelizer Rear Shock-Absorber		
					Insulator		
	Self-Locking Nut						
	Self Levelizer Rear Shock-Absorber						
	Insulator						
	Self-Locking Nut						
2023-2024 (AWD)		55365-S8BD1QQH		Self Levelizer Rear Shock-Absorber			
				Insulator			
Self-Locking Nut							
Self Levelizer Rear Shock-Absorber							
Insulator							
Self-Locking Nut							
2020-2022	<b>Subsequent Repair:</b> Shock Absorber Kit	55364-S9300QQH		Self Levelizer Rear Shock-Absorber	1 each		
				Self-Locking Nut			
				Self Levelizer Rear Shock-Absorber			
	2023-2024 (FWD)			55364-S8BB1QQH			Self-Locking Nut
							Self Levelizer Rear Shock-Absorber
							Self-Locking Nut
2023-2024 (AWD)		55364-S8BD1QQH		Self Levelizer Rear Shock-Absorber			
				Self-Locking Nut			

**NOTE 1:** Order the correct kit based on if this is the vehicle's first or subsequent repair under this warranty extension.

**NOTE 2:** Lock nut **MUST** be replaced with shock absorber replacement.

**NOTE 3:** Reuse the insulator on subsequent repairs.


***i* Information**

First Repair: Replace the shock absorbers on both sides.

Subsequent Repair: Replace **ONLY** the shock absorber on the side(s) exhibiting noise.

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**SST Information:**

Tool Name	Tool Number	Figure	Remarks	Ordering Information
Shock Absorber Lock Nut Removal Tool Kit	09546-S1100	 The image shows a red and white tool kit being used on a shock absorber assembly. A label '09546-S1100' is visible in the top left corner of the image.	Use for installing new lock nut	Website: <a href="https://hyundaiesentialtools.com/">https://hyundaiesentialtools.com/</a> Email: <a href="mailto:Hyundaitools@snapon.com">Hyundaitools@snapon.com</a> Phone: 1-855-763-9199 Hours: 7 AM – 7 PM CST

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**Warranty Information:**

Model	Model Year	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Palisade (LX2)	2020–2022	50D315R1	Check for Noise from Rear Suspension, Visual Inspection of Rear Suspension Components, and Replacement of Both Shock Absorbers and Insulators <b>(1st Repair)</b>	1.2 M/H	55367-S9300	B1D	ZZ7
	2023–2024 (FWD)	50D315R2			55367-S8BB0		
	2023-2024 (AWD)	50D315R3			55367-S8BD0		
	2020–2022	50D315R4	Check for Noise from Rear Suspension, Visual Inspection of Rear Suspension Components, and Replacement of LH or RH shock absorber <b>(2nd or later Repair)</b>	1.0 M/H	55367-S9300		
	2023–2024 (FWD)	50D315R5			55367-S8BB0		
	2023-2024 (AWD)	50D315R6			55367-S8BD0		
	2020–2022	50D315R7	Check for Noise from Rear Suspension, Visual Inspection of Rear Suspension Components, and Replacement of BOTH Shock Absorbers <b>(2nd or later Repair)</b>	1.2 M/H	55367-S9300		
	2023–2024 (FWD)	50D315R8			55367-S8BB0		
	2023-2024 (AWD)	50D315R9			55367-S8BD0		

**NOTE 1:** If the affected parts are within the warranty period of 10 years or 120,000 miles, then submit as a campaign claim type. 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.

**NOTE 2:** This TSB includes repair justification photos. Op times include VIN, mileage, and repair justification photos as outlined in the Digital Documentation Policy.

**NOTE 3:** The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

**NOTE 4:** If any part(s) not subject to this TSB are found in need of replacement while performing the repair procedure, and the affected part(s) are still under warranty, the dealer may submit a separate claim using the same repair order. If the part(s) not subject to this TSB are out of warranty coverage, the dealer has the option to submit a PA Request for goodwill consideration on a case-by-case basis.

