

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

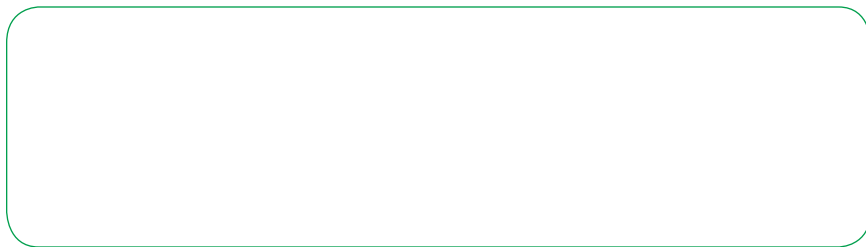
If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free 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

