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Technical Service Bulletin

GROUP

RECALL

NUMBER

22-01-090H

DATE

DECEMBER, 2022

MODEL(S)

PALISADE (LX2)

SUBJECT:

DRIVER'S SIDE WIPER ARM REPLACEMENT
(RECALL CAMPAIGN 233)

★ IMPORTANT

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the "Vehicle Information" screen via WEBDCS to identify open recalls.

Description: Certain Palisade (LX2) vehicles are equipped with a windshield wiper motor that could function intermittently and/or become inoperable when impeded by the accumulation of snow and/or ice at the wiper arm. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash. This bulletin describes the procedure to replace the driver's side windshield wiper arm with a revised part.

STUI



This TSB includes a STUI picture as a requirement. Where indicated, please include the last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure the captured picture is completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

Applicable Vehicles: Certain 2020 – 2021MY Palisade (LX2) vehicles produced from 04/10/2019 – 11/30/2020.

Parts Information:

PART NAME	BEFORE	AFTER
Windshield wiper arm – Driver's side		
		98311-S8200QQH

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Palisade (LX2)	21D159R0	Driver's Side Wiper Arm Replacement	0.3 M/H	98311-S8200QQH	I12	ZZ6

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing this recall and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty submit a Prior Approval request for goodwill consideration prior to performing the work.

NOTE 3: Op time includes taking a picture using STUI. Claim must include a STUI picture of the new wiper arm installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair.

If not included, claim will be subject to debit.

NOTE 4: 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.**



Refer to the QR code or link below for guided video information:
[Hyundai Service Learning – Recall 233 Service Procedure](#)

Service Procedure:

1. Open the hood (A).

i Information

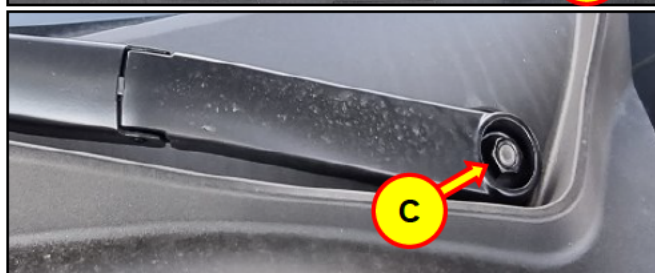
- Leave the windshield wipers in the down position.



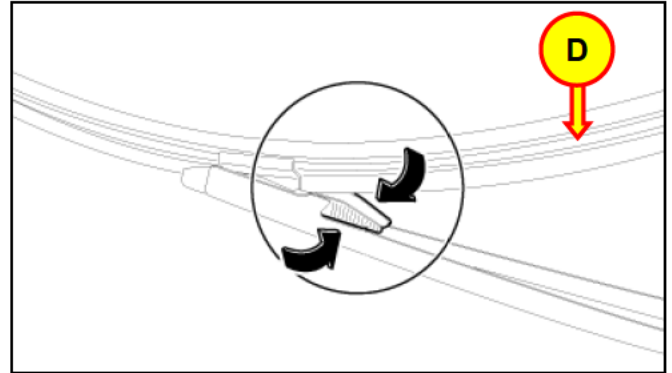
2. Remove the driver's side wiper arm plug (B) and the wiper arm nut (C).

Tightening Torque:

16.6 – 19.5 lb-ft (22.6 – 26.5 Nm)



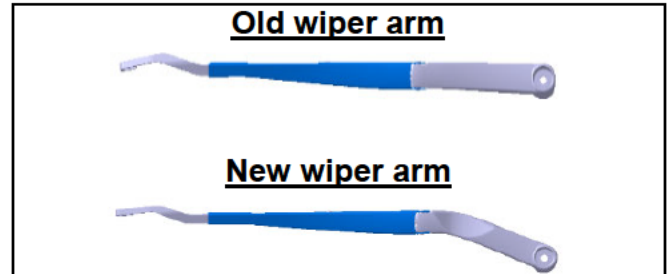
3. Remove the wiper arm from the vehicle and remove the existing wiper blade (D) by pressing the wiper blade clip as shown.



4. Install the existing wiper blade onto the new wiper arm.

NOTICE

- Ensure the wiper blade is firmly attached before installing the new wiper arm. If the wiper blade is missing or improperly installed, the new wiper arm may cause damage to the windshield.



5. Reinstall all parts in the reverse order of removal.

Information

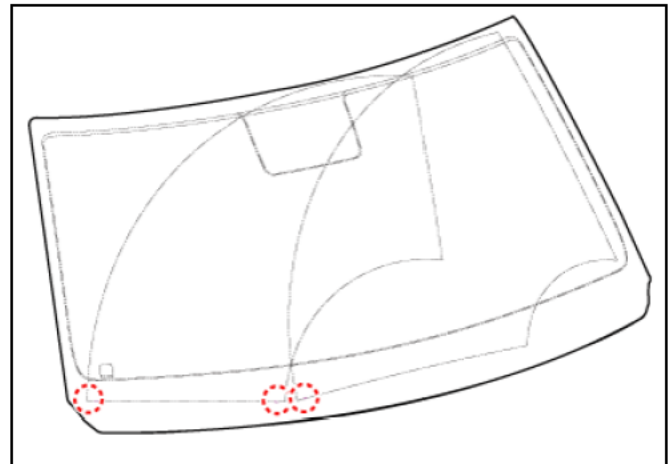
- Ensure the driver's side wiper arm and wiper blade are reinstalled in the proper auto stop position.

STUI



Using STUI, take a photo of the new driver's side wiper arm after it is installed on the vehicle. Include in the photo a piece of paper containing the last 6 digits of the VIN and the date of the repair.

Upload the photo to STUI.