**Service Procedure:**

**DIGITAL DOCUMENTATION**



This TSB includes repair justification photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

**NOTICE**

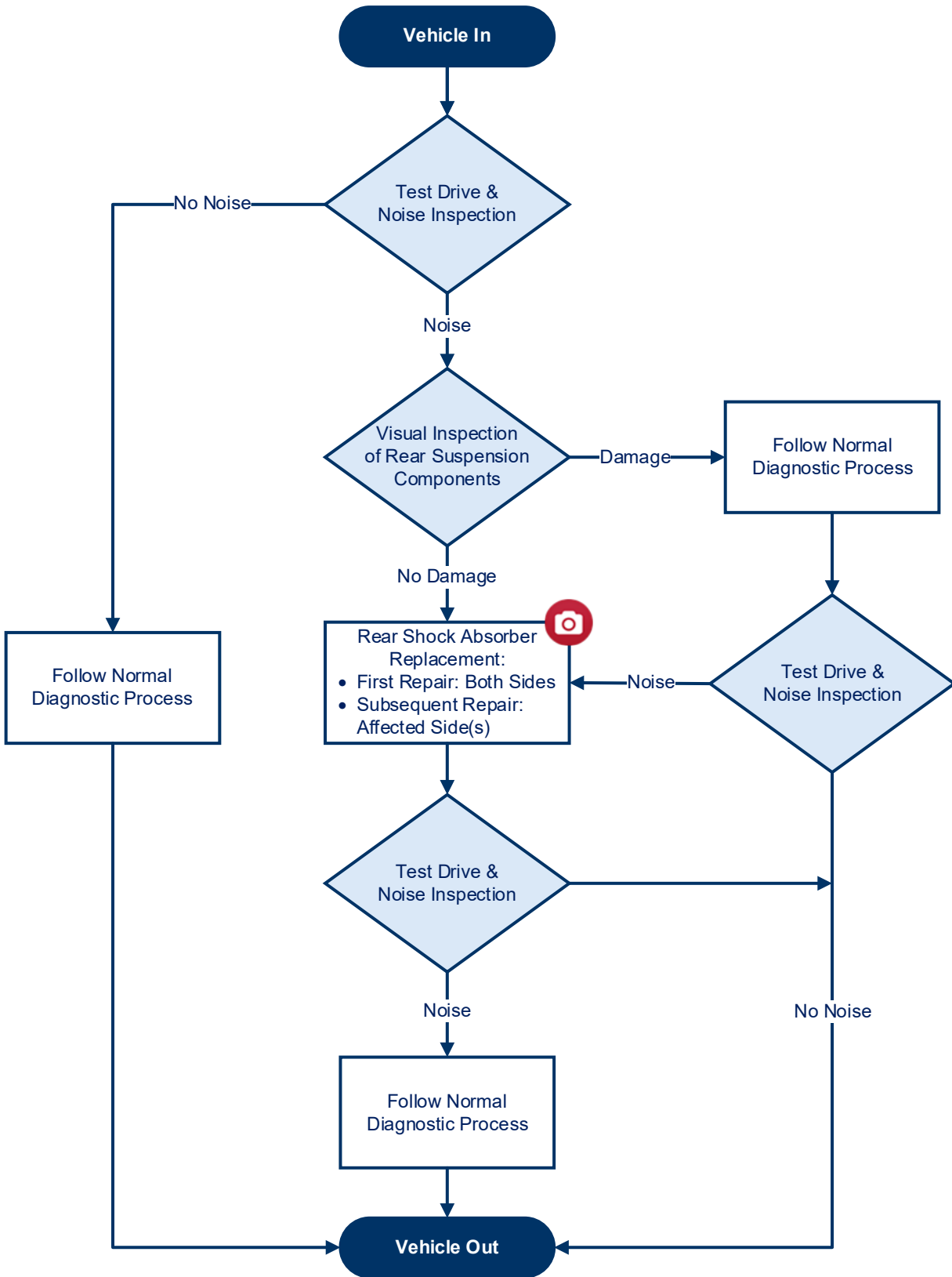
Applying the recommended torque to all fasteners is essential to reduce potential issues from occurring after the service procedure.

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**Flowchart**



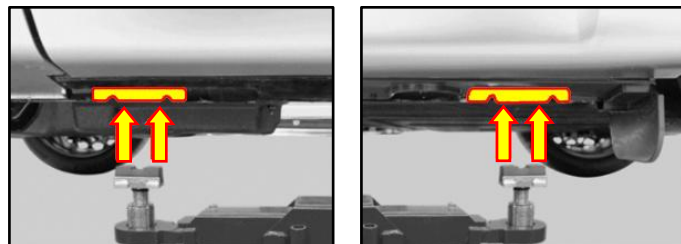
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**Noise Verification and Visual Inspection of Rear Suspension Components**

1. Test drive and verify if a clunk or thump noise is present from the rear of the vehicle.
  - **NO NOISE:** This service procedure does **NOT** apply. Follow the normal diagnostic and warranty processes.
  - **NOISE:** Proceed to **step 2**.
2. Visually check that the lift blocks are properly seated on the vehicle support points and raise the vehicle.

**NOTICE**

Raising the vehicle from anywhere other than the support points may damage vehicle components.



