



HYUNDAI Technical Service Bulletin

GROUP

BODY

NUMBER

23-BD-016H

DATE

DECEMBER 2023

MODEL(S)

PALISADE (LX2)

SUBJECT:

TAILGATE LATCH REPLACEMENT & TRIM REWORK
FOR TOW HITCH INSTALLATION

Description: Certain 2023-2024MY Palisade (LX2) vehicles will require replacement of the tailgate latch (both power and manual) and trimming the protrusion on the backside of the tailgate trim prior to installing the tow hitch assembly. Follow the procedure outlined in this bulletin to replace the tailgate latch and rework the tailgate trim.

i Information

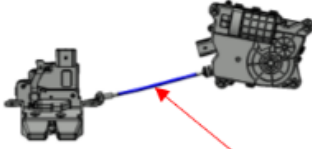
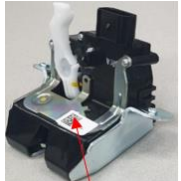
This procedure is customer pay ONLY. If a customer wants a tow hitch installed, check if the vehicle is within the applicable vehicle range below. If applicable, perform this TSB procedure before installing the tow hitch.

Refer to the accessory installation guide for more details on installing the tow hitch. To access the accessory installation guide, go to the Hyundai Tech Info (HTI) or Hyundai Accessories site.

Applicable Vehicles (Certain):

- All 2023MY Palisade (LX2)
- 2024MY Palisade (LX2) produced on 10/24/2023 or earlier

Parts Information:

Model	Part Name	Part Number		Figure	Remarks
		Old	New		
LX2	Tailgate Latch (Power)	81800-S1100	81800-S8100		New part has blue cable. Old part has black cable.
	Tailgate Latch (Manual)	81800-S1000	81800-S8000		N/A

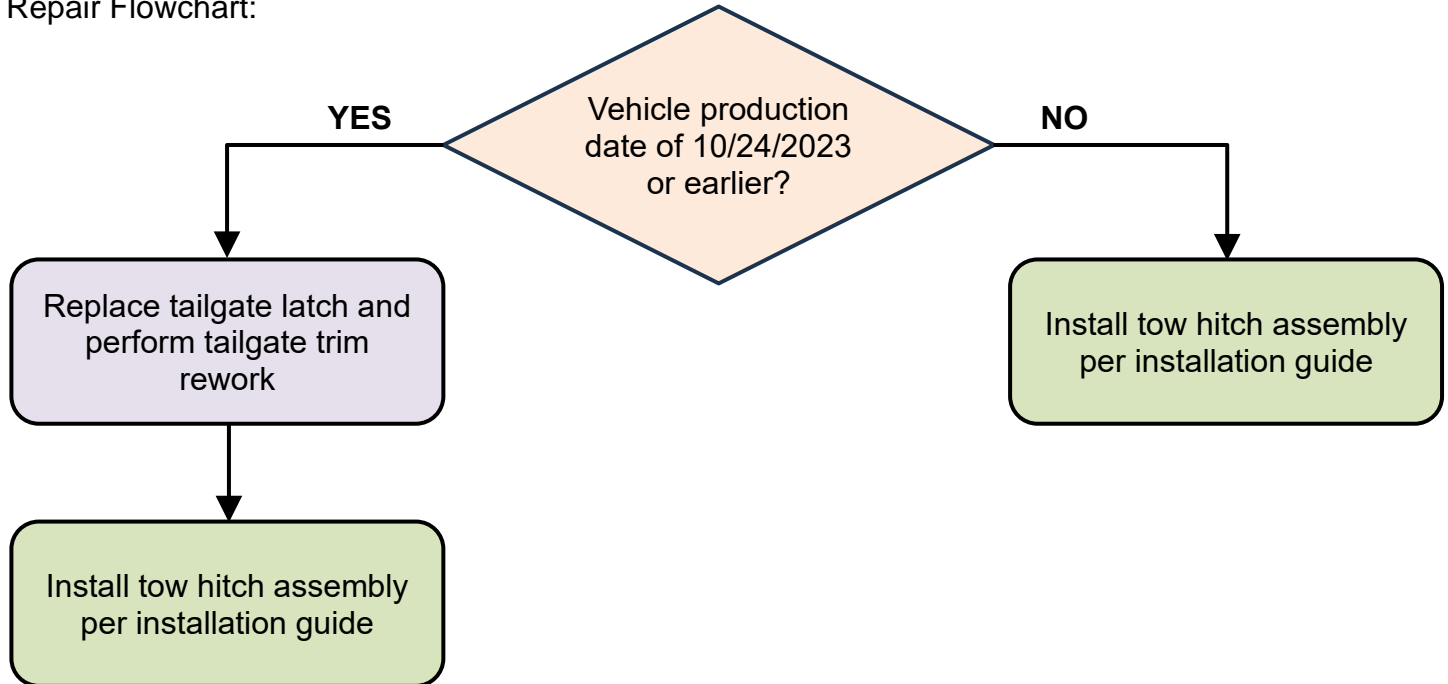
Warranty Information:

This procedure is not covered by HMA Warranty. This is for a customer-paid operation only.

