



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 21, 2019

Mr. Wayne Gates  
Hyundai Motor America  
10550 Talbert Ave  
Fountain Valley, CA 92708

NEF-150DM  
19V-802

**Subject:** Side Curtain Air Bags May Be Damaged By Bolts

Dear Mr. Gates:

This letter serves to acknowledge Hyundai Motor America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
HYUNDAI/PALISADE/2020

**Mfr's Report Date:** November 7, 2019

**NHTSA Campaign Number:** 19V-802

**Components:**  
AIR BAGS:SIDE/WINDOW

**Potential Number of Units Affected:** 11,217

**Problem Description:**

Hyundai Motor America (Hyundai) is recalling certain 2020 Palisade vehicles. The mounting bolts used to secure the side curtain air bags may damage the side curtain air bags during deployment.

**Consequence:**

Damaged side curtain air bags may not inflate properly in the event of a crash, increasing the risk of injury.

**Remedy:**

Hyundai will notify owners, and dealers will install a protective cover on the mounting bolts, free of charge. The recall is expected to begin January 3, 2020. Owners may contact Hyundai customer service at 1-855-371-9460. Hyundai's number for this recall is 186.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement