

Hyundai Recall Campaign 255

Attachment A: Requested Chronology of Events Leading Up to Decision

❖ [October- December 2023](#)

On October 30, 2023, HMNA received a dealer Techline case regarding an engine stall condition caused by a fractured valve spring.

On December 11, 2023, HMNA's Service Quality Department submitted a Quality Information Report to HMC regarding broken valve springs found during an engine teardown involving a model year 2024 Hyundai Palisade vehicle in the U.S. market.

❖ [January 2024](#)

On January 5 and January 9, 2024, HMC informed NASO of information regarding manufacturing change point history provided by the valve spring and spring wire supplier(s). NASO provided an update of U.S. market incidents for further HMC analysis.

On January 11, 2024, NASO's Data Analysis ("DA") team opened a case into the U.S. market condition. The matter was escalated to the Data Review Committee ("DRC") on January 16, 2024, and subsequently to the Technical Review Committee ("TRC") as an open investigation on January 18, 2024. NASO's TRC began finalizing U.S. market field condition and severity while supporting warranty parts collection efforts to support HMC's ongoing analysis through January-end.

On January 31, 2024, HMC informed NASO of its findings. According to HMC, the supplier implemented a new inspection process in early January 2024 to confirm durability of newly built valve springs due to recent discovery of certain springs with surface irregularities caused by a damaged spring manufacturing die. HMC also informed NASO of a safety recall determination made by Kia Motor America for U.S. specification vehicles containing valve springs from the suspect lot identified by the supplier.

❖ [February 2024](#)

Based on HMC's findings and confirmation of suspect lot traceability, HMA's NASO convened its North America Safety Decision Authority on February 6, 2024, and decided to conduct a safety recall of affected Hyundai Palisade vehicles in the U.S. market.

- ❖ **NASO has confirmed eighteen (18) unique incidents in the U.S. from October 30, 2023, through January 25, 2024. There are no crashes, injuries, or fatalities attributable to this condition in the U.S.**