



Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 24-01-017H
DATE FEBRUARY 2024	MODEL(S) PALISADE (LX2)

SUBJECT: RAIN SENSOR COUPLER INSPECTION/REPLACEMENT
(SERVICE CAMPAIGN TAL)

★ IMPORTANT

Dealers must perform this service campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.


Access the "Vehicle Information" screen via WebDCS to identify open Campaigns.

Description: This bulletin provides the procedure to inspect the rain sensor coupler to verify whether it is properly attached to the windshield glass and, if necessary, replace the rain sensor coupler.




Applicable Vehicles (Certain):

- 2023MY Palisade (LX2) vehicles produced between 2/1/2023 – 4/7/2023

Parts Information:

Part Name	Part Number	Figure	QTY
Rain Sensor Coupler	96020-J6500QQH		1

Required Supplies/Equipment:

Part Name	Figure	QTY	Remarks
Razor scraper		1	N/A
Alcohol prep pad		1	N/A
Loctite Super Glue Ultra Gel Control		1	One bottle may be used for 5 vehicles.

NOTE 1: Alcohol prep pads from any medical or first aid kits may be used.

NOTE 2: Super glue may be purchased at local or online retailers.

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

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Palisade (LX2)	30D038R2	Rain Sensor Coupler Inspection	0.3 M/H	96020-J6500QQH	B1C	ZZ7
	30D038R3	Rain Sensor Coupler Inspection & Replacement	0.6 M/H			

NOTE 1: Submit claim on Claim Entry Screen as “Campaign” type.

NOTE 2: If a part is found in need of replacement while performing this 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 performing the work.

NOTE 3: This TSB includes Repair validation photos. Op times include VIN, Mileage and Repair validation photos as outlined in the Digital Documentation Policy.

NOTE 4: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

NOTE 5: Dealer will be reimbursed \$3.50 for alcohol prep pad and Loctite gel under labor op 30D038R3.

Service Procedure:

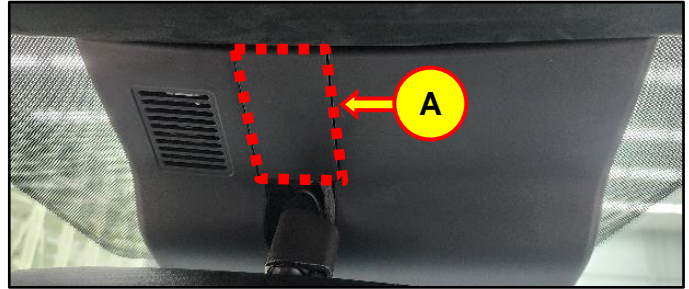
STUI



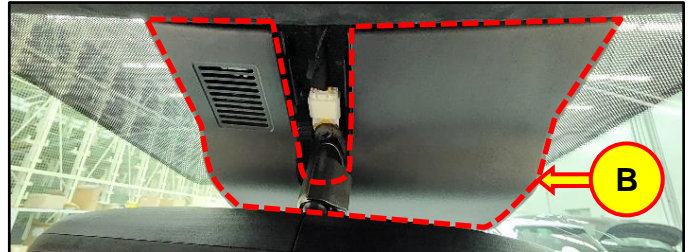
This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

Rain Sensor Coupler Inspection

1. Remove the inside mirror connector cover (A).

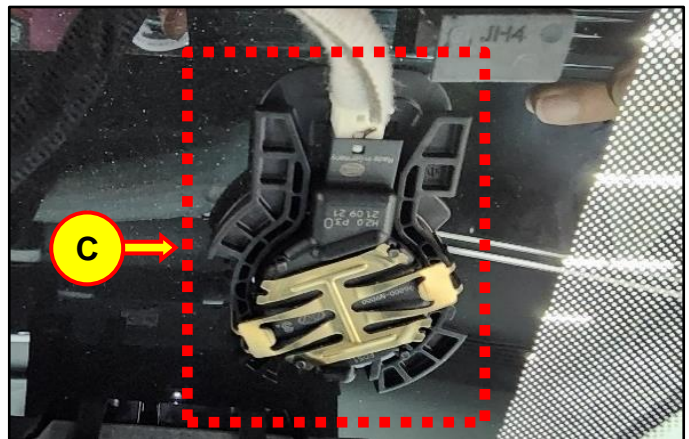


2. Remove the multi sensor cover by pulling downwards (B).



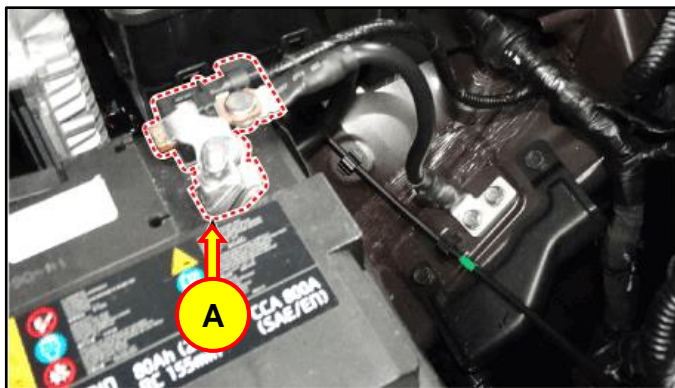
3. Inspect for lifting or movement between the rain sensor coupler (C) and the windshield glass by pulling the rain sensor coupler (C) by hand.