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

Service Procedure:

Repair Flowchart:



Power Tailgate Removal/Installation

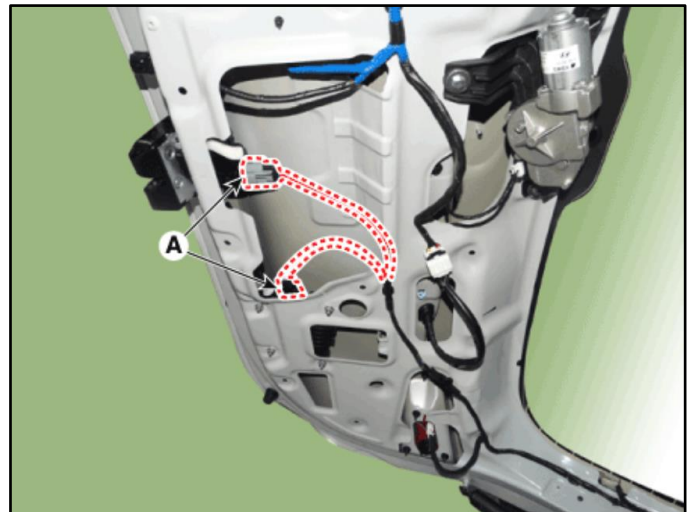
1. Remove the power tailgate latch assembly.

Refer to Shop Manual:

- **Body Electrical > Power Tailgate Module > Power Tailgate Latch > Repair procedures**

NOTICE

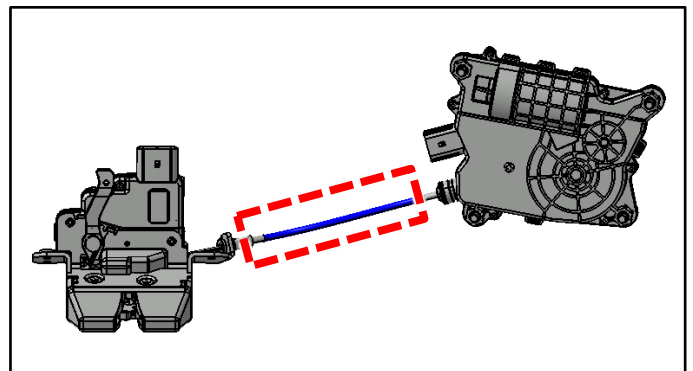
Use a trim removal tool to prevent damaging trim or components.



2. Install the new part (81800-S8100).

i Information

Confirm the new part has a blue cable before installation.



3. Proceed to the **Tailgate Trim Rework Procedure**.

Manual Tailgate Removal/Installation

1. Remove the tailgate latch assembly.

Refer to Shop Manual:

- **Body (Interior and Exterior) > Tailgate > Tailgate Trim > Repair procedures**

NOTICE

Use a trim removal tool to prevent damaging trim or components.



2. Install the new part (81800-S8000).

i Information

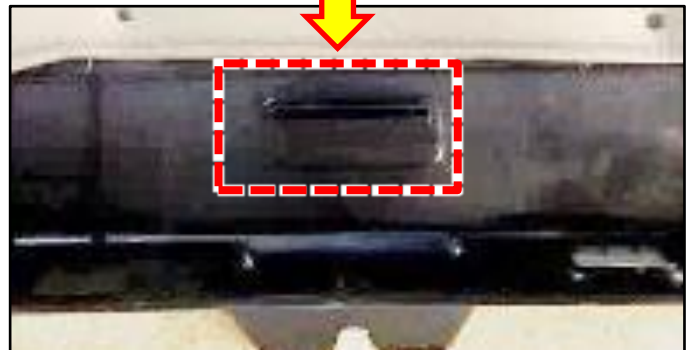
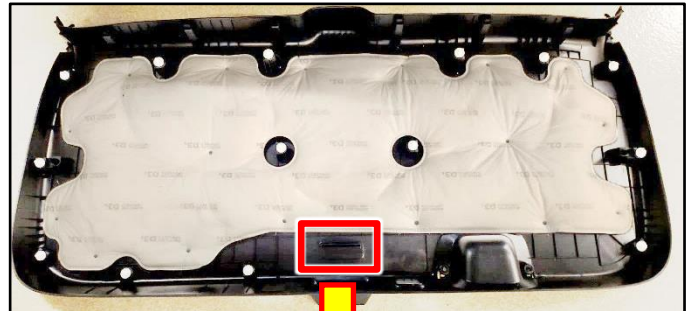
Confirm the new part number on the label indicated by the red arrow.