Example of acceptable STUI photo

6. Test the wiper operation for proper function and auto stop position.
7. The service procedure is now complete.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: HMA FieldOps [HMA]
Sent: Wednesday, August 17, 2022 7:33 PM
To: HMA FieldOps [HMA]; HMA-RPSMs/RAM; HMA-FOMs; HMA-SBDMs; HMA-RWCAMs; HMA-RGM
Cc: Ratzlaff, Barry [HMA]; VandeLinde, David [HMA]; Cook, John [HMA]; Jones, Brenda [HMA]; Helmreich, Brett [HMA]; Alsua, Olga [HMA]; Feeney, Suzi [HMA]; Julius, Jennee [HMA]; Kim, Cliff [HMA]; Shin, Toni (Keehun) [HMNA]; Rivera, Omar [HMA]; Shih, Bob [HMA]; Stroupe, Tiffany [HMNA]; Vedder, Josh [HMA]; Zielomski, Sandy [HMA]; Rodriguez, Jesse [HMA]; Song, Joe [HMA]; Lorton, Jason [HMA]; Nakamichi, David [HMA]; Orange, Michael [HMA]; Battle, Tia [HMA]; Robinson, Jennifer [HMA]; Blackburn, Jared [HMA]; Ellis, Jeff [HMA]; McElfresh, Mike [HMA]; Diaz, Jessica [HMA]; Christansen, Ted [HMA]; Kulik, Dan [HMA]; Stutz, Cole [HMA]; Lopez, Redan [HMA]; Holmen, Steven [HMA]; Guerrero, Andres [HMA]; Stewart, Scott [HMA]; Anderson, Randy [HMA]; Tanner, Brady [HMA]; Davis, Timothy [HMA]; Blackburn, Teresa [HMA]; Lam, Hung [HMA]; Mallari, Maria Fe [HMA]; Alterman, Randi [HMA]; Kim, Simon [HMA]; Lee, Daniel [HMA]; Petty, Jessica [HMA]; Blackburn, Teresa [HMA]; Khatibloo, Armin [HMA]; Ramos, Christopher [HMA]; Lin, Allen [HMA]; Reinhardt, Adam [HMA]; Gilkerson, Joe [HMA]; Franceschini, Andrew [HMA]; HMA-Warranty Call Center; Nguyen, Bryce [HMA]; HMA-NHQ-CX & RX-EMPLOYEES; HMA-NHQ-CX, RX & AS-TECHLINE; HMA-NHQ-CX, RX & AS-DEALER TECH SUPPORT; Gault, David [MPA]; Haugh, Colin [MPA]; Doubleday, Donald [MPA]; Ryan, Sean [MPA]; MPA-PBDM; MPA-Parts Helpdesk Dept; Choe, Henry [HMA]; Gomez, Danny [HMA]; Hair, Nathanael [HMA]; Harriman, Allan [HMA]; Emerson, Jason [HMA]; Morrow, Stacey [HMA]
Subject: HMA Recall Campaign 233: Windshield Wiper Motor – Remedy Not Available
Attachments: Recall 233 - Windshield Wiper Motor - Dealer Best Practice (08.17.22).pdf

Action: Please forward this to your Field Staff along with the Dealer Best Practice to share with their dealers.

HMA Recall 233: Windshield Wiper Motor

- The remedy is currently under development by HMA.
- To identify VINs impacted by this recall, access the “Vehicle Information” screen (VIS) via WEBDCS.

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

- Certain 2020-21MY Palisade (LX2) produced between 04/10/2019 – 11/30/2020

Description: The subject vehicles may be equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

We appreciate your partnership and commitment to the safety of our Hyundai customers. Please be watchful of continued communication on this recall from HMA and your local field teams.

Hyundai Motor America



HMA FieldOps



Recall 233: Windshield Wiper Motor Remedy Not Available – Dealer Best Practice

August 17, 2022

Updates to this Document	Date
• Remedy Not Available	08/17/2022

Important: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Description of Campaign:

Certain 2020-2021 MY Hyundai Palisade vehicles may be equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Affected Vehicles:

- Certain 2020-21MY Hyundai Palisade vehicles produced between 04/10/2019 – 11/30/2020
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready.

Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy.

Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No

Additional Training & Resources:

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Warranty

Warranty information will be updated once remedy has been released by HMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.



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Customer Notification

As of 08/15/2022, NHTSA has been notified of this recall. Owners will be notified in October 2022.

FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice.

Q2: What is the safety concern?

A2: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (08/15/22) to NHTSA, there are no related crashes, injuries, or reported incidents in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: Once an official remedy is available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A5: Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q6: Will a Stop Sale be issued?

A6: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	- Log into Xtime - Under the menu at the top left, select 'CONFIGURE' - Under the dealership tab, click "EMAIL COMMUNICATION" - Slide the toggle to "ADVANCED" - Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	



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Recall 233: Windshield Wiper Motor Remedy Not Available – Dealer Best Practice

August 17, 2022

Updates to this Document	Date
Remedy Not Available	08/17/2022

Important: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Description of Campaign:

Certain 2020-2021 MY Hyundai Palisade vehicles may be equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Affected Vehicles:

- Certain 2020-21MY Hyundai Palisade vehicles produced between 04/10/2019 – 11/30/2020
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready.

Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy.

Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No

Additional Training & Resources:

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Warranty

Warranty information will be updated once remedy has been released by HMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.



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Customer Notification

As of 08/15/2022, NHTSA has been notified of this recall. Owners will be notified in October 2022.

FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice.

Q2: What is the safety concern?

A2: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (08/15/22) to NHTSA, there are no related crashes, injuries, or reported incidents in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: Once an official remedy is available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A5: Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q6: Will a Stop Sale be issued?

A6: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.