- **OK:** No movement or lifting. No further repairs required. Reinstall the removed parts.
- **NOT OK:** Movement or lifting found. Proceed to the next section for repair procedures.

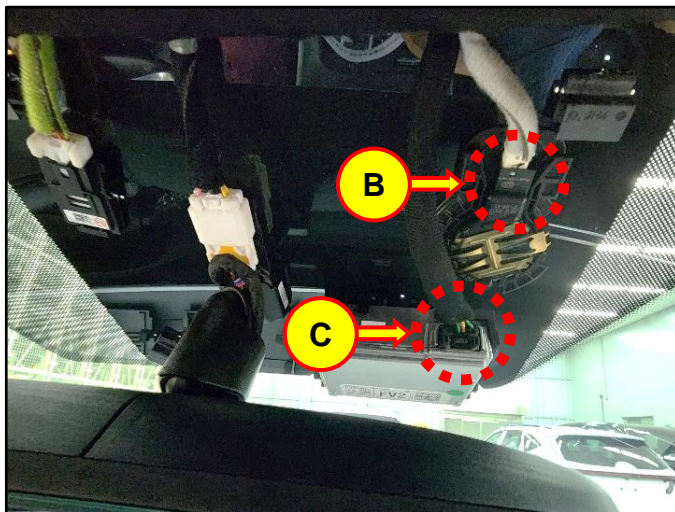


Rain Sensor Coupler Replacement

1. Disconnect the negative terminal on the 12V battery (A).



2. Disconnect the the rain sensor connector (B) and front camera connector (C).

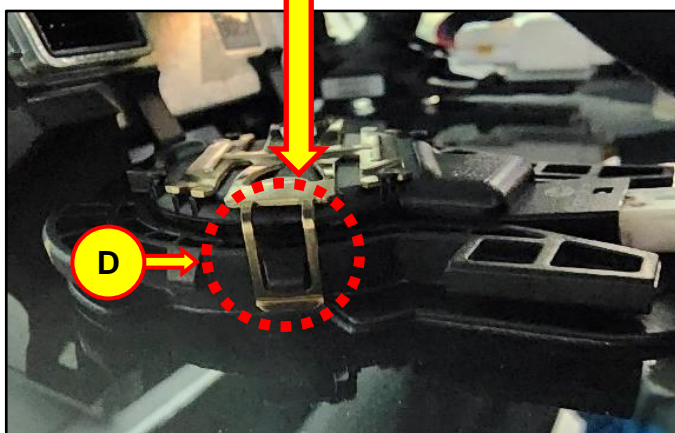
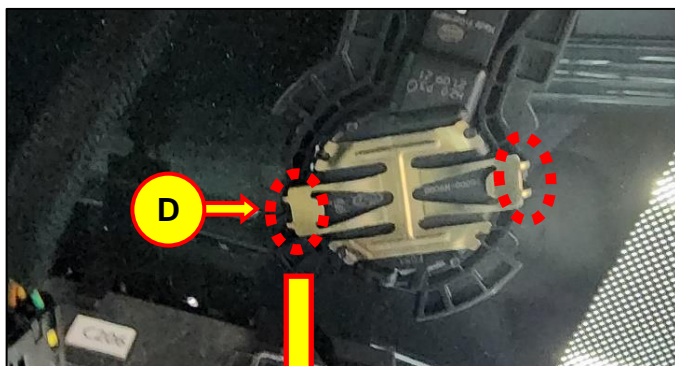


3. Remove the metal clip (D) securing the rain sensor by using a small flat-blade screwdriver to unhook the sides of the metal clip (D) from the rain sensor coupler.

