



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 21, 2023

Mr. Cole Stutz
Hyundai Motor America
10550 Talbert Avenue
Fountain Valley, CA 92708

NEF-107ES
23V-180

Subject: Windshield Wipers May Fail

Dear Mr. Stutz:

This letter serves to acknowledge Hyundai Motor America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
HYUNDAI/PALISADE/2021-2023

Mfr's Report Date: March 17, 2023

NHTSA Campaign Number: 23V-180

Components:
VISIBILITY/WIPER

Potential Number of Units Affected: 167,085

Problem Description:

Hyundai Motor America (Hyundai) is recalling certain 2021-2023 Palisade vehicles. The windshield wiper motor may operate intermittently or fail to operate due to snow or ice buildup on the windshield, causing the wipers to fail.

Consequence:

Windshield wiper failure can reduce visibility, increasing the risk of a crash.

Remedy:

Dealers will replace the driver-side windshield wiper arm, free of charge. Owner notification letters are expected to be mailed May 16, 2023. Owners may contact Hyundai customer service at 1-855-371-9460. Hyundai's number for this recall is 243. This recall is an expansion of recall number 22V-627.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Hyundai Motor America's contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement