



Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92647

Hyundai Extended Warranty Reference: Z12
<https://autoservice.hyundaiusa.com/Z12>

EXTENDED WARRANTY NOTIFICATION

This notice applies to your [Model Year] Hyundai Palisade vehicle, VIN: XXXXXXXXXXXXXXXXXX

Dear <First Name> <Last Name>:

Certain **2020 – 2024 model year Palisade** 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. At Hyundai, we are committed to providing vehicles of outstanding quality and value. In an effort to meet this commitment, Hyundai is extending warranty coverage for the **self-leveling rear shock absorbers** under this condition to 10 years/120,000 miles (whichever occurs first) from the date of original retail delivery or date of first use and is valid for original and subsequent owners.

Our records indicate that this warranty extension is applicable to this vehicle with the VIN listed above.

What should you do?

- Tear off the bottom portion of this letter along the perforation and place it in your Owner's Warranty and Maintenance Guide booklet for future reference.
- If your vehicle exhibits a problem related to the conditions during the extended warranty period, contact your Hyundai dealer to have your vehicle inspected. Otherwise, no further action is required at this time.

We thank you for your purchase of your vehicle and hope for your continued satisfaction as a Hyundai owner.

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Please tear off the bottom portion of this letter and place in your Owner's Warranty and Maintenance Guide



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VIN: XXXXXXXXXXXXXXXXXX

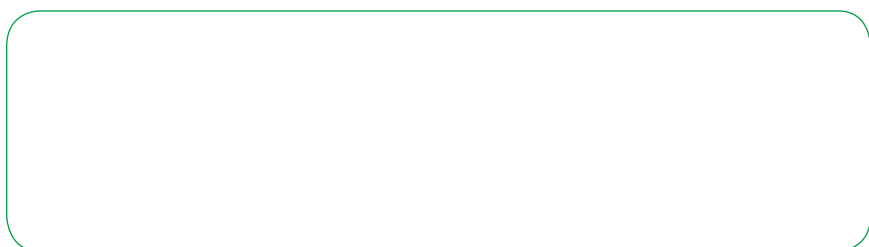
Warranty Extension

The warranty coverage for the **self-leveling rear shock absorbers** has been extended to 10 years or 120,000 miles from the date of original retail delivery or date of first use and is valid for original and subsequent owners.

Place this portion of the letter in your vehicle's glove compartment for future ease of reference regarding the warranty extension on the **self-leveling rear shock absorbers**, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the **self-leveling rear shock absorbers** contact your local Hyundai dealer.



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Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for reimbursement. To submit for reimbursement:

1. Visit www.hyundaiusa.com/campaignhome
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

No longer own this vehicle?

You received this notification because our records indicate you are the current owner of this vehicle. These records are based primarily on state registration and title data.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.