

 HYUNDAI Technical Service Bulletin	GROUP RECALL	NUMBER 22-01-058H
	DATE JULY, 2022	MODEL(S) PALISADE (LX2)
SUBJECT: 7" LCD INSTRUMENT CLUSTER REPLACEMENT (RECALL 230)		

★ IMPORTANT

***** Retail Vehicles *****

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 (VIS) via WEBDCS to identify open Recalls.

Description: Certain 2022 Palisade (LX2) equipped with 7" LCD display instrument cluster may experience a black screen display.

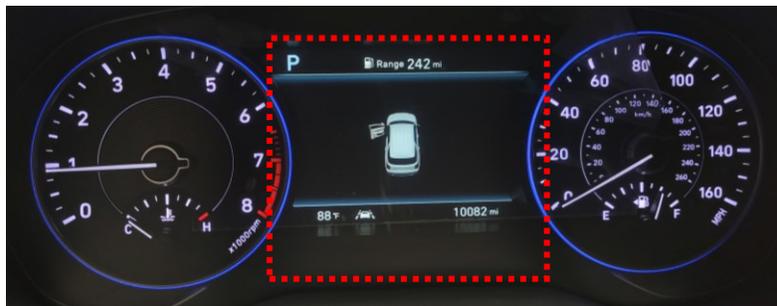
This bulletin provides the procedure to remove and replace the instrument cluster.

STUI



This TSB includes STUI picture(s) and/or video(s) as a requirement. STUI picture(s) and/or video(s) requires the VIN be clearly visible. Please include a copy of the RO or last 6 digits of the VIN on paper to clearly illustrate the VIN. Finally, please ensure captured picture(s) and/or video(s) are done according to the steps in this TSB and uploaded to STUI once completed. **All claims submitted that have illegible, incomplete/missing, or incorrect picture(s)/video(s) are subject to debit.**

Applicable Vehicles: Certain 2022 MY Palisade (LX2) equipped with 7" LCD instrument cluster display produced from 08/24/2021 - 09/13/2021.



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

Parts Information:

MODEL	PART NAME	PREVIOUS PART NUMBER	NEW PART NUMBER
PALISADE (LX2)	INSTRUMENT CLUSTER	94011-S8650(AWD)	94011-S8650QQH
		94011-S8640(FWD)	94011-S8640QQH

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
PALISADE (LX2)	21D075R0	VARIANT CODING, ODOMETER SETTING AND CLUSTER REPLACEMENT	0.9 M/H	94011-S8640QQH	M34	ZZ3

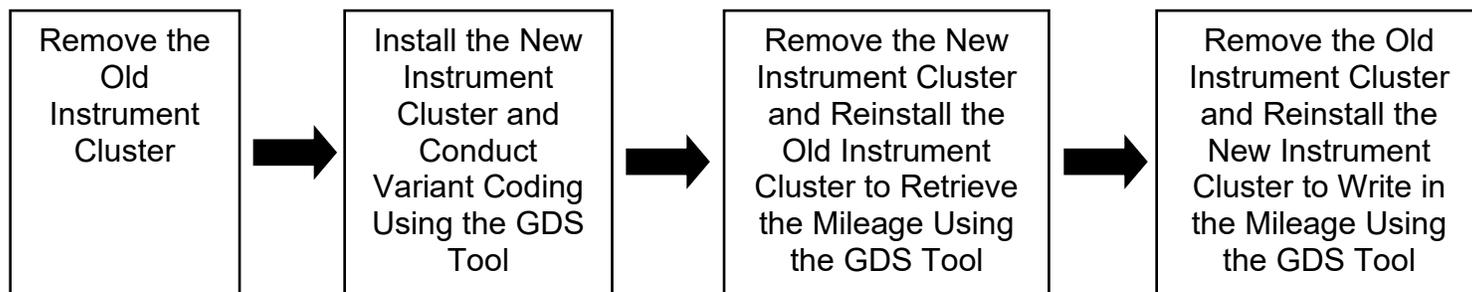
NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this recall 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: Claim must include a STUI picture of the original and new instrument cluster serial numbers clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **If not included, claim will be subject to debit.**

NOTE 4: Ensuring that the correct mileage is written to the new cluster will prevent dealer from having to absorb the cost to perform the repair again. HMA is not responsible if another replacement instrument cluster is required due to incorrect mileage input by the dealer and it will not be covered under warranty.