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Key Contact Information		
Dealer Support	Contact Information	Description
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Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
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Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
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Car Care Scheduling (Xtime) - Recall Appointment Notification	- Log into Xtime - Under the menu at the top left, select 'CONFIGURE' - Under the dealership tab, click "EMAIL COMMUNICATION" - Slide the toggle to "ADVANCED" - Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	

Recall 233: Driver's Side Wiper Arm Replacement - Dealer Best Practice

December 07, 2022

Updates to this Document

- **Remedy available: Install Driver's Side Wiper Arm (22-01-090H)**

Important: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Recall Description:

Certain Palisade (LX2) vehicles are equipped with a windshield wiper motor that could function intermittently and/or become inoperable when impeded by the accumulation of snow and/or ice at the wiper arm. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash. This bulletin describes the procedure to replace the driver's side windshield wiper arm with a revised part.

Affected Vehicles:

- Certain 2020-21MY Palisade (LX2) vehicles produced from 04/10/2019 – 11/30/2020 by Hyundai Motor Company ("HMC")
- To check vehicle specific recall applicability, access the "Vehicle Information" screen via WebDCS.

Remedy Information:

Replace the driver's windshield wiper arm with revised version.

- **Estimated Repair Time (Based on Warranty Time):** 0.3 M/H
- **Recommended Technician Training Level:** Hyundai Certified Technician or greater.

Recommended Alternative Transportation: A Service Rental Car (SRC) will not be needed for this recall unless requested by the customer.

Customer Talk Tracks:

"Although the windshield wipers do a great job of clearing your windshield of snow and rain, they have limitations. If possible, it is always a good idea to clear your windshield with an ice scraper/brush or leaf blower prior to beginning your drive as clearing excess snow using the windshield wipers alone can cause damage to them rendering them inoperable. As an extra measure against wiper arm damage caused by snow and ice accumulation, we are going to install a revised driver's windshield wiper arm during your visit today."



Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
☐ No



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Readiness: Is the revised driver's windshield wiper arm (**98311-S8200QQH**) in stock as identified in **TSB 22-01-090H**?

- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA



Readiness: Does the dealership have both wiper inserts or blades in stock if the customer would like to purchase them and have them installed during the visit? Please note that the wiper inserts/blades are not included in the wiper arm replacement.

- ☐ Yes
- ☐ No



Reception: Did you explain to the customer the expected repair time based on the repair?

- ☐ Yes
- ☐ No



Reception: Did you explain the customer with a repair promise time and an expectation for a status update?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer alternative transportation if requested?

- ☐ Yes
- ☐ No



Repair: Did you provide the customer with an eMPI?

- ☐ Yes
- ☐ No



Repair: Is a Hyundai Certified Technician or greater assigned to the repair?

- ☐ Yes
- ☐ No



Repair: Was a **STUI** picture taken of the revised driver's side wiper arm installed on the vehicle with the last 6 digits of the VIN and date of the repair per **TSB 22-01-090H**?

- ☐ Yes
- ☐ No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- ☐ Yes
- ☐ No

Parts Information:

- This part number is initially on **Campaign Parts Management (CPM)** until further notice; dealers can keep ordering needed parts as long as they submit their corresponding campaign claims. If this restriction is lifted, HMA will communicate to the field/dealers.

PART NAME	BEFORE	AFTER
Windshield wiper arm – Driver's side		
		98311-S8200QQH



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Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Palisade (LX2)	21D159R0	Driver's Side Wiper Arm Replacement	0.3 M/H	98311-S8200QQH	112	ZZ6

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing this recall and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty submit a Prior Approval request for goodwill consideration prior to performing the work.

NOTE 3: Op time includes taking a picture using STUI. Claim must include a STUI picture of the new wiper arm installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If not included, claim will be subject to debit.**

NOTE 4: 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.**

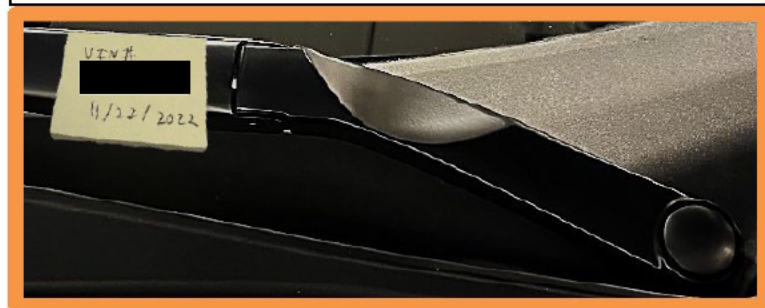
STUI Picture Requirement:



Ensure a STUI photo of the revised wiper arm installed with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 22-01-090H.**

STUI pictures that do not have the last 6 digits of the VIN, date of repair, and show installation of the revised wiper arm are not acceptable.

Example of acceptable STUI photo with revised wiper arm installed:



Customer FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with a windshield wiper motor that could function intermittently or become inoperable when impeded by accumulation of snow and/or ice at the wiper arm.

Q2: What is the safety concern?

A2: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (08/15/22) to NHTSA, there are no related crashes, injuries, or reported incidents in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: The dealer will install a revised driver's side wiper arm. The remedy will be offered at no cost to owners of all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty. All owners of the affected vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer.



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Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q5: Will a Stop Sale be issued?

A5: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

Q6: When will owners be notified?

A6: Owners will be notified via mail in December 2022 of a remedy available.

