



HYUNDAI Technical Service Bulletin

GROUP Body	NUMBER 21-BD-002H
DATE January, 2021	MODEL(S) Palisade (LX2)




SUBJECT: HEADREST ODOR SERVICE PROCEDURE

This TSB supersedes 20-BD-018H by updating the operation code and causal part numbers.

Description: This bulletin describes the procedure to service certain Palisade (LX2) vehicles that may have odor emitting from the headrest(s).

Applicable Vehicles: Certain 2020-2021MY Palisade (LX2) vehicles equipped with Nappa leather

Parts Information:

Part Name	Picture	Active Ingredient
Febreze Odor Eliminating Fabric Refresher, Unscented		Hydroxypropyl cyclodextrin
pure&clean Surface Cleanser		Hypochlorous acid
Zep Air & Fabric Odor Eliminator		Ethoxylated alcohol

NOTE: The odor eliminator products can be purchased at local/online retailers.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Palisade (LX2)	88700Q0A	NEUTRALIZING AGENT SPRAYING	0.4 M/H	88700-XXXXX-XXX (front seat headrest) 89700-XXXXX-XXX (2 nd row seat headrest) 89A70-XXXXX-XXX (3 rd row seat headrest) 89AP0-XXXXX-XXX (3 rd row center seat headrest)	S11	ZZ4

NOTE 1: Refer to the parts catalog for the applicable part number for the vehicle.

NOTE 2: The cost of the odor eliminator product can be reimbursed through sublet.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Service Procedure:

1. Remove all affected headrests.



NOTICE

The headrests located on the third row of the vehicle are secured by clips. Press down on the clip locations to remove the headrests.



2. Open each headrest leather cover to expose the foam pad.

CAUTION

Do not fully remove the leather cover from the foam pad. Removal can damage the leather cover stitching.



3. Soak the foam pad with the odor eliminator product, and squeeze the foam pad to absorb the liquid.



4. Apply a second application of the odor eliminator product to the inside fabric of the leather cover(s).

CAUTION

Do not spray onto the outside of the leather cover(s).



5. Close the headrest cover(s).



6. Apply the odor eliminator product to the headrest mounting holes on the top of each seat.



7. Reinstall the parts in the reverse order of removal.
8. If the odor persists after the initial service procedure, repeat the service procedure with a different odor eliminator product.
9. If the odor persists after using two different odor eliminator products, contact Techline for further assistance.
10. The service procedure is now complete.