

Recall 235: Trailer Hitch Accessory – Remedy Not Available - Dealer Best Practice

August 19, 2022

Updates to this Document

Date

- Remedy Not Available

08/19/2022



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.



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.

A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Description of Campaign:

The recall applies to certain 20-22MY Hyundai Palisade Vehicles. When the trailer’s lighting wiring harness is connected to the vehicle, the trailer hitch accessory module may malfunction resulting in inoperative trailer lights or vehicle brake lights. In limited instances, the malfunction could cause an electrical short in the trailer hitch. The cause of the electrical short is under investigation. An electrical short could cause significant overcurrent due to the continuous powered state of the trailer hitch module regardless of whether a trailer is connected, increasing the risk of a vehicle fire.

Affected Vehicles:

- Certain 2020-22MY Hyundai Palisade produced between 04/10/2019 – 05/30/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are some new vehicles currently in dealer stock.

Remedy Information:

Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. The recall remedy is under development. When a remedy is made available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer. This remedy will be offered at no cost for all affected customers.

Parts Actions:

Immediate action request: Dealers are to freeze their current inventory supply on hand and discontinue install/sale of: PN’s: S8F67-AC401 & S8F67-AC400.

Please be advised of the additional actions for the dealer to provide the highest level of safety measures:

- All parts in PDC Inventory will be placed on **Freeze** and will no longer accept new orders to be processed
- All PIO/DIO install actions will be suspended until further details of a remedy part is made available
- **Action for Parts Managers: Please submit return of subject PN’s as an “RTR” claim for immediate return back to MPA PDC’s Urgent return actions as quickly as possible by 8/31/22!**
- Please direct any questions to the Parts Help Line for additional support by calling 1-800-545-4515.

A corresponding parts bulletin with additional details regarding the above will be issued early next week to dealers.



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 until a remedy is available.

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.

Customer FAQ:

Q1: What is the issue?

A1: The subject vehicles may be equipped with an accessory tow hitch assembly available for purchase through Hyundai and dealers. When the trailer's lighting wiring harness is connected to the vehicle, the trailer hitch accessory module may malfunction resulting in inoperative trailer lights or vehicle brake lights. In limited instances, the malfunction could cause an electrical short in the trailer hitch. An electrical short could increase the risk of a tow hitch harness module fire while driving or while the vehicle is parked with the ignition off. The cause of the short circuit is under investigation.

Q2: What are the affected vehicles?

A2: Tow hitch accessory wiring harness assemblies were included with an accessory tow hitch or sold as a service part for use in model year 2020-2022 Palisade vehicles in the U.S. To identify all vehicles equipped with potentially affected tow hitch wiring harnesses, all model year 2020-2022 Palisade vehicles sold in the U.S. are expected to be involved in this recall.

Q3: What is the safety concern?

A3: A vehicle fire increases the risk of injury to occupants or bystanders.

Q4: Have there been any accidents or injuries?

A4: Hyundai has confirmed three (3) unique fire incidents in Canada and none in the U.S. There are no confirmed crashes or injuries related to this condition in Canada or the U.S. Additionally, Hyundai is aware of eight (8) related incidents of melting in the U.S. and eight (8) incidents of melting in Canada from January 16, 2020 through July 15, 2022.

Q5: Will a Stop Sale be issued?

A5: Dealer: A dealer "stop sale" has been issued in accordance with federal regulation for involved vehicles unsold at dealers. The stop sale will commence with the filing of the 573 to NHTSA

Port: A "hold" will be issued for all involved vehicles located at ports and vehicle processing centers.

Q6: What will be done during the recall service at the dealer?

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with



instructions to bring their vehicles to a Hyundai dealer for inspection of tow hitch harness module condition and remedy, if necessary. The remedy procedure is being developed and details will be available once the procedure is finalized. As an additional, separate level of protection, Hyundai is also planning on removing the fuse to the tow hitch module to address the fire risk while in operation and parked. All associated repairs and remedies will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty. 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.

Q7: When will owners be notified?

A7: Owners will be notified in October 2022.

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	