Owners were previously notified in October 2022 of a remedy not available.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	



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Appendix

Historical Reference		Date
• No remedy available		08/17/2022
• Remedy available: Install Driver's Wiper Arm (22-01-090H)		12/07/2022

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: HMA FieldOps [HMA]
Sent: Wednesday, December 7, 2022 6:01 PM
To: HMA-RPSMs/RAM; HMA-FOMs; HMA-SBDMs; HMA-RWCAMs; HMA-RGM
Cc: Ratzlaff, Barry [HMA]; VandeLinde, David [HMA]; Cook, John [HMA]; Jones, Brenda [HMA]; Helmreich, Brett [HMA]; Alsua, Olga [HMA]; Feeney, Suzi [HMA]; Julius, Jennee [HMA]; Shin, Toni (Keehun) [HMNA]; Rivera, Omar [HMA]; Shih, Bob [HMA]; Stroupe, Tiffany [HMNA]; Vedder, Josh [HMA]; Zielomski, Sandy [HMA]; Rodriguez, Jesse [HMA]; Song, Joe [HMA]; Lorton, Jason [HMA]; Orange, Michael [HMA]; Battle, Tia [HMA]; Robinson, Jennifer [HMA]; Blackburn, Jared [HMA]; HMA-NHQ-CX, RX & AS-TECHLINE; HMA-NHQ-CX, RX & AS-DEALER TECH SUPPORT; Ellis, Jeff [HMA]; McElfresh, Mike [HMA]; Diaz, Jessica [HMA]; Christansen, Ted [HMA]; Kulik, Dan [HMA]; Stutz, Cole [HMA]; Lopez, Redan [HMA]; Holmen, Steven [HMA]; Guerrero, Andres [HMA]; Stewart, Scott [HMA]; Anderson, Randy [HMA]; Tanner, Brady [HMA]; Davis, Timothy [HMA]; Blackburn, Teresa [HMA]; Lam, Hung [HMA]; Mallari, Maria Fe [HMA]; Alterman, Randi [HMA]; Chavez, Alberto [HMA]; Kim, Simon [HMA]; Lee, Daniel [HMA]; Petty, Jessica [HMA]; HMA-NHQ-CX & RX-EMPLOYEES; Chavez, Alberto [HMA]; Khatibloo, Armin [HMA]; Munakata, Lauren [HMA]; Daniel, Noel [HMA]; Hamade, Ahmad [HMA]; Ramos, Christopher [HMA]; HMA-Warranty Call Center; Nguyen, Bryce [HMA]; Lin, Allen [HMA]; Reinhardt, Adam [HMA]; Gilkerson, Joe [HMA]; Franceschini, Andrew [HMA]; Gault, David [MPA]; Haugh, Colin [MPA]; Doubleday, Donald [MPA]; Ryan, Sean [MPA]; MPA-PBDM; MPA-Parts Helpdesk Dept; Choe, Henry [HMA]; Gomez, Danny [HMA]; Polson, Melissa [HMA]; Hair, Nathanael [HMA]; Harriman, Allan [HMA]; Emerson, Jason [HMA]; Morrow, Stacey [HMA]; Kim, Minho [MPA]; Sadri, Joseph [MPA]; Nino, Mike [HMA]; Dutcheshen, Joseph [MPA]; Na, Michael [HMA]; Ramos, Rob [HMA]; Yoon, Shawn (SukHo) [HMA]; Jiang, Yong [HMA]; Garnier, Alain [HMA]; Edmonds, Nathan [HMA]; HMA-WARRANTY, DEALER TECH SUPPORT & FSE; HMA-NHQ-AFTER-SALES; Davis, Robert [HMA]
Subject: Recall Campaign 233: Driver's Side Wiper Arm Replacement – Remedy Available (22-01-090H)
Attachments: 22-01-090H - LX2 Wiper Arm Replacement (Recall 233) (posted on 12.07.2022).pdf; Recall Campaign 233 - Driver Wiper Arm Replacement - Dealer Best Practice (12.07.2022).pdf

Action: Please forward this to your Field Staff along with the TSB & Dealer Best Practice to share with their dealers.

HMA Recall Campaign 233: Driver's Side Wiper Arm Replacement – Remedy Available

Highlighted Updates:

- Recall 233 TSB 22-01-090H has been published
- As outlined in the bulletin, please note that taking a [STUI picture is required](#); please follow the service procedure to take the picture as directed, including the newly installed driver side wiper arm, last 6 digits of the VIN, and date of repair. If all are not included, campaign claim will be subject to debit.

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Other Key Notes:

- The part number 98311-S8200QQH is currently under Campaign Parts Management (CPM); dealers can keep ordering parts as long as they submit their corresponding campaign claim.

- The Recall 233 service procedure video is available for viewing within TSB 22-01-090H.
- To identify VINs impacted by this recall, access the “Vehicle Information” screen (VIS) via WEBDCS.

Description: Certain Palisade (LX2) vehicles are equipped with a windshield wiper motor that could function intermittently and/or become inoperable when impeded by the accumulation of snow and/or ice at the wiper arm. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash. This service procedure provides the steps to replace the driver’s side windshield wiper arm with a revised part.

Affected Vehicles:

- Certain 2020-2021MY Palisade (LX2) vehicles produced between 04/10/2019 – 11/30/2020

We appreciate your partnership and commitment to the safety of our Hyundai customers. Please be watchful of continued communication on this recall from HMA and your local field teams.

Hyundai Motor America



HMA FieldOps

Recall 233: Driver's Side Wiper Arm Replacement - Dealer Best Practice

December 07, 2022

Updates to this Document

- **Remedy available: Install Driver's Side Wiper Arm (22-01-090H)**

Important: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Recall Description:

Certain Palisade (LX2) vehicles are equipped with a windshield wiper motor that could function intermittently and/or become inoperable when impeded by the accumulation of snow and/or ice at the wiper arm. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash. This bulletin describes the procedure to replace the driver's side windshield wiper arm with a revised part.

Affected Vehicles:

- Certain 2020-21MY Palisade (LX2) vehicles produced from 04/10/2019 – 11/30/2020 by Hyundai Motor Company ("HMC")
- To check vehicle specific recall applicability, access the "Vehicle Information" screen via WebDCS.

Remedy Information:

Replace the driver's windshield wiper arm with revised version.

- **Estimated Repair Time (Based on Warranty Time):** 0.3 M/H
- **Recommended Technician Training Level:** Hyundai Certified Technician or greater.

