



Technical Service Bulletin

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| GROUP RECALL | NUMBER 23-01-026H |
| DATE MARCH, 2023 | MODEL(S) PALISADE (LX2) |

SUBJECT: DRIVER'S SIDE WIPER ARM REPLACEMENT (RECALL 243)

* IMPORTANT

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 via WEBDCS to identify open recalls.

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. This bulletin describes the procedure to replace the driver's side windshield wiper arm with a revised part.

STUI



This TSB includes a STUI picture as a requirement. Where indicated, please include the last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure the captured picture is completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

Applicable Vehicles: Certain 2021 – 2023MY Palisade (LX2) vehicles produced from 12/1/2020 – 11/22/2022.

Parts Information:

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

Warranty Information:

| MODEL | OP. CODE | OPERATION | OP. TIME | CAUSAL PART | NATURE CODE | CAUSE CODE |
|----------------|----------|-------------------------------------|----------|----------------|-------------|------------|
| Palisade (LX2) | 31D023R0 | Driver's Side Wiper Arm Replacement | 0.3 M/H | 98311-S8200QQH | I12 | ZZ6 |

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part 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: Op time includes taking a picture using STUI. Claim must include a STUI picture of the new wiper arm installed with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If not included, claim will be subject to debit.**

NOTE 4: 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.**



Refer to the QR code or link below for guided video information:
[Hyundai Service Learning – Recall 243 Service Procedure](#)

Service Procedure:

1. Open the hood (A).

i Information

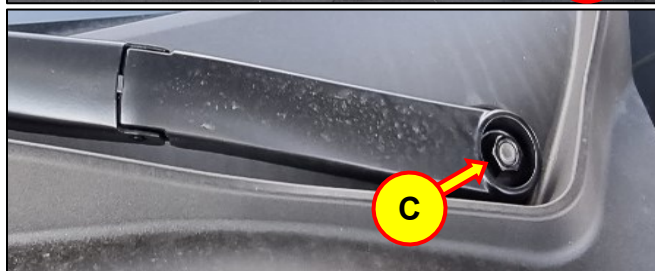
- Leave the windshield wipers in the down position.



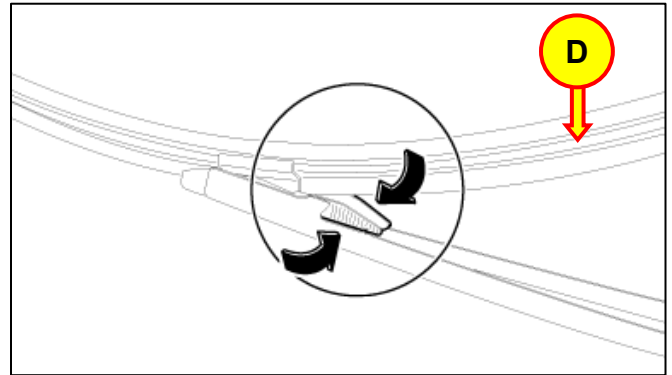
2. Remove the driver's side wiper arm plug (B) and the wiper arm nut (C).

Tightening Torque:

16.6 – 19.5 lb-ft (22.6 – 26.5 Nm)



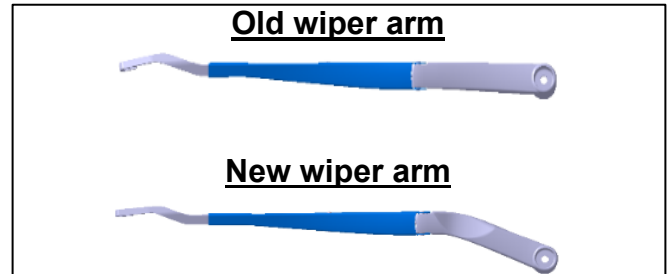
3. Remove the wiper arm from the vehicle and remove the existing wiper blade (D) by pressing the wiper blade clip as shown.



4. Install the existing wiper blade onto the new wiper arm.

NOTICE

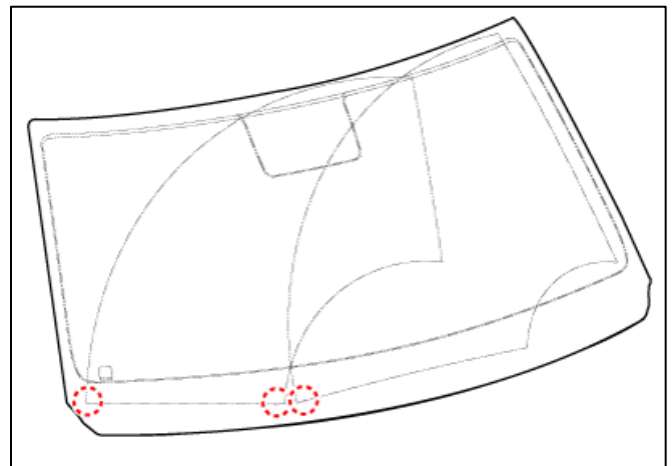
- Ensure the wiper blade is firmly attached before installing the new wiper arm. If the wiper blade is missing or improperly installed, the new wiper arm may cause damage to the windshield.



5. Reinstall all parts in the reverse order of removal.

i Information

- Ensure the driver's side wiper arm and wiper blade are reinstalled in the proper auto stop position.



STUI



Using STUI, take a photo of the new driver's side wiper arm after it is installed on the vehicle. Include in the photo a piece of paper containing the last 6 digits of the VIN and the date of the repair.

Upload the photo to STUI.



Example of acceptable STUI photo

6. Test the wiper operation for proper function and auto stop position.
7. The service procedure is now complete.