

GROUP	NUMBER
SUSPENSION	19-SS-003H
DATE	MODEL(S)
OCTOBER 2019	PALISADE (LX2) AWD

SUBJECT:

2020MY PALISADE (LX2) AWD VIBRATION AT HIGHWAY SPEEDS

**Description:** This bulletin describes the service procedure to inspect, and if necessary, correct a vibration on certain 2020MY Hyundai Palisade (LX2) AWD vehicles.



**Applicable Vehicles:** Certain 2020MY Palisade (LX2) AWD vehicles produced from April 10, 2019 to July 27, 2019.

#### **Parts Information:**

Part Name	Part Number
Shaft Assembly – Propeller	49300-S8050
Coupling Assembly	47800-4G500

**Warranty Information:** 

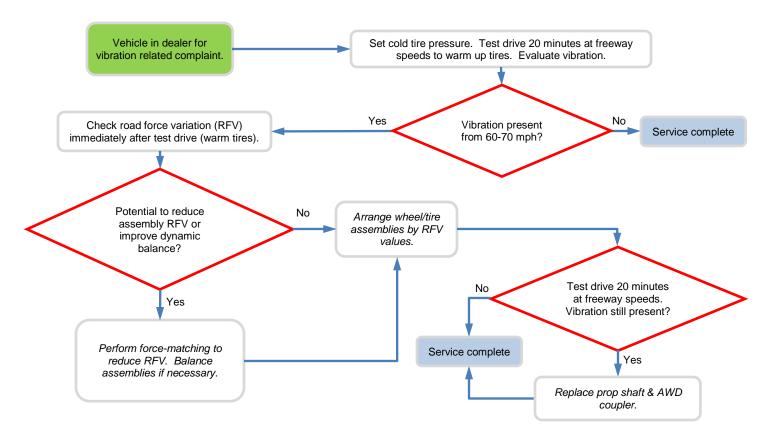
Model	Op. Code	Operation	Op. Time	Causal Part #	Nature Code	Cause Code
	90C068R0	Drive -> OK	0.4	49300- \$8050	A36	
	90C068R1	Drive -> Not OK -> Check RFV -> Arrange tires -> Drive -> OK	1.2			
	90C068R2	Drive -> Not OK -> Check RFV -> Arrange tires -> Drive -> Not OK -> Replace prop shaft & coupler	2.6			
	90C068R3	Drive -> Not OK -> Check RFV -> Force match 1, Arrange tires -> Drive -> OK	1.4			ZZ5
	90C068R4	Drive -> Not OK -> Check RFV -> Force match 2, Arrange tires -> Drive -> OK	1.6			
	90C068R5	Drive -> Not OK -> Check RFV -> Force match 3, Arrange tires -> Drive -> OK	1.8			
Palisade (LX2) AWD	90C068R6	Drive -> Not OK -> Check RFV -> Force match 4, Arrange tires -> Drive -> OK	2.0			
	90C068R7	Drive -> Not OK -> Check RFV -> Force match 1 -> Arrange tires -> Drive -> Not OK -> Replace prop shaft & coupler	2.8			
	90C068R8	Drive -> Not OK -> Check RFV -> Force match 2 -> Arrange tires -> Drive -> Not OK -> Replace prop shaft & coupler	3.0			
	90C068R9	Drive -> Not OK -> Check RFV -> Force match 3 -> Arrange tires -> Drive -> Not OK -> Replace prop shaft & coupler	3.2			
	90C068RA	Drive -> Not OK -> Check RFV -> Force match 4 -> Arrange tires -> Drive -> Not OK -> Replace prop shaft & coupler	3.4			

NOTE 1: Submit Claim on Campaign Claim Entry Screen

**NOTE 2:** If a part is found in need of replacement while performing this service procedure 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.

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### SERVICE PROCEDURE FLOW CHART



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### **Service Procedure Notes:**

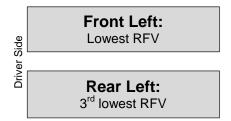
# **NOTICE**

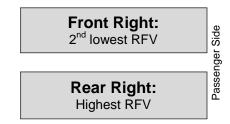
When performing the test drive, take care to evaluate the vibration under the following conditions:

- Take careful notes of the customer's specific driving condition (speed, throttle application, road condition, etc.) to evaluate as close to their experience as possible.
- Evaluate at constant speed using cruise control set to 65 mph.
- Evaluate applying light throttle on and off starting at 60 mph, gradually reaching 70 mph.

## **NOTICE**

- Perform force-matching on any tire/wheel assemblies that show potential to minimize RFV values.
- Arrange wheel/tire assemblies according to RFV value as shown below:





• Record the **BEFORE** and **AFTER** RFV values of each of the four (4) tire/wheel assemblies on the R.O.

## **NOTICE**

If vibration condition is not resolved after optimizing wheel/tire assembly RFV, replace the propeller shaft and AWD coupler assemblies together. Refer to the shop manual for service procedures.

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