Recommended Alternative Transportation: A Service Rental Car (SRC) will not be needed for this recall unless requested by the customer.

Customer Talk Tracks:

"Although the windshield wipers do a great job of clearing your windshield of snow and rain, they have limitations. If possible, it is always a good idea to clear your windshield with an ice scraper/brush or leaf blower prior to beginning your drive as clearing excess snow using the windshield wipers alone can cause damage to them rendering them inoperable. As an extra measure against wiper arm damage caused by snow and ice accumulation, we are going to install a revised driver's windshield wiper arm during your visit today."



Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
☐ No



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Readiness: Is the revised driver's windshield wiper arm (**98311-S8200QQH**) in stock as identified in **TSB 22-01-090H**?

- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA



Readiness: Does the dealership have both wiper inserts or blades in stock if the customer would like to purchase them and have them installed during the visit? Please note that the wiper inserts/blades are not included in the wiper arm replacement.

- ☐ Yes
- ☐ No



Reception: Did you explain to the customer the expected repair time based on the repair?

- ☐ Yes
- ☐ No



Reception: Did you explain the customer with a repair promise time and an expectation for a status update?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer alternative transportation if requested?

- ☐ Yes
- ☐ No



Repair: Did you provide the customer with an eMPI?

- ☐ Yes
- ☐ No



Repair: Is a Hyundai Certified Technician or greater assigned to the repair?

- ☐ Yes
- ☐ No



Repair: Was a **STUI** picture taken of the revised driver's side wiper arm installed on the vehicle with the last 6 digits of the VIN and date of the repair per **TSB 22-01-090H**?

- ☐ Yes
- ☐ No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- ☐ Yes
- ☐ No

Parts Information:

- This part number is initially on **Campaign Parts Management (CPM)** until further notice; dealers can keep ordering needed parts as long as they submit their corresponding campaign claims. If this restriction is lifted, HMA will communicate to the field/dealers.

PART NAME	BEFORE	AFTER
Windshield wiper arm – Driver's side		
		98311-S8200QQH



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Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Palisade (LX2)	21D159R0	Driver's Side Wiper Arm Replacement	0.3 M/H	98311-S8200QQH	112	ZZ6

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing this recall and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty submit a Prior Approval request for goodwill consideration prior to performing the work.

NOTE 3: Op time includes taking a picture using STUI. Claim must include a STUI picture of the new wiper arm installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If not included, claim will be subject to debit.**

NOTE 4: 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.**

STUI Picture Requirement:



Ensure a STUI photo of the revised wiper arm installed with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 22-01-090H.**

STUI pictures that do not have the last 6 digits of the VIN, date of repair, and show installation of the revised wiper arm are not acceptable.

Example of acceptable STUI photo with revised wiper arm installed:



Customer FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with a windshield wiper motor that could function intermittently or become inoperable when impeded by accumulation of snow and/or ice at the wiper arm.

Q2: What is the safety concern?

A2: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (08/15/22) to NHTSA, there are no related crashes, injuries, or reported incidents in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: The dealer will install a revised driver's side wiper arm. The remedy will be offered at no cost to owners of all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty. All owners of the affected vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer.



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Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q5: Will a Stop Sale be issued?

A5: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

Q6: When will owners be notified?

A6: Owners will be notified via mail in December 2022 of a remedy available.

Owners were previously notified in October 2022 of a remedy not available.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	- Log into Xtime - Under the menu at the top left, select 'CONFIGURE' - Under the dealership tab, click "EMAIL COMMUNICATION" - Slide the toggle to "ADVANCED" - Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	



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Appendix

Historical Reference		Date
• No remedy available		08/17/2022
• Remedy available: Install Driver's Wiper Arm (22-01-090H)		12/07/2022



Technical Service Bulletin

GROUP

RECALL

NUMBER

22-01-090H

DATE

DECEMBER, 2022

MODEL(S)

PALISADE (LX2)

SUBJECT:

DRIVER'S SIDE WIPER ARM REPLACEMENT
(RECALL CAMPAIGN 233)

★ IMPORTANT

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the "Vehicle Information" screen via WEBDCS to identify open recalls.

Description: Certain Palisade (LX2) vehicles are equipped with a windshield wiper motor that could function intermittently and/or become inoperable when impeded by the accumulation of snow and/or ice at the wiper arm. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash. This bulletin describes the procedure to replace the driver's side windshield wiper arm with a revised part.

STUI



This TSB includes a STUI picture as a requirement. Where indicated, please include the last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure the captured picture is completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

Applicable Vehicles: Certain 2020 – 2021MY Palisade (LX2) vehicles produced from 04/10/2019 – 11/30/2020.

Parts Information:

PART NAME	BEFORE	AFTER
Windshield wiper arm – Driver's side		
		98311-S8200QQH

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Palisade (LX2)	21D159R0	Driver's Side Wiper Arm Replacement	0.3 M/H	98311-S8200QQH	I12	ZZ6

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing this recall and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty submit a Prior Approval request for goodwill consideration prior to performing the work.

NOTE 3: Op time includes taking a picture using STUI. Claim must include a STUI picture of the new wiper arm installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair.

If not included, claim will be subject to debit.

NOTE 4: 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.**



Refer to the QR code or link below for guided video information:
[Hyundai Service Learning – Recall 233 Service Procedure](#)

Service Procedure:

1. Open the hood (A).

i Information

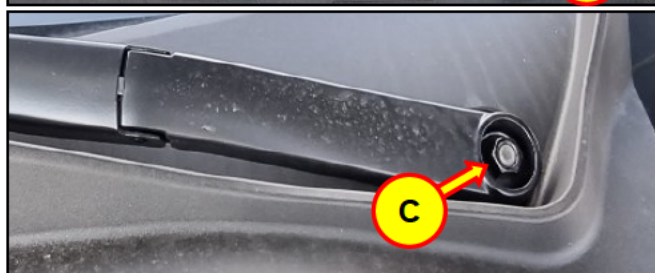
- Leave the windshield wipers in the down position.



