



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** RQ 22-005  
**Date Opened:** 12/02/2022  
**Investigator:** Matthew Yandrick      **Reviewer:** Peter Kivett  
**Approver:** Stephen Ridella  
**Subject:** Windshield Wiper Failure

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Hyundai Motor America  
**Products:** 2021-2023 Hyundai Palisade  
**Population:** 126,081

**Problem Description:** The windshield wipers may fail while driving due to accumulating snow and/or ice.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	6	0	6
<b>Crashes/Fires:</b>	0	0	0
<b>Injury Incidents:</b>	0	0	0
<b>Fatality Incidents:</b>	0	0	0

## ACTION / SUMMARY INFORMATION

**Action:** Open this Recall Query (RQ).

**Summary:**

On August 15, 2022, Hyundai Motor America (Hyundai) notified the Office of Defects Investigation (ODI) of a safety recall (NHTSA Recall No. 22V-627) on Model Year (MY) 2020-2021 Hyundai Palisade vehicles that were built up to November 30, 2020. This safety recall addressed windshield wipers that may function intermittently or stop functioning when impeded by the accumulation of snow and/or ice at the bottom of the windshield. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash. The root cause is under investigation and the recall remedy is unknown at the time of the opening of this investigation.

ODI has received 6 complaints alleging windshield wiper failures while driving during wintry precipitation in MY 2021 Hyundai Palisade vehicles (3), MY 2022 Hyundai Palisade vehicles (2) and MY 2023 Hyundai Palisade vehicles (1). These vehicles were excluded from the cited recall. A Recall Query has been opened to assess the scope and remedy of Recall 22V-627.

The ODI complaints cited above can be viewed at NHTSA.gov under the following ODI identification numbers: 11494119, 11458548, 11450975, 11450045, 11449381 and 11443330.