



# Recall 186 Dealer Best Practice

Date: November 12, 2019

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Recall 186: 2020MY PALISADE CURTAIN AIRBAG TSB #19-01-037H (Remedy Available)

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Update includes added Customer Q &amp; A section.</li> </ul>	11/12/19

**\*\*\* Dealer Stock and Retail Vehicles \*\*\***

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

**Affected Vehicles**

Hyundai is conducting a safety recall in the United States to install covering to the curtain airbag bolts to protect the curtain airbags in the event of inflation.

The affected vehicles include:

- Certain 2020MY Palisade (LX2) vehicles produced from November 21, 2018 through August 12, 2019 by Hyundai Motor Company (“HMC”)

Hyundai is initiating this action to ensure the safety and quality of its vehicles and the continued satisfaction of Hyundai customers.

**Description**

The curtain airbags on certain Palisade (LX2) vehicles may have been installed with bolts that could damage the curtain airbag during deployment. If the curtain airbag becomes damaged during deployment, the airbag may not inflate properly during a crash, increasing the risk of injury.

**Service Action**



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



**Readiness** – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- Be prepared to put customers in an SRC or alternative transportation if needed.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer’s signature next to the statement.



**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Please take extra care after removing the body side weather strip. Body seam and headliner edges can cause abrasions and/or lacerations to finger/hands.



- Please ensure that the curtain airbag cushion is not blocking the rear bolt and is completely out of the way prior to placing the protective pad over the rear bolt head.
- Submit claim on Campaign Claim Entry screen
- If a part is found in need of replacement while performing Recall 186 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.



**Return** – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service



**Reconnect** – Follow up for customer satisfaction.

### Parts

Please see parts information as outlined in TSB #19-01-037H.

### Customer Notification

Owners will be mailed notification letters beginning in early January 2020.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America



## Customer FAQ

**Q1: What is the issue?**

**A1:** The subject vehicles are equipped with Side Curtain Airbags (“SCAB”) that were installed using bolts that could interfere with and damage the airbags during deployment. The bolts were produced with sharp corners on the hexagonal bolt head, increasing the risk of interference with the SCAB during deployment.

**Q2: What are the affected vehicles?**

**A2:** Approximately 11,217 model year 2020 Palisade vehicles produced between November 21, 2018 and August 12, 2019 by Hyundai Motor Company in the Republic of Korea.

**Q3: What is the safety concern?**

**A3:** If the SCAB becomes damaged during deployment, the air bag may not inflate properly during a crash, increasing the risk of injury.

**Q4: Have there been any accidents or injuries?**

**A4:** Hyundai is not aware of any accidents or injuries related to this condition.

**Q5: What will be done during the recall service at the dealer?**

**A5:** Hyundai Motor America plans to notify owners of affected vehicles to return their vehicles to their Hyundai dealers to install a protective cover onto the SCAB installation bolts. This procedure will be performed at no charge. In addition, Hyundai will provide reimbursement to owners for previous repairs in accordance to the reimbursement plan submitted to NHTSA on May 16, 2018.

**Q6: When will owners be notified?**

**A6:** Owners will be mailed notification letters beginning in early January 2020.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREPLine	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	1-844-371-3808	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <b>recall or service campaigns</b>
Hyundai Recall /Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>



## Appendix

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"><li>Initial Communications: Recall 186: 2020MY PALISADE CURTAIN AIRBAG TSB #19-XX-XXX (Remedy Available)</li></ul>	11/07/19