NOTE 5: 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.**

Service Procedure:**INSTRUMENT CLUSTER REPLACEMENT AND MILEAGE WRITING OVERVIEW**

Refer to the QR code or link below for guided video information:
<https://vimeo.com/723567239/4c8d496340>

INSTRUMENT CLUSTER REMOVAL

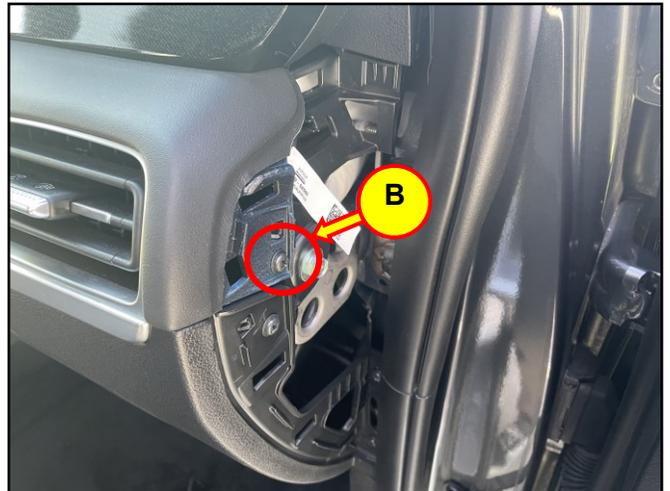
1. With ignition in the OFF position, use a flathead screwdriver or panel popper and carefully remove the front passenger side panel (A).

**CAUTION**

Be careful when removing the cluster fascia or panels to avoid/prevent breaking and scratches.

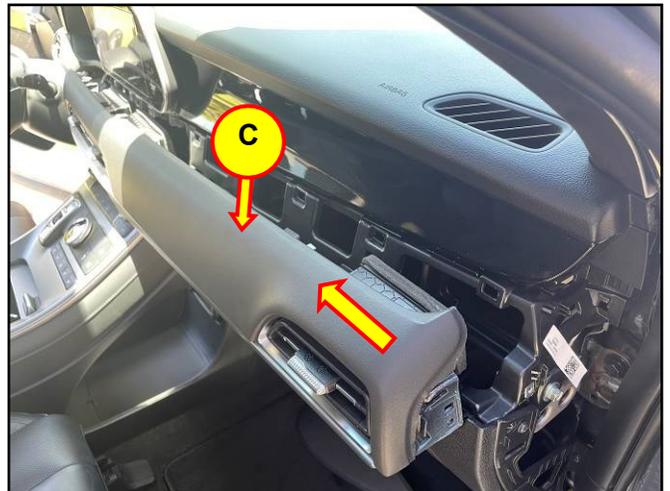


2. Remove the Phillips screw (B).



3. Carefully remove the center dash fascia (C).

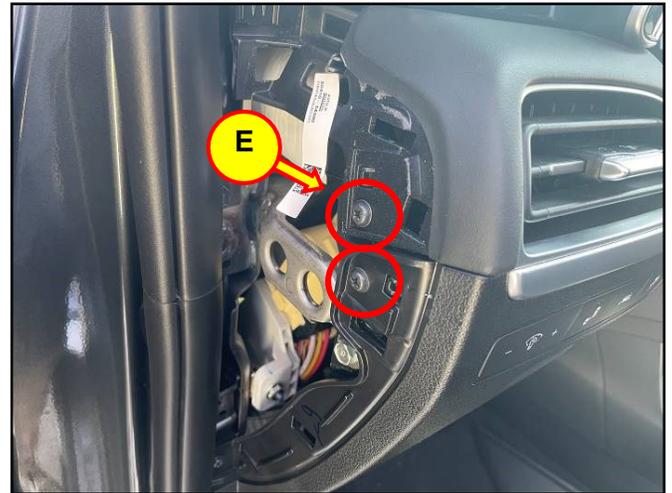
Start pulling outward from the right side and slowly move towards the left to the steering wheel.



