

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 scrapper/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



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

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.**

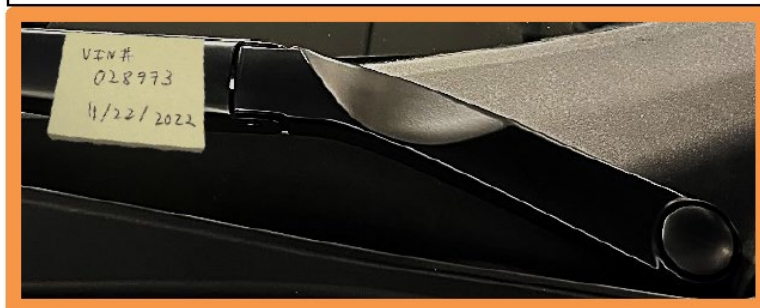
STUI Picture Requirement:



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: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	



Appendix

Historical Reference	Date
<ul style="list-style-type: none">No remedy available	08/17/2022
<ul style="list-style-type: none">Remedy available: Install Driver's Wiper Arm (22-01-090H)	12/07/2022