



Technical Service Bulletin

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| GROUP RECALL | NUMBER 19-01-037H |
| DATE NOVEMBER, 2019 | MODEL(S) PALISADE (LX2) |

SUBJECT: 2020 PALISADE (LX2)
CURTAIN AIRBAG (RECALL CAMPAIGN 186)

★ IMPORTANT

*** Dealer Stock and Retail Vehicles ***

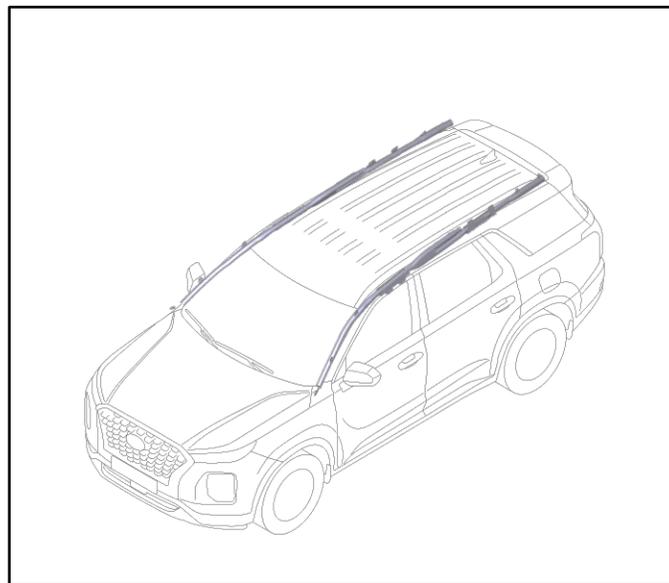
Dealers must perform this campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the service department, access Hyundai Motor America's "warranty vehicle information" screen via WEBDCS to identify open campaigns.

Description:

Certain Palisade (LX2) vehicles are equipped with curtain airbags that were installed using bolts that could interfere with and damage the airbags during deployment. If the curtain airbag becomes damaged during deployment, the airbag may not inflate properly during a crash, increasing the risk of injury.

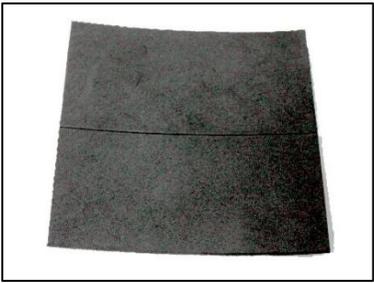
This bulletin describes the procedure to install covering to the curtain airbag bolts to protect the curtain airbags in the event of inflation.



Applicable Vehicles:

Certain 2020MY Palisade (LX2) vehicles produced from SOP through August 12, 2019 by Hyundai Motor Company ("HMC")

Parts Information:

| Part Name | Part Image | Part Number | QTY | Remarks |
|----------------------|---|----------------|-----|---|
| EVA PAD (80X80mm) |  | 84181-A7000QQH | 1 | *Pad will be cut in half to make 2 (80X40mm) pads. *1 (80X40mm) pad will be used per each side of the vehicle. |

Warranty Information:

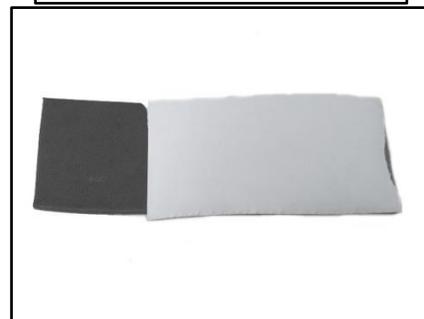
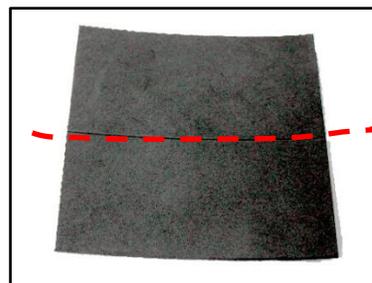
| Model | Op. Code | Operation | Op. Time | Causal Part | Nature Code | Causal Code |
|----------------|----------|---|----------|-------------|-------------|-------------|
| Palisade (LX2) | 91C079R0 | Curtain Airbag Pad Placement (Both Sides) | 0.3 M/H | 11254-06161 | H19 | ZZ6 |

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing Recall 186 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.

