
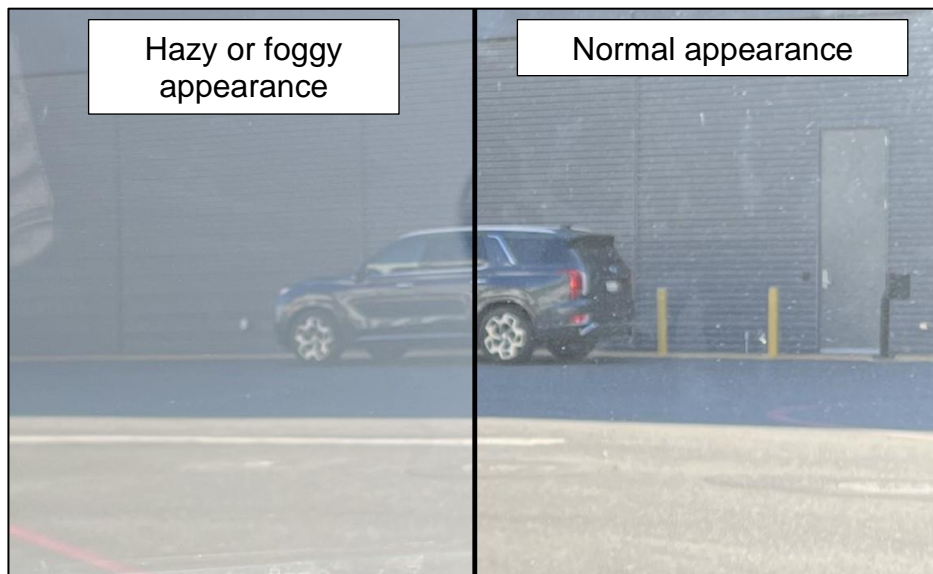


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|  HYUNDAI Technical Service Bulletin | GROUP BODY | NUMBER 23-BD-001H |
| | DATE JANUARY, 2023 | MODEL(S) PALISADE (LX2) |
| SUBJECT: REAR DOOR WINDOW GLASS WITH HAZY OR FOGGY APPEARANCE | | |


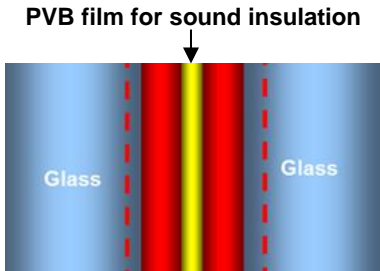
Description: This bulletin provides information regarding the rear door window glass appearing hazy or foggy when exposed to direct sunlight on certain 2023MY Palisade (LX2) vehicles. This condition results from the dark polyvinyl butyral (PVB) film used during the manufacturing process of the acoustic laminated privacy glass. The rear door window glass meets or exceeds all required Federal Motor Vehicle Safety Standards (FMVSS) and does not require replacement if it exhibits this condition.



Applicable Vehicles: Certain 2023MY Palisade (LX2) vehicles

Service Information:

There are 2 types of glass normally used for the door windows.

| Tempered glass | Laminated glass |
|---|---|
| Glass is rapidly air cooled after it is heated | Glass sheets are pressed together after polyvinyl butyral (PVB) film is inserted in between |
|  |  |

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

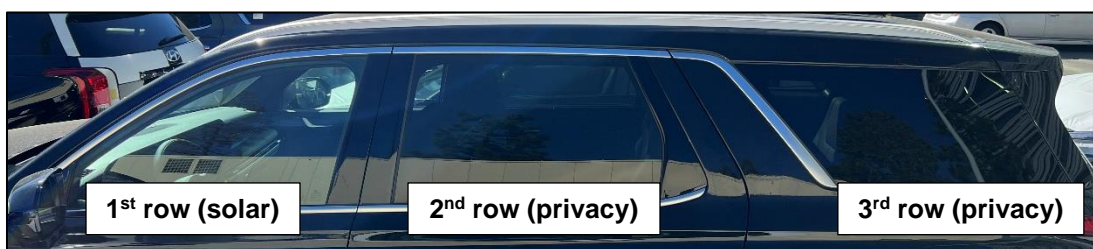
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When tempered glass is broken, it will scatter into small fragments without sharp edges to help prevent injury to any passengers. When laminated glass is broken, the PVB film holds the small fragments together and stops them from scattering.

The PVB film also provides sound insulation from wind and road noise. Acoustic laminated glass uses a different type of PVB film that is specifically designed for improved sound insulation than normal PVB film.

Glass that blocks a percentage of ultraviolet (UV), infrared, and visible light from passing through is called solar glass. Its main purposes are to reduce ambient temperatures in the cabin by reflecting infrared light and protect passengers from excessive UV and visible light exposure.

The rear door windows may have privacy glass instead of solar glass. Privacy glass has lower percentages of visible light transmittance (typically less than 20%). If the privacy glass is laminated, a dark PVB film is used instead of clear PVB film.



Glass type for each seating position on the 2023MY Palisade (LX2)

The 2023MY Palisade (LX2) has acoustic laminated privacy glass for the rear door windows on certain trim levels. When this acoustic laminated privacy glass is exposed to direct sunlight, it may appear slightly hazy or foggy due to the type of dark PVB film the glass was manufactured with.

This is a natural characteristic of the glass and does not require replacement if it exhibits this condition. The glass meets or exceeds all requirements from the Federal Motor Vehicle Safety Standards (FMVSS).

Any glass used for the front door windows are required by the FMVSS to have a visible light transmittance of 70% or more. FMVSS do not require a specific level of visible light transmittance for the rear door windows.

2020MY – 2022MY Palisade (LX2) vehicles do not exhibit this condition. The acoustic laminated privacy glass for the rear door windows was introduced for 2023MY vehicles only. Previous model years (2020 – 2022) had non-acoustic laminated privacy glass for the rear door windows.

| | | Trim Level (2023MY) | | | | | |
|---------------|---------------------|------------------------|--------------------------------|-----|----------------------------------|---------|-------------|
| | | SE | SEL | XRT | SEL Premium | Limited | Calligraphy |
| Seat Position | 1 st row | Tempered solar glass | Acoustic laminated solar glass | | | | |
| | 2 nd row | Tempered privacy glass | | | Acoustic laminated privacy glass | | |
| | 3 rd row | Tempered privacy glass | | | | | |