Refer to the shop manual:

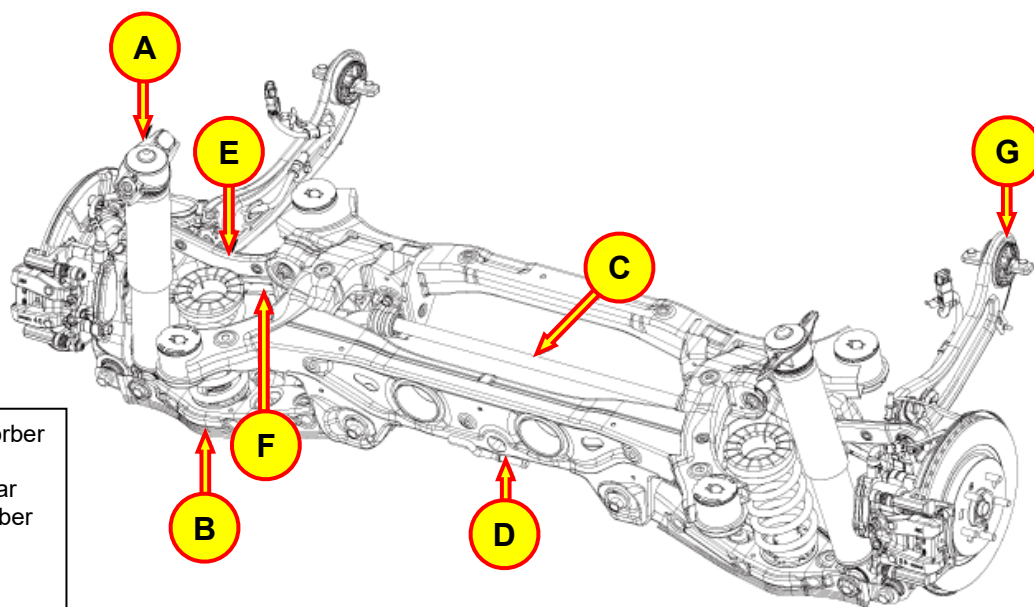
- **General Information > Lift and Support Points > General Information**

3. Visually inspect the rear suspension components listed below for visible damage.

For location details, refer to the shop manual:

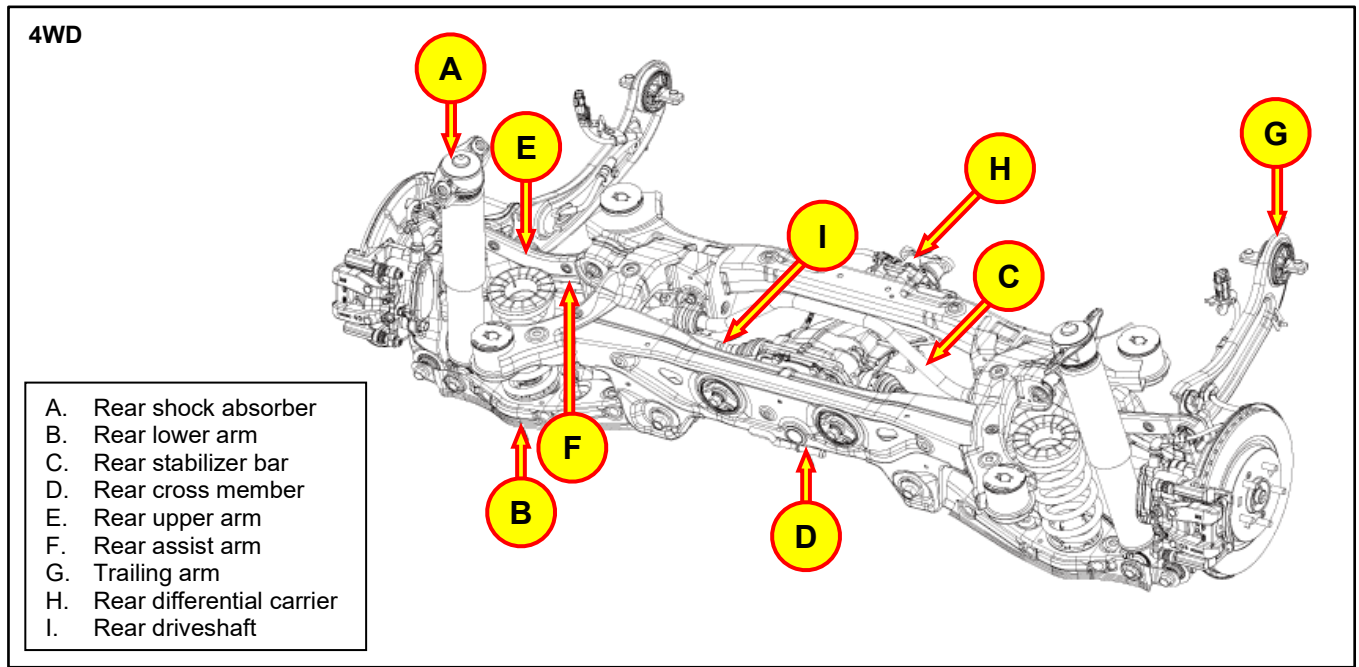
- **Suspension System > Rear Suspension System > Rear Shock Absorber > Repair procedures**