3. Proceed to the **Tailgate Trim Rework Procedure**.

Tailgate Trim Rework Procedure

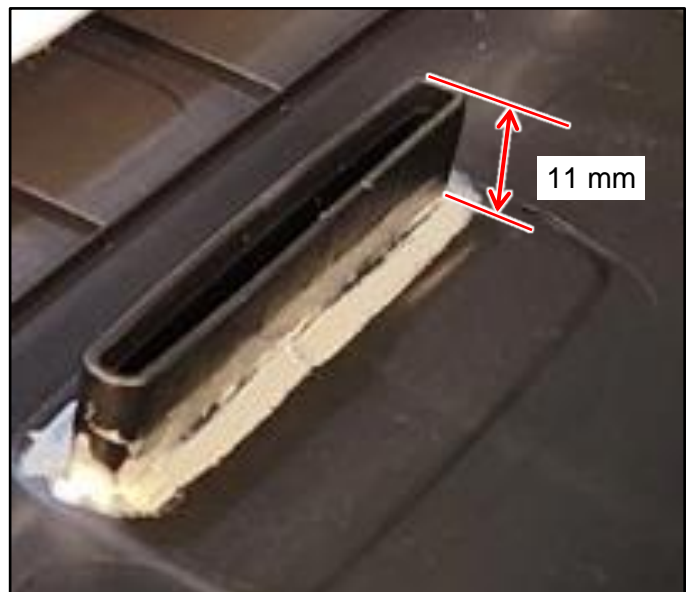
1. Locate the emergency release slot on the backside of the tailgate trim.



2. Measure 11 mm (7/16 inch) down from the top of the protrusion, and mark the area to be cut using a white marker.

NOTICE

Cutting off more than 11 mm (7/16 inch) may result in poor appearance (fragments and/or burrs) when the tailgate trim is reinstalled.



- Using cutting pliers or a hand saw, cut off 11 mm (7/16 in) from the top of the protrusion.

NOTICE

Be careful not to cut off too much from the protrusion.

Cutting off more than 11 mm (7/16 inch) may result in poor appearance (fragments and/or burrs) when the tailgate trim is reinstalled.



- Use sand paper to remove any remaining sharp edges or burrs after cutting off the protrusion.



5. Inspect the opposite surface of the tailgate trim to ensure no damage or scratches are visible.

! CAUTION

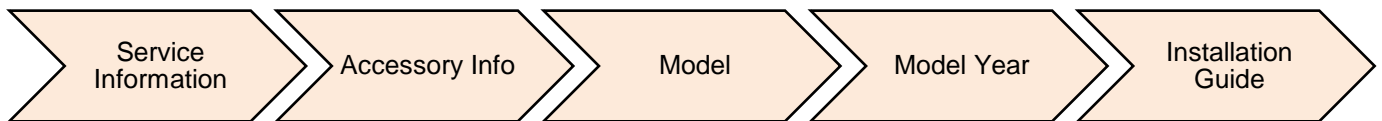
Carefully reach in the emergency release slot to verify the customer will not injure their hands while using this function.

Use sand paper to smooth out any remaining sharp edges or burrs if needed.

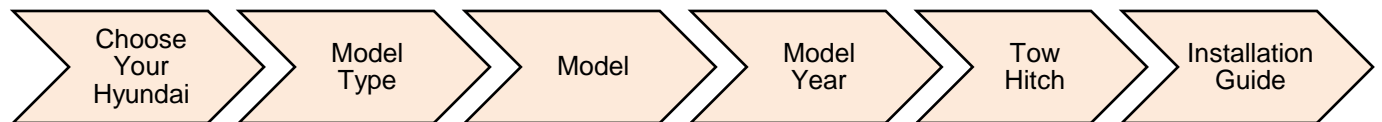


5. Reinstall all removed parts in reverse order of removal.
6. After reassembly, verify that the tailgate latch operates properly (power and manual):
 - Lock/unlock
 - Open/close
7. Install the tow hitch per installation guide.

Go to Hyundai Tech Info (HTI) at <https://www.hyundaitechinfo.com>:



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8. The service procedure is now complete.