

Recall 230: 7” LCD Instrument Cluster Replacement – Dealer Best Practice

July 15, 2022

Updates to this Document	Date
• TSB 22-01-058H – Remedy Available	07/15/2022

★ IMPORTANT

*** Retail Vehicles ***

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the “Vehicle Information” screen (VIS) via WEBDCS to identify open Recalls.

Description of Campaign:

Certain 2022 Palisade (LX2) equipped with 7” LCD display instrument cluster may experience a black screen display. The inability to display certain meters, gauges, and malfunction telltale graphics on the instrument cluster display could increase the risk of a crash.

Affected Vehicles:

- Certain 2020-2022MY Hyundai Palisade vehicles produced from 08/24/2021 – 09/13/2021 by Hyundai Motor Company (“HMC”) for sale in the U.S.
- To check vehicle specific recall applicability, access the “Vehicle Information” screen (VIS) via WebDCS.
- As of this remedy launch, there are no new vehicles currently in dealer stock.

Remedy Information:

Remove and replace the instrument cluster.

- **Estimated Repair Time:** 0.9M/H
- **Recommended Technician Training Level:** **Expert**

Recommended Alternative Transportation: It is recommended that Service Rental Cars (SRCs) are made available for customers during the repair.

Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Warranty:

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this recall is found in need of replacement while performing this recall 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: Claim must include a STUI picture of the original and new instrument cluster serial numbers clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **If not included, claim will be subject to debit.**

NOTE 4: Ensuring that the correct mileage is written to the new cluster will prevent dealer from having to absorb the cost to perform the repair again. HMA is not responsible if another replacement instrument cluster is required due to incorrect mileage input by the dealer and it will not be covered under warranty.

NOTE 5: 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.

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
PALISADE (LX2)	21D075R0	VARIANT CODING, ODOMETER SETTING AND CLUSTER REPLACEMENT	0.9 M/H	94011-S8640QQH	M34	ZZ3

Parts:

MODEL	PART NAME	PREVIOUS PART NUMBER	NEW PART NUMBER
PALISADE (LX2)	INSTRUMENT CLUSTER	94011-S8650(AWD)	94011-S8650QQH
		94011-S8640(FWD)	94011-S8640QQH

Customer Notification

NHTSA has posted this recall. Owners are expected to be notified in late July 2022 of a remedy available.



Customer FAQs:

Q1: What is the issue?

A1: The subject vehicles are equipped with an instrument cluster containing an information LCD (Liquid Crystal Display) that may have been produced with excess adhesive on the microcontroller unit PCB by the supplier. Excess adhesive could lead to a poor electrical connection and an inoperative instrument cluster LCD.

Q2: What is the safety concern?

A2: The inability to display certain critical meters, gauges, and malfunction telltale graphics on the instrument cluster display could increase the risk of a crash.

Q3: Has there been any accidents or injuries?

A3: As of the date of filing to NHTSA (05/23/2022), there are no confirmed crashes, injuries, or reported incidents in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the instrument cluster assembly replaced. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A5: Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Contact Reference:

Please see the following page for commonly referred to contacts.

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



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 HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	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 www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > 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	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	



Appendix

Updates to this Document	Date
<ul style="list-style-type: none">Remedy Not Available	05/23/2022