



HYUNDAI Technical Service Bulletin

GROUP	NUMBER
General	19-GI-004H
DATE	MODEL(S)
August 2019	Palisade (LX2)

SUBJECT: LAUNCH QUALITY MONITORING PROCESS (LQMP)

Description: This bulletin describes the procedure for the Hyundai Palisade Launch Quality Monitoring Process (LQMP). Hyundai's commitment to improving product quality includes monitoring all customer and dealer activities through a Launch Quality Monitoring Process (LQMP) for a minimum of 100 days after the launch of a new vehicle. The goal is to improve new model vehicle quality and proactively react to the Voice of the Customer (VOC).

Applicable Vehicles: All Palisade (LX2)



The Launch Quality Monitoring Process (LQMP) conducted on all new models provide insight to possible concerns, production line countermeasures and supplier parts improvement needed to meet Hyundai's quality improvement initiatives.

Timely submission of the warranty claim is necessary (the goal is 3 days or less from RO close date), while ensuring that a detailed service visit is documented with the, cause and corrective action stated by the technician are included with each claim.

Techline Support (800-325-6604)

If Techline support is utilized during warranty repairs, please include the Techline Case Number in the warranty claim notes, as well as digital photos and / or screenshots wherever possible.

Equally important is full compliance with Mandatory Warranty Parts procedures (return policy) which requires the expedited return of warrantable parts (the goal is 3 days or less from claim submission). Quick returns to HMA allow for further analysis and provide the opportunity to correct any quality issues during this period.

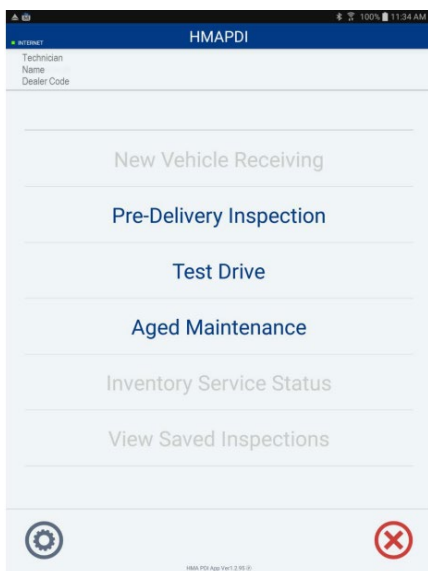
Note – During this period, ALL new model (LQMP) warranty parts and core parts (100%) will be requested by HMA (except batteries(**Dealer still needs to hold battery for 10 days per TSB 19-EE-005H**), airbags and similar Haz-Mat parts) for investigation.

Additional information will be required for TPMS conditions (screen shots of DTCs and sensor status data), MIL conditions (DTCs, freeze frame data), and for tire/wheel balances (weight measures before & after adjustment), and alignments (print out of before and after adjustment specifications.)

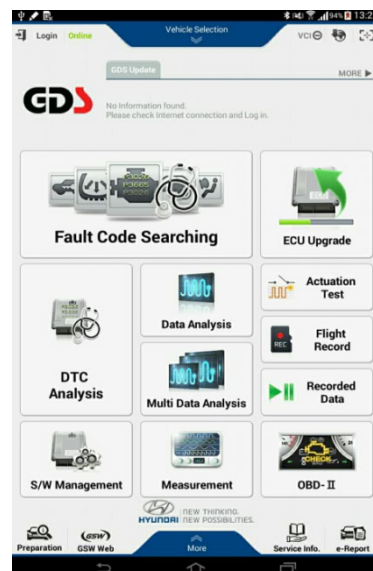
Use of the WebDCS attachment function is strongly encouraged for uploading supporting data (Pictures, Video, Sound Recordings, etc.).

Notes:

- 1) Alignment equipment must be updated with proper alignment specifications for the 2020 MY Palisade (LX2) which are available in the vehicles shop manual. A print-out of before and after specifications are required to be submitted with the warranty claim and MUST include the VIN, Repair Order Number, Model and Model Year.
- 2) Hyundai does NOT recommend the use of “quick check” equipment during PDI as it may lead to unnecessary repairs on vehicles that do not otherwise exhibit a quality (i.e., pull/drift) concern. The PDI calls for an actual test drive (minimum 5-10 miles, 10+ minutes) and an alignment should only be performed if a pull/drift condition is identified during that test drive. Warranty claims based solely on “quick check” and not on the results of a test drive will be subject to charge back. Refer to shop manual for a complete list of required readings.
- 3) Connect the PDI tool first before any diagnosis is conducted with the GDS tool to document and record any vehicles that come in with or develop a DTC prior to PDI.



PDI



GDS