



HYUNDAI Technical Service Bulletin

GROUP

Body

NUMBER

21-BD-002H-1

DATE

October, 2021

MODEL(S)

Palisade (LX2)

SUBJECT: HEADREST ODOR SERVICE PROCEDURE



This TSB supersedes 21-BD-002H by updating the parts information, operation codes, and service procedure.

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 and produced before 11/23/2020

Parts Information:

Odor Eliminator Products

Part Name	Picture	Active Ingredient
Febreze Odor Eliminating Fabric Refresher, Unscented		Hydroxypropyl cyclodextrin
Zep Air & Fabric Odor Eliminator		Ethoxylated alcohol

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

Headrest Replacement

Part Name	Part Number	Color	Interior Color Code
Front row seat headrest	88700-S8020-UBJQH	Black	NBX / NXY
	88700-S8020-UBMQH	Beige	RBD
	88700-S8020-UDWQH	Light Beige	WDX / WXY
2 nd row seat headrest	89700-S8120-UBJQH	Black	NBX / NXY
	89700-S8120-UBMQH	Beige	RBD
	89700-S8120-UDWQH	Light Beige	WDX / WXY
3 rd row seat headrest	89A70-S8580-UBJQH	Black	NBX / NXY
	89A70-S8580-UBMQH	Beige	RBD
	89A70-S8580-UDWQH	Light Beige	WDX / WXY
3 rd row seat center headrest	89AP0-S8520-UBJQH	Black	NBX / NXY
	89AP0-S8520-UBMQH	Beige	RBD
	89AP0-S8520-UDWQH	Light Beige	WDX / WXY

NOTE: The LH and RH side headrests are interchangeable.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Palisade (LX2)	10D094R0	Headrest Inspection ONLY	0.2 M/H	88700-S8020-UBJQH	S11	ZZ4
	10D094R1	Headrest Inspection and Deodorizer Application	0.4 M/H			
	10D094AA	Headrest Inspection, Deodorizer Application, and Replacement (1 pc - ①)	0.5 M/H			
	10D094AB	Headrest Inspection, Deodorizer Application, and Replacement (1 pc - ②)				
	10D094AC	Headrest Inspection, Deodorizer Application, and Replacement (1 pc - ③)				
	10D094AD	Headrest Inspection, Deodorizer Application, and Replacement (2 pcs - ①+①)				
	10D094AE	Headrest Inspection, Deodorizer Application, and Replacement (2 pcs - ①+②)				
	10D094AF	Headrest Inspection, Deodorizer Application, and Replacement (2 pcs - ①+③)				
	10D094AG	Headrest Inspection, Deodorizer Application, and Replacement (2 pcs - ②+②)				
	10D094AH	Headrest Inspection, Deodorizer Application, and Replacement (2 pcs - ②+③)				

Note: Refer to the image below for the applicable headrest number.



Warranty Information (continued):

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Palisade (LX2)	10D094AI	Headrest Inspection, Deodorizer Application, and Replacement (3 pcs - ①+①+①)	0.6 M/H	88700- S8020- UBJQH	S11	ZZ4
	10D094AJ	Headrest Inspection, Deodorizer Application, and Replacement (3 pcs - ①+①+②)				
	10D094AK	Headrest Inspection, Deodorizer Application, and Replacement (3 pcs - ①+①+③)				
	10D094AL	Headrest Inspection, Deodorizer Application, and Replacement (3 pcs - ①+②+②)				
	10D094AM	Headrest Inspection, Deodorizer Application, and Replacement (3 pcs - ①+②+③)				
	10D094AN	Headrest Inspection, Deodorizer Application, and Replacement (3 pcs - ②+②+③)				
	10D094AP	Headrest Inspection, Deodorizer Application, and Replacement (4 pcs - ①+①+①+①)				
	10D094AQ	Headrest Inspection, Deodorizer Application, and Replacement (4 pcs - ①+①+①+②)				
	10D094AR	Headrest Inspection, Deodorizer Application, and Replacement (4 pcs - ①+①+①+③)				
	10D094AS	Headrest Inspection, Deodorizer Application, and Replacement (4 pcs - ①+①+②+②)				
	10D094AT	Headrest Inspection, Deodorizer Application, and Replacement (4 pcs - ①+①+②+③)				
	10D094AU	Headrest Inspection, Deodorizer Application, and Replacement (4 pcs - ①+②+②+③)				

Note: Refer to the image on the previous page for the applicable headrest number.

Warranty Information (continued):

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Palisade (LX2)	10D094AW	Headrest Inspection, Deodorizer Application, and Replacement (5 pcs - ①+①+①+①+②)	0.7 M/H	88700-S8020-UBJQH	S11	ZZ4
	10D094AX	Headrest Inspection, Deodorizer Application, and Replacement (5 pcs - ①+①+①+①+③)				
	10D094AY	Headrest Inspection, Deodorizer Application, and Replacement (5 pcs - ①+①+①+②+②)				
	10D094AZ	Headrest Inspection, Deodorizer Application, and Replacement (5 pcs - ①+①+①+②+③)				
	10D094BA	Headrest Inspection, Deodorizer Application, and Replacement (5 pcs - ①+①+②+②+③)				
	10D094BB	Headrest Inspection, Deodorizer Application, and Replacement (6 pcs - ①+①+①+①+②+②)				
	10D094BC	Headrest Inspection, Deodorizer Application, and Replacement (6 pcs - ①+①+①+①+②+③)				
	10D094BD	Headrest Inspection, Deodorizer Application, and Replacement (6 pcs - ①+①+①+②+②+③)				
	10D094BE	Headrest Inspection, Deodorizer Application, and Replacement (7 pcs - ①+①+①+①+②+②+③)				

Note 1: Submit claim on Campaign Claim Entry Screen.

Note 2: If a part that is not covered by this campaign is found in need of replacement while performing this Service Campaign 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 the repair.

Note 3: The cost of the odor eliminator product will be reimbursed through sublet for each op code.

Note 4: Refer to the image below for the applicable headrest number:



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 indicated 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. Spray the foam pad with the odor eliminator product and squeeze the foam pad to absorb the liquid.



4. Apply the odor eliminator product to all inside fabric surfaces 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. Park the vehicle in direct sunlight for 2-3 hours to let the odor eliminator product dry.
9. Reinspect each headrest for the odor.

If the odor is still present for a certain headrest, replace only the affected headrest(s).

NOTICE

Do not replace headrest(s) that no longer have the odor.

10. The service procedure is now complete.