4. Use a flathead screwdriver or panel popper and carefully remove the front driver side panel (D).



5. Remove the two Phillips screws (E).



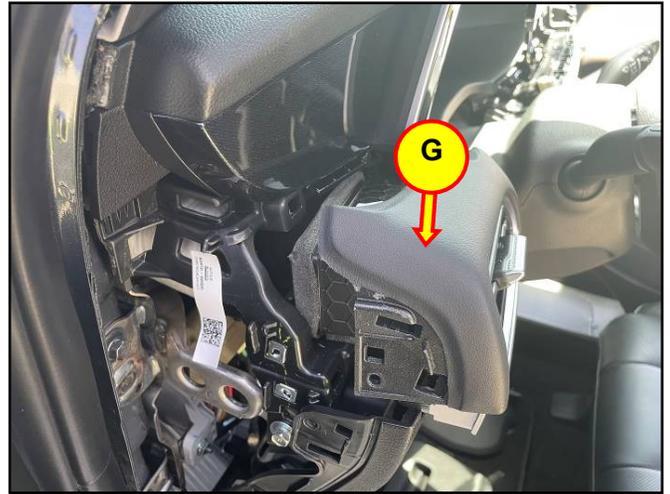
6. Carefully loosen the lower panel (F) as shown in the picture to the right.

NOTICE

This step does not require complete removal of the lower panel.



- Carefully remove the front driver side air vent (G).



- Remove the two Phillips screws (H) underneath the radio screen.



- Carefully loosen the cluster/radio fascia (I).

⚠ CAUTION

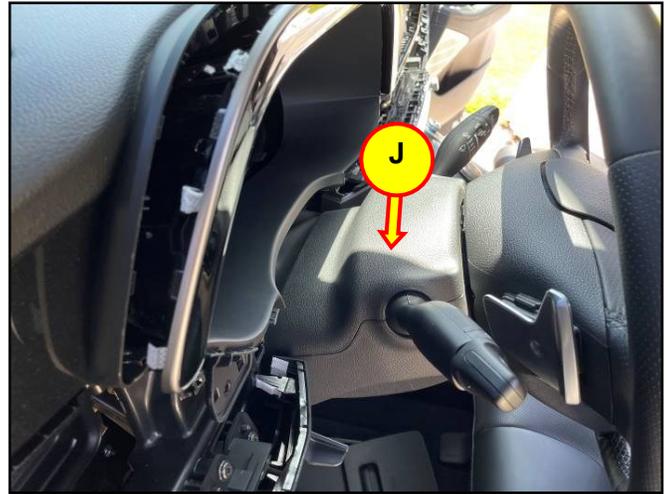
Be careful when loosening the cluster/radio fascia as it is extremely fragile.

Start pulling outward from the right side and slowly move towards the left to the steering wheel.



10. Loosen the upper half panel of the steering wheel cover (J).

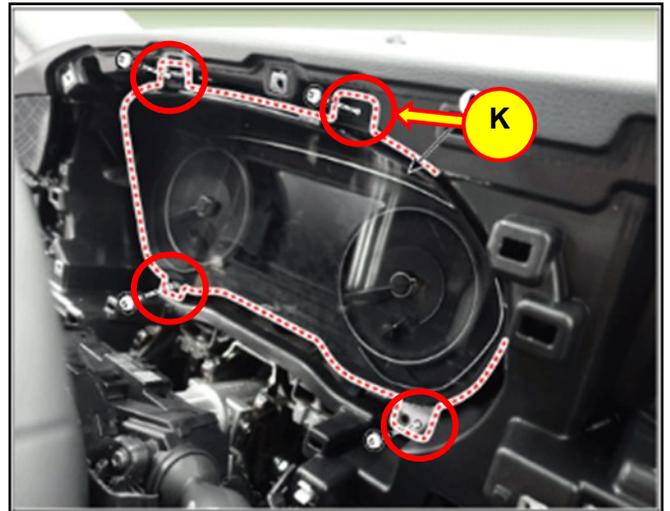
Remove the cluster/radio fascia.



Cluster/Radio fascia removed.



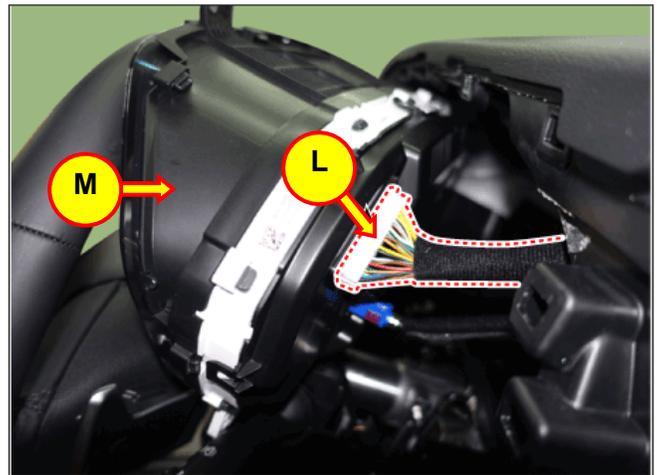
11. Remove the cluster from the housing after removing the four Phillips screws (K).



- Disconnect the instrument cluster connector (L) and then remove the cluster (M).

NOTICE

Keep the old instrument cluster close by because the entire procedure involves swapping of the old and new clusters back and forth. This procedure will occur during the mileage writing.



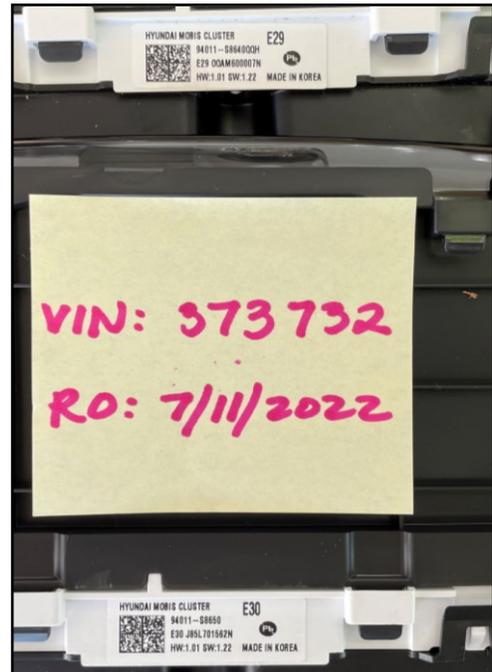
- Place the old and new instrument cluster next to each other with the serial number visible.

Write the last six digits of the VIN and date of repair onto a piece of paper and place it in between the two clusters.

STUI



Using STUI, take a picture of the instrument clusters. Upload the photo to STUI.



- Install the new instrument cluster and turn the ignition to the ON position.

NOTICE

A “Coding Error” message may display, which means the instrument cluster requires variant coding. Regardless if the “Coding Error” message display or not, variant coding is required.