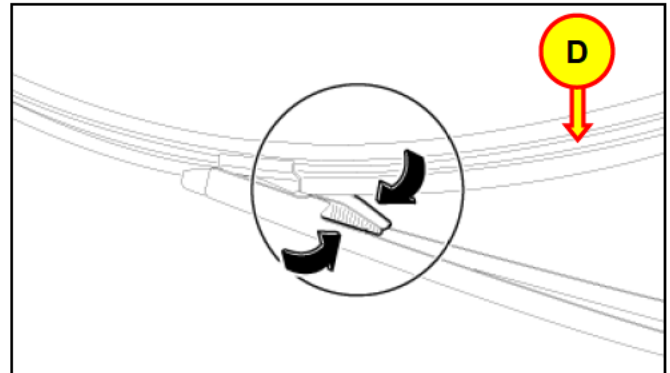
2. Remove the driver's side wiper arm plug (B) and the wiper arm nut (C).

Tightening Torque:

16.6 – 19.5 lb-ft (22.6 – 26.5 Nm)



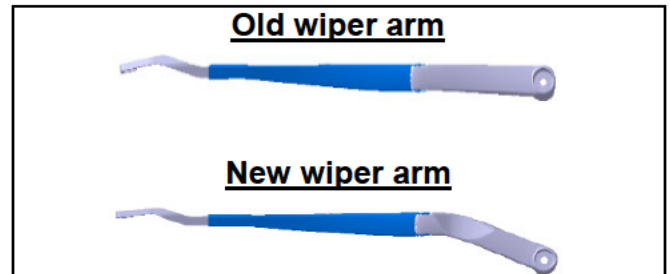
3. Remove the wiper arm from the vehicle and remove the existing wiper blade (D) by pressing the wiper blade clip as shown.



4. Install the existing wiper blade onto the new wiper arm.

NOTICE

- Ensure the wiper blade is firmly attached before installing the new wiper arm. If the wiper blade is missing or improperly installed, the new wiper arm may cause damage to the windshield.



5. Reinstall all parts in the reverse order of removal.

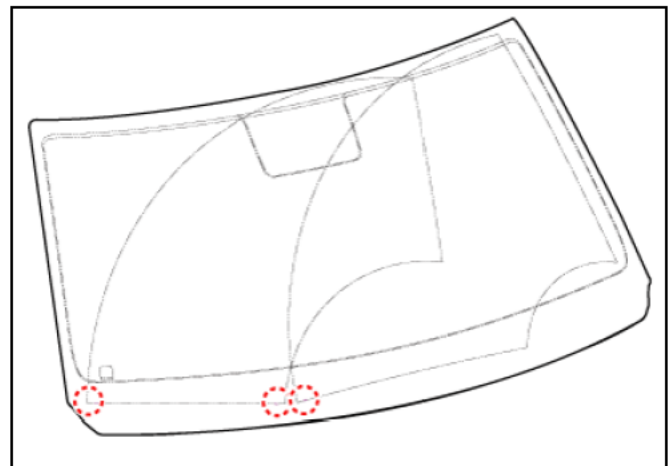
Information

- Ensure the driver's side wiper arm and wiper blade are reinstalled in the proper auto stop position.

STUI

Using STUI, take a photo of the new driver's side wiper arm after it is installed on the vehicle. Include in the photo a piece of paper containing the last 6 digits of the VIN and the date of the repair.

Upload the photo to STUI.



Example of acceptable STUI photo

6. Test the wiper operation for proper function and auto stop position.
7. The service procedure is now complete.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Recall 233 RA Email + Follow Up



[Web version](#)

##SMFMT_PROPERCASE[customer_first_name]##,

A Safety Recall has been issued on
your ##model_year## Hyundai
##SMFMT_PROPERCASE[model_short_name]##'s
Windshield Wiper System.

Recall ##campaign_number## Remedy is Available

This notice applies to your vehicle,
VIN: ##VIN##

What will Hyundai do?

Your Hyundai dealer will replace the driver side windshield wiper arm for
your vehicle. This procedure will be performed at
NO CHARGE.

To ensure your safety and the quality of your vehicle, **please use the
link below to schedule an appointment with a Hyundai dealer and
complete the remedy procedure as soon as possible.**

[Schedule appointment](#)

What is the problem?

What is the problem?

The subject vehicles may be equipped with a windshield wiper motor
that could function intermittently and/or become inoperable due to
accumulation of snow and/or ice at the wiper arm.

**Intermittent or inoperative windshield wipers could reduce driver
visibility, increasing the risk of a crash.**

Our records indicate that your vehicle is affected.

Additional Information

For more information about this critical recall, including affected vehicles
or commonly asked questions, you can visit
[Hyundai's official campaign site](#) or the [NHTSA website](#).

If you require further assistance, please visit the [Hyundai Consumer
Assistance Center](#) or by contacting Hyundai Motor America at
[1-855-371-9460](#).

*To better assist you during your call please have the last 8 characters of
your VIN ready to enter when prompted.*

Last 8 Characters: ##last_8_vin##



[NHTSA.GOV](#) [HYUNDAIUSA.COM](#) [PRIVACY](#)



You are receiving this notice because our records indicate that you own or
lease the vehicle identified by the VIN on this notice.

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names are registered trademarks of Hyundai Motor America.
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FOLLOW UP



[Web version](#)

Additional Information

Learn more about the safety concern and remedy repair by visiting [Hyundai's official site](#) or the [NHTSA website](#).

If you require further assistance, such as questions on reimbursement or updating vehicle ownership, please visit the [Hyundai Consumer Assistance Center](#) or by contacting Hyundai Motor America at 1-855-371-9460.

To better assist you during your call please have the last 8 characters of your VIN ready to enter when prompted.

