

# **Recall 249: Occupant Detection System (ODS) Calibration – Dealer Best Practice**

September 06, 2023

Document Topic	Date
<ul style="list-style-type: none"><li>Remedy Available – Technical Service Bulletin (TSB) 23-01-074H published on 08/25/2023</li></ul>	09/06/2023

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.</b>	
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**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 2024 Palisade (LX2) equipped with the Calligraphy Night Edition AWD (All Wheel Drive) trim package and dark premium seats have an Occupant Detection System (“ODS”) that may have been improperly calibrated by the supplier. An improperly calibrated ODS might not detect the passengerside occupant, resulting in nondeployment of passenger-side frontal airbags and increased risk of injury during a crash.

## **Applicable Vehicles (Certain)**

- 2024MY Palisade (LX2) equipped with Calligraphy Night Edition AWD trim package and dark premium seats produced from 07/04/2023 - 07/19/2023

## **Remedy Information**

The procedure provided in **TSB 23-01-074H** (or latest version) requires calibrating the Occupant Detection System (“ODS”) using the GDS.

- Recommended Service Technician Training Level:** [Hyundai Certified \(or above\)](#).

## **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 0.3 M/H for updating the ODS via the GDS, taking a repair validation photo that software update was completed, and uploading to STUI.
- Photos:** Please refer to **TSB 23-01-074H** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

## Parts Information

- There are no parts required for this recall campaign's service procedure.

## Sample Customer Talk Tracks

1. *If you experience any concern(s) related to the lack of detection of a front passenger occupant in the front passenger seat where the passenger "AIRBAG OFF" lamp is illuminated, please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until the recall service can be performed.*

2. *"As a courtesy, I checked your vehicle for any open service campaigns or recalls and found that your vehicle has an open recall related to the Occupant Detection System. The recall's procedure calls for the recalibration of your vehicle's Occupant Detection System to ensure it properly detects a front passenger-side occupant. We apologize for the inconvenience and will provide this service at no cost to you. If necessary, we would like to offer you an SRC while we perform this recall and any other related work that your vehicle may require."*

## 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.



**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 uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. 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.



**Repair:** Did you provide the customer with an eMPI?

- Yes
- No

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

- Yes
- No** – Please ensure a technician with a certified level (or higher) completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 23-01-074H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-074H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



**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 an Occupant Detection System (“ODS”) that may have been improperly calibrated by the supplier. An improperly calibrated ODS might not detect the passenger-side occupant, resulting in suppression of the passenger-side frontal airbags and increased risk of injury to occupants of the passenger seat. As such, these vehicles would fail to comply with Federal Motor Vehicle Safety Standard No. 208, “Occupant Class Protection.”

### **Q2: What are the affected vehicles?**

A2: Certain 2024MY Palisade (LX2) equipped with Calligraphy Night Edition AWD trim package and dark premium seats produced from 07/04/2023 - 07/19/2023

### **Q3: What is the safety concern?**

A3: Nondeployment of the passenger-side frontal airbags could increase the risk of injury to passenger occupants during a crash.

### **Q4: Have there been any accidents or injuries?**

A4: As of the date of the filing (08/25/2023), there are no related crashes, injuries, fires, or reported incidents in the U.S.

### **Q5: Will a Dealer Stop Sale or Port Hold be issued?**

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

Separately, a Port “Hold” has also been issued for all affected vehicles located at ports.

### **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 update the calibration software in the Occupant Detection System (ODS). 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 in September 2023.

## **Contact Reference**

Thank you for your prompt attention to this safety matter and continued commitment to Hyundai customers. Please see the list below of commonly referred to contacts.

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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall /Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	