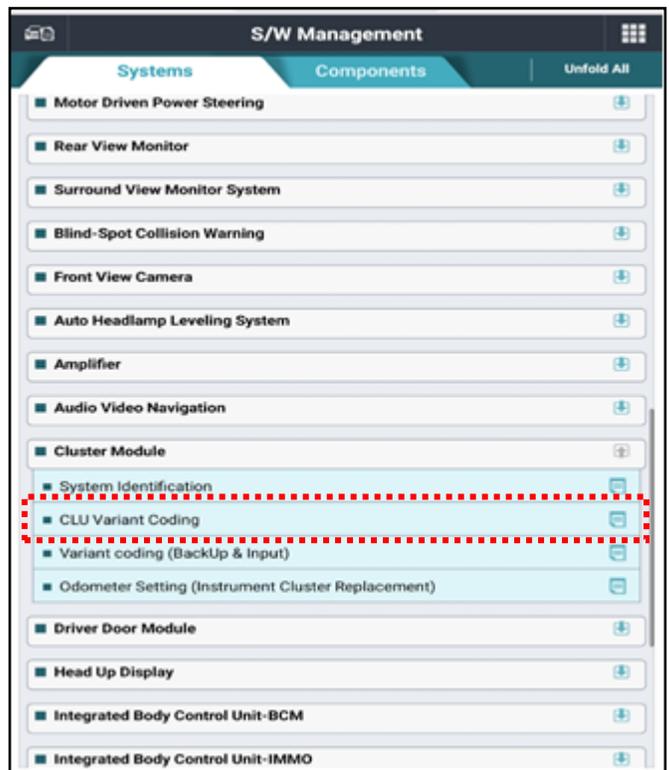
VARIANT CODING

15. Connect/Pair the GDS to the vehicle.

Select "S/W Management".



16. Scroll down the list to select "Cluster Module", and then select "CLU Variant Coding".



17. Select "OK".

• CLU Variant Coding	
Purpose	To set the specification of cluster in the vehicle which is applied to the vehicle CAN communication controller(ESP, MDPS, TPMS, EPB, SCC and so on).
Enable Condition	1.Engine Off 2.Ignition Switch On
Concerned Component	Cluster
Concerned DTC	B100051, B100155, B100255, B100455, B100855, B101055, B102055, B104055, B108055
Fail Safe	Set DTC, Warning message is displayed on instrument cluster
Etc	Input CLU coding code from web site.

OK

18. Select "OK".

• [Variant Coding]

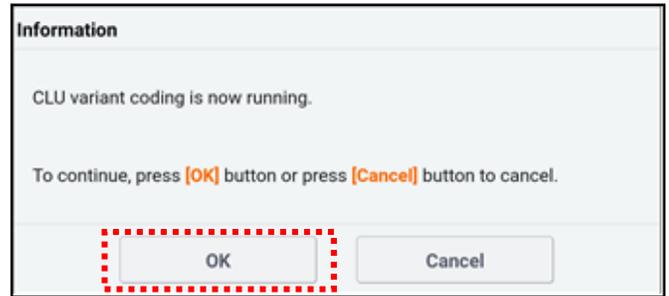
This function is intended to set for the specification of cluster in the vehicle which is applied to the vehicle system. (Option :ECS, MDPS, SCC and so on)

•[Condition]
1. Ignition key on

Press **[OK]** button to continue.

OK Cancel

19. Select "OK" to start the variant coding process.



20. The instrument cluster is now variant coded.

Select "OK" to confirm.



NOTICE

If applicable, the "Coding Error" message should disappear from the instrument cluster.

NOTICE

Leave the vehicle in ignition ON position, do not disconnect the GDS from the vehicle, and proceed to the next step.

MILEAGE WRITING

21. Remove the new instrument cluster, and reinstall the old instrument cluster.

Write down or take a picture of the mileage.

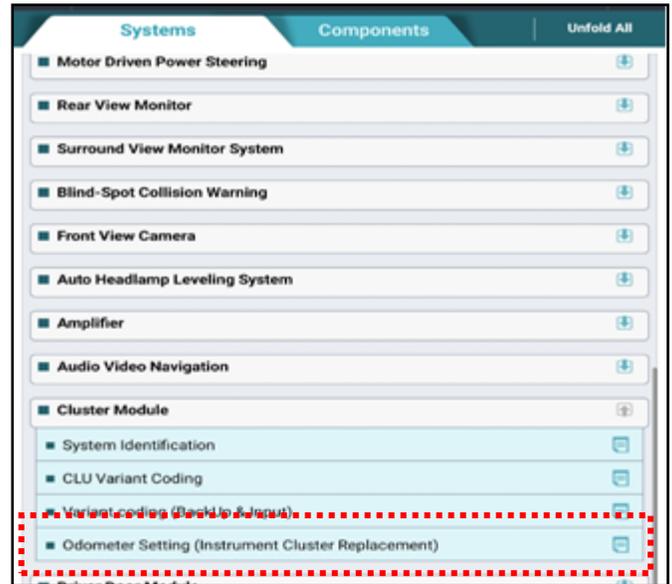
In this example the mileage is 10082.