Last 8 Characters: **##last_8_vin##**

##SMFMT_PROPERCASE[customer_first_name]##,

A Safety Recall has been issued on your ##model_year## Hyundai ##SMFMT_PROPERCASE[model_short_name]##'s Windshield Wiper System.

Recall ##campaign_number## Remedy is Available

This notice applies to your vehicle,
VIN: ##VIN##

What Should You Do?

Hyundai would like to notify you that there is a critical safety recall on your vehicle that is uncompleted.

We have prepared the remedy repair for your vehicle, which will be performed by your Hyundai dealer at **NO CHARGE**.

To ensure your safety and the quality of your vehicle, **please schedule an appointment with a Hyundai dealer as soon as possible to complete the remedy procedure.**

[Schedule appointment](#)

Additional Information



[NHTSA.GOV](#) [HYUNDAIUSA.COM](#) [PRIVACY](#)



You are receiving this notice because our records indicate that you own or lease the vehicle identified by the VIN on this notice.

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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Recall 233 | Remedy Available

Hyundai is initiating a safety recall to address a condition involving windshield wiper operation in certain model year 2020-2021 Hyundai Palisade vehicles. Hyundai is initiating this action to ensure the safety of its vehicles for Hyundai customers.

Affected Vehicles

- Certain 2020-21MY Hyundai Palisade vehicles produced between 04/10/2019 – 11/30/2020
-

Case Handling

Step 1: Verify that the customer is affected by **Recall 233** in Siebel by reviewing the **Recall Campaign History Tab**.

Vehicle Not Affected:

"I have reviewed your vehicle information and have determined that your vehicle is not affected by the windshield wiper motor recall, 233."

Vehicle Affected:

"I would be happy to schedule an appointment for you at your preferred Hyundai dealership. Or, if you'd prefer, you can contact your Hyundai dealer directly. Would you like me to schedule an appointment with you on the phone today?"

Step 2: **[Value Add]** Educate the customer about the Hyundai Recall microsite using the talk track below:

"You may also receive information regarding this recall by visiting our dedicated website at HyundaiUSA.com/Recalls. This website allows you to receive updated information including Frequently Asked Questions (FAQs), and will provide you with an easy to use tool so that you can verify if your vehicle is affected. Please feel free to check the website for updates as often as you would like."

Step 3: If the customer is concerned that their vehicle is currently experiencing a mechanical concern related or unrelated to this recall, offer to schedule a service appointment.

Recall 233 Q&A

Q: What is the issue?

A: The subject vehicles are equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice.

Q: What are the affected vehicles?

A: The subject population includes 122,919 model year 2020-2021 Hyundai Palisade vehicles produced on April 10, 2019 through February 16, 2021 by Hyundai Motor Company ("HMC") for sale in the U.S. market.

Q: What is the safety concern?

A: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q: Have there been any accidents or injuries?

A: As of the date of the filing (08/15/22) to NHTSA, there are no related crashes, injuries, or reported incidents in the U.S.

Q: What will be done during the recall service at the dealer?

A: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed free of charge, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A: Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q: Will a Stop Sale be issued?

A: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

Q: When will owners be notified?

A: Owners will be notified in October 2022.

Siebel Coding

Contact Reason and Category/Sub-Category:

Required CRS Keywords: RECALL 233 INQUIRY

Category: Campaign

Sub Category: 233 Windshield Wiper Motor

Resolution:

Required Resolution Coding (select appropriate choice):

Resolution if not affected: Not Affected

Resolution if affected: Provided Information

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-627
Hyundai Recall Number: 233

IMPORTANT SAFETY RECALL

2020-2021 Palisade

Windshield Wiper Motor Inspection & Replacement

This is an important Safety Recall.

- Failure to have this recall completed could lead to reduced driver visibility, which could increase the risk of a crash.
- The recall will be performed on your vehicle at **NO CHARGE** to you.
- Please contact your nearest Hyundai dealer to schedule this procedure as soon as possible. To locate your nearest Hyundai dealer and schedule your appointment please visit:

www.HyundaiUSA.com/Campaign233

This notice applies to your Hyundai, VIN: XXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2021 Palisade vehicles. Hyundai is initiating Recall 233 a safety recall to repair a condition involving the windshield wiper motor in these vehicles in the U.S. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. Our records indicate that your vehicle is affected by this recall campaign.

What is the problem?

The subject vehicles may be equipped with a windshield wiper motor that could fail. Intermittent or inoperative windshield wipers could reduce driver visibility, increasing the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will inspect and replace the windshield wiper components. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule this procedure by visiting

www.HyundaiUSA.com/dealer-locator or calling 855-371-9460.

The actual time required to perform this procedure on your vehicle will take less than one hour, however, your vehicle may be needed longer. Therefore, we recommend scheduling a service appointment to minimize inconvenience.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

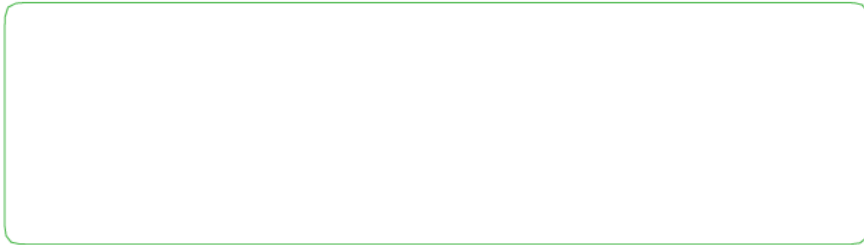
Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

Importante Campaña de Servicio por Motivos de Seguridad —Si tiene preguntas llama 800-633-5151 y oprima “8”



Hyundai Motor America
P.O. Box 20839



If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

Reimbursement Notification

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information at <https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html>; or call [1-855-371-9460](tel:1-855-371-9460).

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.





Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-627
Hyundai Recall Number: 233

IMPORTANT SAFETY RECALL

2020-2021 Palisade
Windshield Wiper Motor Inspection & Replacement

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign233

This notice applies to your Hyundai, VIN: XXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2021 Palisade vehicles. Your vehicle, with the VIN shown above, is among the impacted vehicles. Hyundai is initiating a safety recall to repair a condition involving the windshield wiper motor in the U.S.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles may be equipped with a windshield wiper motor that could function intermittently or fail. Intermittent or inoperative windshield wipers could reduce driver visibility, increasing the risk of a crash.

What should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy. You will receive a second notification letter when the remedy is available. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign233

If you have other questions

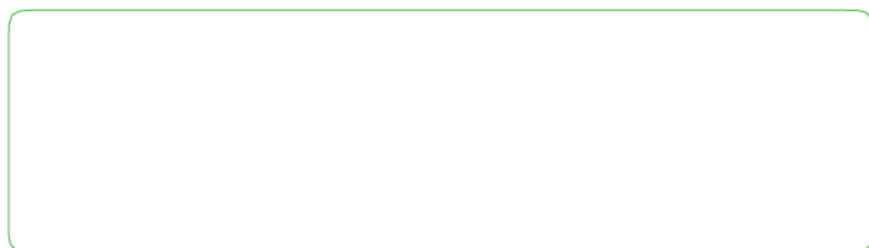
If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer and/or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937



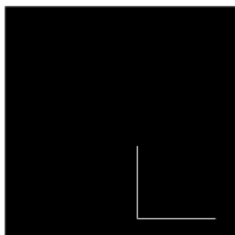
If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.





Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-627
Hyundai Recall Number: 233

IMPORTANT SAFETY RECALL

2020 – 2021 Palisade
Windshield Wiper Arm Replacement

This is an important Safety Recall.

- Failure to have this recall completed could lead to reduced driver visibility, which could increase the risk of a crash.
- The recall will be performed on your vehicle at **NO CHARGE** to you.
- Please contact your nearest Hyundai dealer to schedule this procedure as soon as possible. To locate your nearest Hyundai dealer and schedule your appointment please visit:

www.HyundaiUSA.com/Campaign233

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 – 2021 model year Palisade vehicles. Hyundai is initiating Recall 233 a safety recall to repair a condition involving the windshield wiper system in these vehicles in the U.S. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers. Our records indicate that your vehicle is affected by this recall campaign.

What is the problem?

The subject vehicles may be equipped with a windshield wiper motor that could function intermittently and/or become inoperable due to accumulation of snow and/or ice at the wiper arm. Intermittent or inoperative windshield wipers could reduce driver visibility, increasing the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will replace the driver side windshield wiper arm. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule this procedure.

The actual time required to perform this procedure on your vehicle will take less than one hour, however, your vehicle may be needed longer. To locate your Hyundai dealer:

Option 1: Have your zip code ready and visit www.HyundaiUSA.com/dealer-locator. QR code can also be found on next sheet.

Option 2: Contact the Hyundai Motor America Virtual Assistant by calling **1-855-371-9460**. To better assist you during your call, please have available the last 8 characters of your VIN (written in **bold** characters at the top of this letter). Selecting Option 3 will direct you to the Dealer Locator.

Additional information

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937



If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement Notification

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information by calling **1-855-371-9460** or online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html>

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

QR codes for easy access

You can easily connect to the webpage of your choice by using your cell phone to point your camera (or QR code reader app) at the code(s) below. Then select the link which will be displayed on your phone.

Hyundai Dealer Locator



Hyundai Reimbursement



Hyundai Owner Change





Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-627
Hyundai Recall Number: 233

IMPORTANT SAFETY RECALL

2020 – 2021 Palisade
Windshield Wiper Motor Inspection and Replacement

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign233

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 – 2021 Palisade vehicles. Your vehicle, with the VIN shown above, is among the impacted vehicles. Hyundai is initiating a safety recall to repair a condition involving the windshield wiper motor in the U.S.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles may be equipped with a windshield wiper motor that could function intermittently or fail. Intermittent or inoperative windshield wipers could reduce driver visibility, increasing the risk of a crash.

What should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy. You will receive a second notification letter when the remedy is available. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign233

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer and/or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

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Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937



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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

[PRINT](#)

Information about this Safety Recall

What is the problem?

The subject vehicles may be equipped with a windshield wiper motor that could function intermittently and/or become inoperable due to accumulation of snow and/or ice at the wiper arm.

What is the Safety Concern?

Intermittent or inoperative windshield wipers could reduce driver visibility, increasing the risk of a crash.

What vehicles are affected by this Safety Recall?

Certain 2020 – 2021MY Palisade vehicles produced from 04/10/2019 – 11/30/2020 by Hyundai Motor Company (“HMC”)

Have there been any accidents or injuries?

To date, Hyundai is not aware of any confirmed crashes or injuries related to this condition in the U.S.

Will a "Stop Sale" be issued?

No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

What is the Hyundai and NHSTA campaign number for this recall?

Hyundai's number for this safety recall is 233. NHTSA's ID number is 22V-627.

Information on the Recall Remedy

When will owners be notified of the remedy repair for this Safety Recall?

Owners were notified via first-class mail in December 2022 of a remedy available and instructions to bring their vehicles in to a Hyundai dealer for the free recall repair. Hyundai previously notified owners in October 2022 of a remedy not available.

What will be done during the recall remedy service at the dealer?

Your Hyundai dealer will replace the driver's side windshield wiper arm.

Is the remedy repair free?

Yes, the remedy repair will be offered at no cost to affected owners.

What if I paid for repairs related to this Safety Recall?

Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition. If you paid for repairs related to this recall prior to receiving the remedy notice, you may submit a reimbursement request electronically or obtain more information by clicking on the 'Reimbursement' tab in the upper right.



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