

Safety Recall 245: Hyundai Palisade Brake Booster Assembly

Dealer Best Practice

June 30, 2023

Updates to this Document	Date
<ul style="list-style-type: none">Remedy Available - Technical Service Bulletin (23-01-057H) published	06/30/2023



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



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 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.

Recall Description

Certain 2023MY model year Palisade vehicles are being recalled to inspect the brake booster assembly and replace with a new one, if necessary. Due to improper manufacturing of the brake booster assembly, the diaphragm may become misaligned which may result in a vacuum leak and loss of power brake assist. Loss of power brake assist could increase vehicle stopping distance and the risk of a crash.

Affected Vehicles (Certain)

- 2023MY Hyundai Palisade (LX2) produced 04/28/2023 – 05/11/2023 for sale in the U.S.

Remedy Information

Inspect the brake booster and replace with a new one, if necessary.

- Recommended Technician Training Level:** Hyundai Expert Technician or above
- Recommended Supplemental Classes:** None

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until the open recall has been completed. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.

If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

- This recall campaign pays 0.8 M/H for both inspection of the brake booster and inspection/replacement of the brake booster.
- Use of grease for the clevis pin will be reimbursed in sublet via both op codes.
- Please refer to TSB 23-01-057H** (or latest version) for the specific Digital Documentation Policy



requirements and additional warranty details for this recall.

Parts Information

- Please refer to **TSB 23-01-057H** (or latest version) for the latest parts information.
- Please note the following:
 - **Brake Booster (59110C54500QH): On CSP (Critical Parts Supply), VIN restrictive.** Dealer will require a valid recall 245 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the recall receive priority part allocation.
 - General purpose grease may be used for lubricating the clevis pin upon installation of the brake booster.

Sample Customer Talk Tracks

1. *“If you experience any concern(s) related to braking capability or performance of your vehicle, please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until a remedy has been applied.”*
2. *If Walk-in Customer: “I checked your vehicle for open recalls and found one. The recall states that it is a condition involving the brake booster assembly. While you may still have braking capability, loss of the power brake assist could result in longer stopping distances. We will order the part for you so we can take care of this for you as soon as possible. This service will be provided to you at no cost. We are also happy to provide you with alternate transportation at no cost, if you are unable to wait while we perform the recall.”*

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Readiness:

Are parts in stock to complete this recall?

- Yes
- No** – It is highly recommended to have parts on-hand when customer arrives to the dealership, especially if customer has made appointment beforehand and to minimize dealership traffic. Order parts and obtain an estimated time of arrival (ETA) as soon as possible and keep customer informed of part arrival.



Reception:

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the remedy being completed on his/her vehicle.



Repair:

Did you provide the customer with an eMPI?

- Yes
- No

Does the Technician meet the recommended training requirements (expert level or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a technician with an expert level (or higher) completes this repair as it is a critical recall involving safety.

Were the VIN/mileage captured and appropriate picture(s) taken based on the inspection and/or replacement needed as outlined in **TSB 23-01-057H** (or latest version)?

- Yes
- No** - Please ensure the VIN/mileage & appropriate picture(s) are taken in order for the dealership to be compensated. **See TSB 23-01-057H** (or latest version) for specific requirements as related to digital documentation required.



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

- Yes
- No



Customer FAQ

Q1: What is the issue?

A1: The subject vehicles are equipped with brake booster assemblies containing diaphragms that may become unseated due to improperly manufactured housings. An unseated/misaligned booster diaphragm may result in a vacuum leak and subsequent loss of power brake assist.

Q2: What are the affected vehicles?

A2: Affected vehicles include 2023MY Hyundai Palisade (LX2) produced 04/28/2023 – 05/11/2023 for sale in the U.S.

Q3: What is the safety concern?

A3: Loss of power brake assist could result in extended vehicle stopping distance, increasing the risk of crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (06/08/2023), there are no confirmed crashes or injuries related to this condition in the US or Canada.

Q5: Will a Dealer Stop Sale be issued?

A5: Dealer: “Stop Sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A “Hold” has also been issued for all affected vehicles located at ports and vehicle processing centers. Vehicles will be released from the “Hold” as they are repaired under the designated port campaign.

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 to inspect the brake booster assemblies and replace, if necessary. 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 of the subject vehicles will be notified via First Class mail of a remedy available for their vehicles in July 2023.

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 HELPREPLine	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"> 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 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	



Appendix

History	Date
• Remedy Available -Technical Service Bulletin (23-01-057H) published	06/30/2023
• Remedy Not Available	06/09/2023