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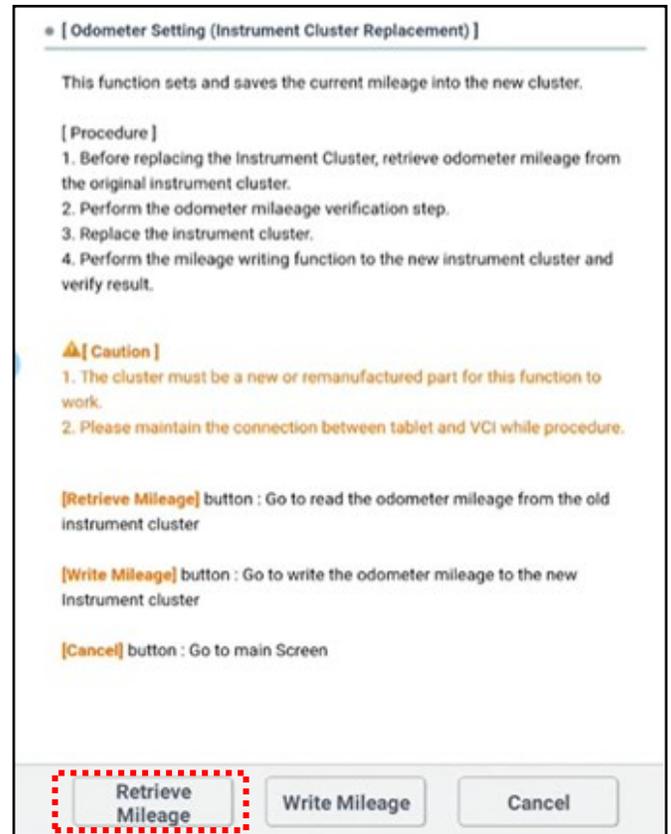
22. Under “Cluster Module” category, select “Odometer Setting (Instrument Cluster Replacement)”.



23. Enter the technician’s log in ID and then select “OK”.



24. Select “Retrieve Mileage”.



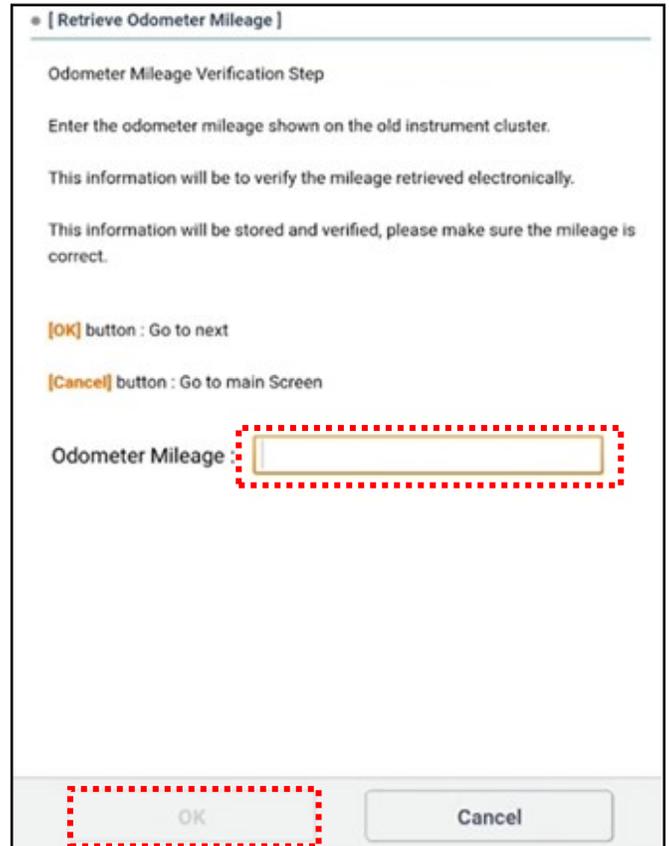
25. Select "OK".