2WD



- A. Rear shock absorber
- B. Rear lower arm
- C. Rear stabilizer bar
- D. Rear cross member
- E. Rear upper arm
- F. Rear assist arm
- G. Trailing arm

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- **NO DAMAGE:** Proceed to [Shock Absorber Replacement](#).
- **DAMAGE:** Follow the normal diagnostic process and repair as necessary.

Test drive and verify if a clunk or thump noise is still present from the rear of the vehicle.

- **NO NOISE:** If the noise is resolved, no further action is required. Follow normal warranty guidelines.
- **NOISE:** If the noise is still present, proceed to [Shock Absorber Replacement](#).



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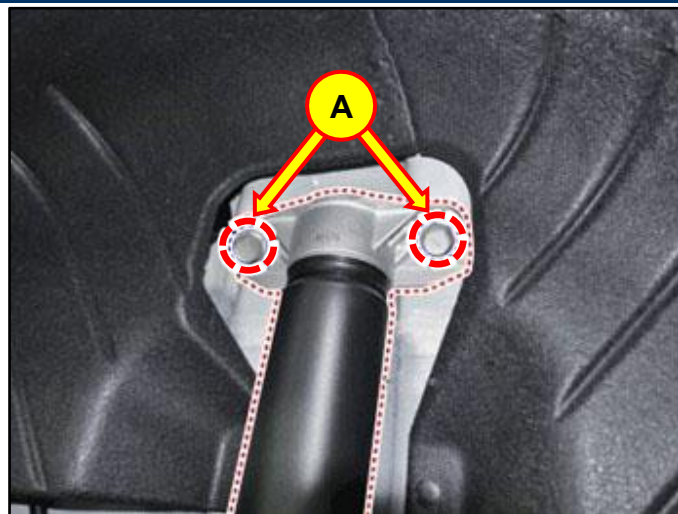
**Shock Absorber Replacement**

1. **First Repair for the vehicle:**  
Install the new rear shock absorbers and insulators on **BOTH** sides of the vehicle.

**Subsequent Repairs for the vehicle:**  
Install the new rear shock absorbers on **ONLY** the affected side(s) exhibiting the noise.  
**Reuse the insulator.**

Refer to the shop manual:

- **Suspension System > Rear Suspension System > Rear Shock Absorber > Repair procedures**



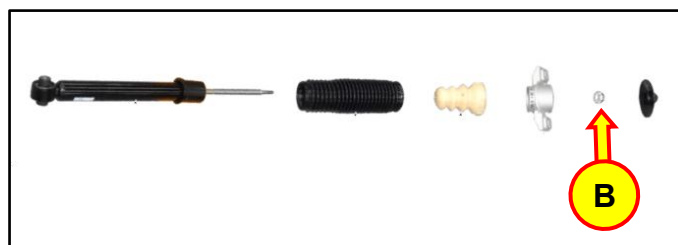
**Tightening Torque - Shock Absorber Mounting Bolts (A):**

lb-ft	94
N.m	127

**NOTICE**

Be sure to replace the lock nut (B) with a new part. Do **NOT** reuse it.

The lock nut **MUST** be torqued by hand. Do **NOT** use impact tools.



**Tightening Torque - Shock Absorber Lock Nut (B):**

lb-ft	16
N.m	22

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2.

**DIGITAL  
DOCUMENTATION**



Using the STUI camera function, take a photo of the production stamp on the **original** shock absorbers (side by side if both were replaced).

Upload the photo to STUI.

**NOTE:** If the STUI camera function is **NOT** used, write the last 6 digits of the VIN and date of repair on a piece of paper to include in the photo.



3. Reinstall all parts in the reverse order of the removal process.
4. Test drive to confirm proper operation of the new shock absorbers and that **NO** clunking or thumping noise remains from the rear of the vehicle.

If additional issues are found, follow the normal diagnostic process.

5. The service procedure is now complete.