

Recall 243: Driver's Side Wiper Arm Replacement – Dealer Best Practice - Remedy Available

March 20, 2023

Document Topic	Date
• Recall 243: Driver's Side Wiper Arm Replacement (TSB 23-01-026H)	03/20/2023

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
---	---	---

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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

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

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. TSB 23-01-026H (or latest version) describes the procedure to replace the driver's side windshield wiper arm with a revised part.

Affected Vehicles:

- Certain 2021-2023MY (LX2) Palisade Vehicles produced from 12/01/2020 - 11/22/2022

Remedy Information:

Replace the driver's side wiper arm with a revised part.

- **Estimated Repair 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 remedy based on the time to complete.

Customer Talk Tracks:

Sample (customer already at dealership): “Every time you bring your vehicle to our dealership for service we check for open campaigns and recalls. We found that your vehicle has an open recall which requires replacement of the driver's windshield arm with a revised part. Hyundai found that certain Palisade vehicles equipped with a windshield wiper motor that could function intermittently and/or become inoperable when impeded by the accumulation of snow or ice at the wiper arm. We will install the revised wiper arm during your visit today which should only add about 20 minutes to your visit.”

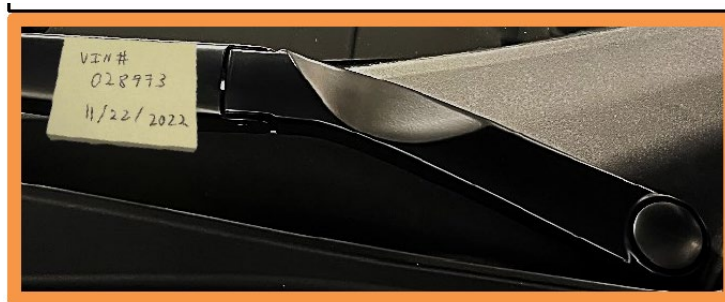
Sample (additional background and general practice/care of wipers): “Although the windshield wipers do a great job of clearing your windshield of snow and rain, they have limitations. If possible, it is always a good idea to clear your windshield with an ice scraper/brush or leaf blower prior to beginning 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.”



Warranty Information:

This recall campaign pays 0.3 M/H for driver’s side windshield wiper are replacement.

- Op times include taking STUI pictures where necessary and uploading. The STUI photos must include new driver’s side wiper arm installed 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.*



Example of acceptable STUI photo

Please refer to TSB 23-01-026H (or latest version) for additional details.

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. Please ensure corresponding claims are submitted to avoid any delays in ordering. If this restriction is lifted, HMA will communicate to the field/dealers.

PART NAME	BEFORE	AFTER
Windshield wiper arm – Driver’s side		
		98311-S8200QQH

Customer Mailing:

- Owners of the subject vehicles are expected to be notified via First Class mail starting in mid-May 2023 or sooner of a remedy available for their vehicle.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Reservation: Did you explain the total time to preform repair to each customer?

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with a windshield wiper system that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice.

Q2: What are the affected vehicles?

A2: Certain 2021-2023MY Palisade vehicles produced from 12/01/2020 – 11/22/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market.

Q3: What is the safety concern?

A3: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (03/17/2023), Hyundai has confirmed 20 unique incidents received from November 18, 2021 to March 9, 2023 in the U.S. There are no confirmed crashes or injuries related to this condition.

Q5: Stop Sale?

A5: Dealer: A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.
Port: As of the date of this filing (03/17/2023), the appropriate port campaign hold affecting certain Palisades has been issued. Affected vehicles will be repaired at the port and released once remedy has been completed



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

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for replacement of the driver-side windshield wiper arm. This remedy 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 mid-May 2023 or sooner.

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.

Dealer Support		
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		
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"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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 TSR: 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

History	Date
<ul style="list-style-type: none"> • Recall 243: Driver's Side Wiper Arm Replacement (TSB 23-01-026H) 	03/20/2023