26. Enter the mileage from the old instrument cluster and then select "OK".



Ensure the correct mileage is entered before selecting "OK".



MILEAGE TRANSFER/Writing ONTO THE NEW INSTRUMENT CLUSTER

- 27. Pop up message confirming the retrieval of the mileage from the old instrument cluster was successful.

Select "OK".

NOTICE

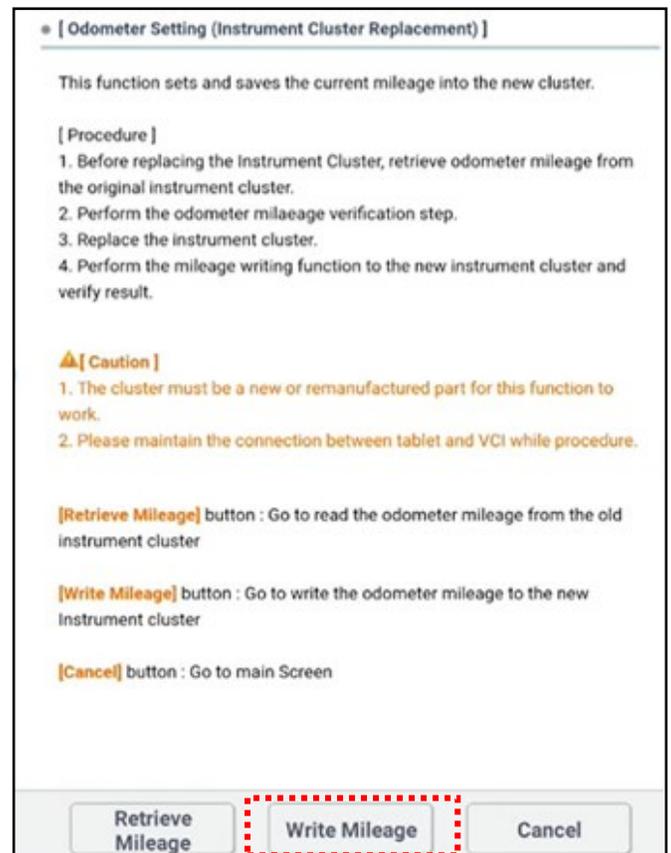
Leave the vehicle in ignition ON position, and do not disconnect the GDS from the vehicle, and proceed to the next step.



- 28. Remove the old instrument cluster and reinstall the new instrument cluster.



- 29. After installing the new instrument cluster, select "Write Mileage".



30. Confirm the VIN and mileage are correct before selecting "OK".

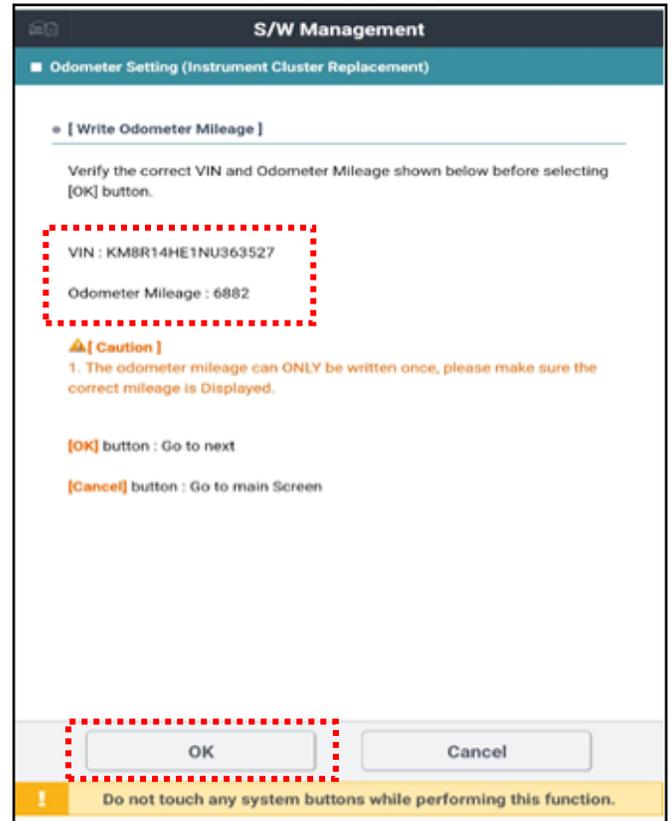
NOTICE

This step is very important, so completely ensure the VIN and mileage are correct.

CAUTION

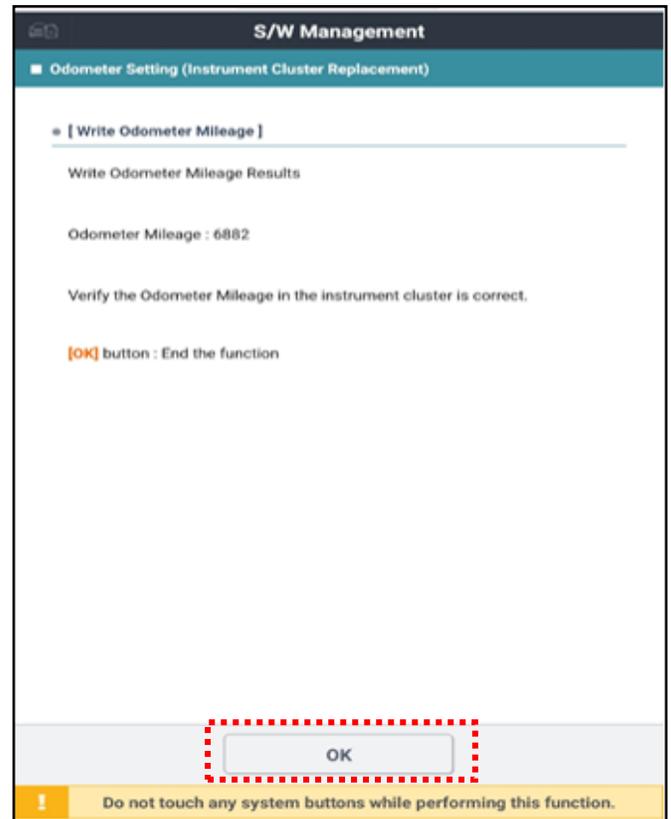
The odometer mileage can ONLY be written one time. If the incorrect mileage was written onto the instrument cluster, then another new part will need to be replaced along with rewriting the mileage.

If another instrument cluster requires replacement due to incorrect mileage writing, it will not be covered under warranty.



31. Mileage writing is completed.

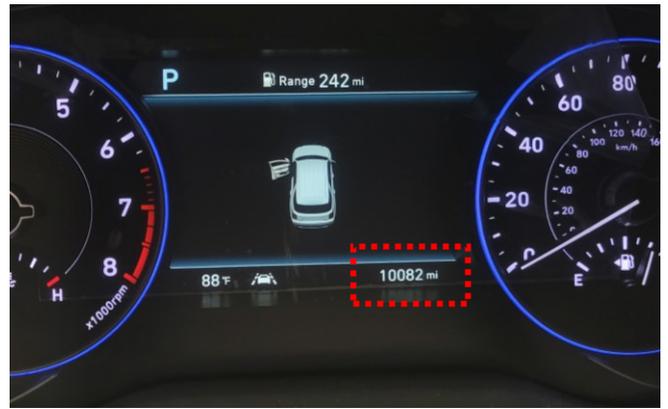
Select "OK".



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32. Confirm the mileage displayed on the new instrument cluster is correct.



33. Scan and clear all DTC(s) if applicable.
34. Turn the ignition OFF and reinstall all parts in reverse order of removal.