Pad Preparation Procedure:

1. Cut the pad in half to make 2 pieces of 80X40mm pads.



Service Procedure:

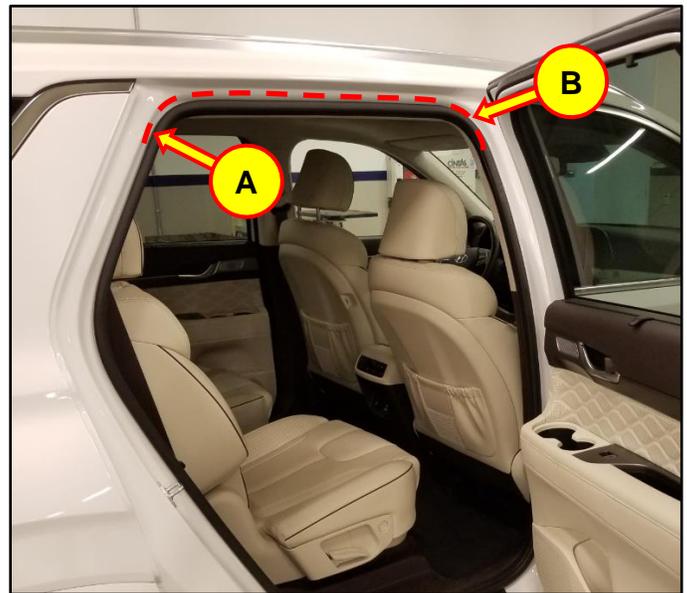
1. Wear a set of clean rubber gloves before starting the procedure.



2. Open the RH rear door fully and carefully pull down the body side weather strip (A) along the top of the door opening (B).

CAUTION

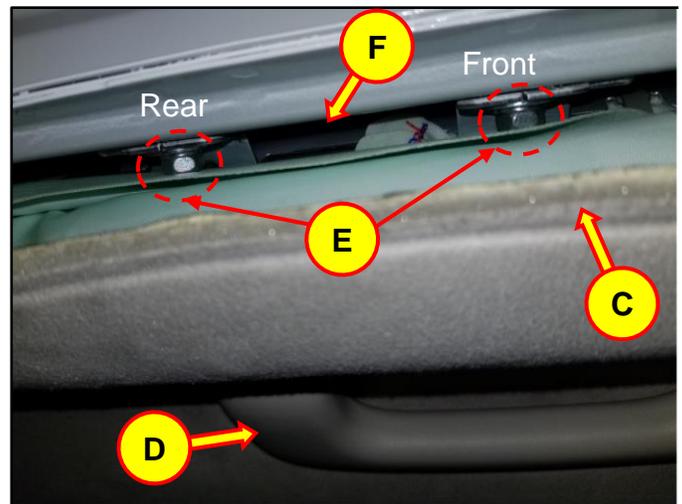
Body seam and headliner edges can cause abrasions and/or lacerations to fingers/hands.



3. Carefully pull the headliner (C) down along the door opening, adjacent to the assist handle (D), to access the two bolt heads (E) under the curtain airbag Inflator (F).

NOTICE

Ensure the curtain airbag cushion is not blocking the rear bolt and is completely out of the way prior to placing the protective pad over the rear bolt head.



4. Place the pad (G) horizontally centered over the REAR bolt head ONLY and firmly press all edges of the pad to the curtain airbag inflator mounting plate and the rear bolt head.

NOTICE

Pad must be fully secured to the rear bolt head and curtain airbag inflator mounting plate. Do not leave any edges lifted/unseated.

**CAUTION**

Rear bolt head must be fully covered by the pad. If not fully covered, the rear bolt head could damage curtain airbag during deployment.

5. Re-seat the body side weather strip ensuring it is not tucked under the headliner with no bulges, gaps, or deformities present.
6. Repeat steps 2~5 for the opposite side.