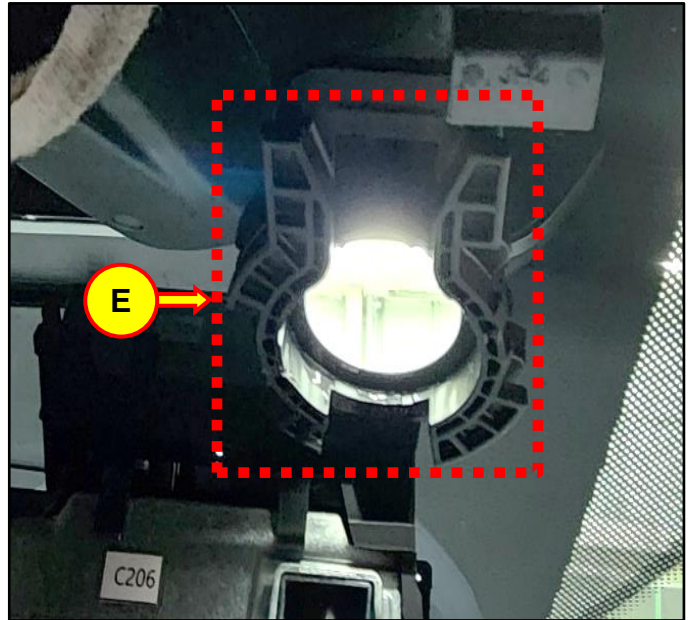
Gently wiggle the rain sensor to remove it from the windshield glass.

NOTICE

Do **not** touch, contaminate or damage the silicone coating on the rain sensor lens during removal.



4. Remove the rain sensor coupler (E).



5. Remove any adhesive residue on the windshield glass surface using a razor scraper.

STUI



Using STUI, take a photo of the windshield with rain sensor coupler removed, with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



6. Wipe off all contaminants from the rain sensor coupler mounting area using an alcohol prep pad.



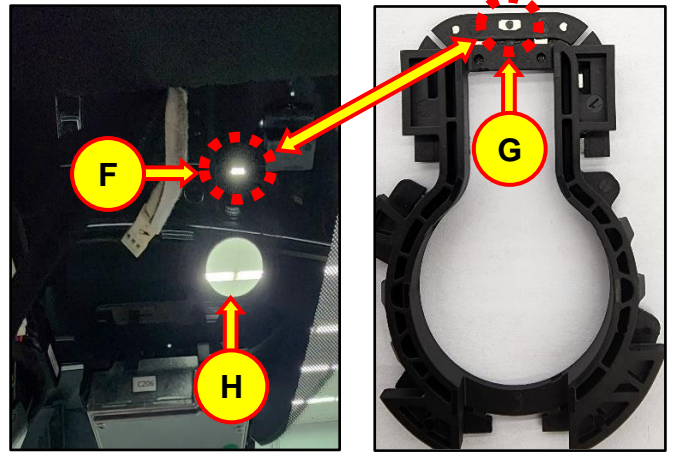
7. Apply the Loctite Ultra Super Glue Gel to the indicated areas of the new rain sensor coupler.

***i* Information**

Apply only a small drop of adhesive in each indicated area. Do not apply excessive amounts of adhesive.

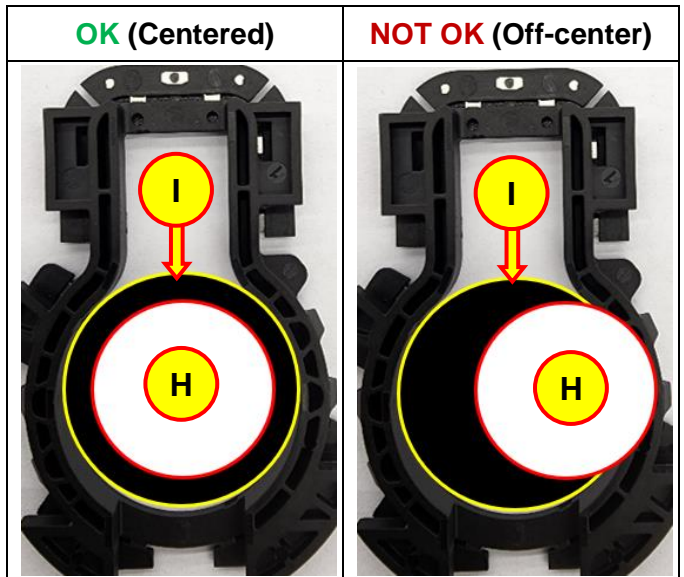


8. Install the new rain sensor coupler onto the windshield glass and align it with the following steps:
1. Align the display point of the windshield glass (F) with the display point of the new rain sensor coupler (G).
 2. Align the transparent circle on the windshield glass (H) with the center of the new rain sensor coupler (I).
 3. Apply firm pressure to the new rain sensor coupler and hold it in place for 10 seconds.



i Information

Wait 6 minutes for the adhesive to cure before reinstalling the rain sensor.



9. Reinstall all components in the reverse order of removal.

Reconnect the battery negative (-) terminal, and reset customer's radio presets.

NOTICE

Do **not** touch, contaminate or damage the silicone coating on the rain sensor lens during reinstallation.



10. The service procedure is now complete.