

GROUP	NUMBER
RECALL	22-01-058H
DATE	MODEL(S)
JULY, 2022	PALISADE (LX2)

### 7" LCD INSTRUMENT CLUSTER REPLACEMENT (RECALL 230)

### \* 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:** Certain 2022 Palisade (LX2) equipped with 7" LCD display instrument cluster may experience a black screen display.

This bulletin provides the procedure to remove and replace the instrument cluster.

### STUI

This TSB includes STUI picture(s) and/or video(s) as a requirement. STUI picture(s) and/or video(s) requires the VIN be clearly visible. Please include a copy of the RO or last 6 digits of the VIN on paper to clearly illustrate the VIN. Finally, please ensure captured picture(s) and/or video(s) are done according to the steps in this TSB and uploaded to STUI once completed. All claims submitted that have illegible, incomplete/missing, or incorrect picture(s)/video(s) are subject to debit.

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**Applicable Vehicles:** Certain 2022 MY Palisade (LX2) equipped with 7" LCD instrument cluster display produced from 08/24/2021 - 09/13/2021.



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

### 7" LCD INSTRUMENT CLUSTER REPLACEMENT (RECALL 230)

### Parts Information:

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

### Warranty Information:

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

### 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 <u>must</u> 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.** 

### Service Procedure:

### INSTRUMENT CLUSTER REPLACEMENT AND MILEAGE WRITING OVERVIEW





Refer to the QR code or link below for guided video information: <u>https://vimeo.com/723567239/4c8d496340</u>

### **INSTRUMENT CLUSTER REMOVAL**

1. With ignition in the OFF position, use a flathead screwdriver or panel popper and carefully remove the front passenger side panel (A).

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Be careful when removing the cluster fascia or panels to avoid/prevent breaking and scratches.

2. Remove the Phillips screw (B).





- 3. Carefully remove the center dash fascia (C).

Start pulling outward from the right side and slowly move towards the left to the steering wheel.

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4. Use a flathead screwdriver or panel popper and carefully remove the front driver side panel (D).

5. Remove the two Phillips screws (E).







6. Carefully loosen the lower panel (F) as shown in the picture to the right.

NOTICE

This step does not require complete removal of the lower panel.

7. Carefully remove the front driver side air vent (G).



- 8. Remove the two Phillips screws (H) underneath the radio screen.
- 9. Carefully loosen the cluster/radio fascia (I).



Be careful when loosening the cluster/radio fascia as it is extremely fragile.

Start pulling outward from the right side and slowly move towards the left to the steering wheel.



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10. Loosen the upper half panel of the steering wheel cover (J).

Remove the cluster/radio fascia.

Cluster/Radio fascia removed.

11. Remove the cluster from the housing after removing the four Phillips screws (K).







12. Disconnect the instrument cluster connector (L) and then remove the cluster (M).

# NOTICE

Keep the old instrument cluster close by because the entire procedure involves swapping of the old and new clusters back and forth. This procedure will occur during the mileage writing.

13. Place the old and new instrument cluster next to each other with the serial number visible.

Write the last six digits of the VIN and date of repair onto a piece of paper and place it in between the two clusters.



14. Install the new instrument cluster and turn the ignition to the ON position.

# NOTICE

A "Coding Error" message may display, which means the instrument cluster requires variant coding. Regardless if the "Coding Error" message display or not, variant coding is required.







### **VARIANT CODING**

15. Connect/Pair the GDS to the vehicle.

Select "S/W Management".



- 60 S/W Management ..... Systems Unfold All Motor Driven Power Steering ۲ Rear View Monitor ۲ ۲ Surround View Monitor System ۲ Blind-Spot Collision Warning . Front View Camera Auto Headlamp Leveling System ۲ . Amplifie . Audio Video Navigation Cluster Module  $\oplus$  System Identification CLU Variant Coding Variant coding (BackUp & Input) Ξ Odometer Setting (Instrument Cluster Replacement) Driver Door Module ( Head Up Display ۲ Integrated Body Control Unit-BCM (#) Integrated Body Control Unit-IMMO
- 16. Scroll down the list to select "Cluster Module", and then select "CLU Variant Coding".

### 17. Select "OK".

Enable Condition	controller(car, moro, rrma, cro, acc and so on).
Concerned	1.Engine Off 2.Ignition Switch On
component	Cluster
Concerned DTC	B100051, B100155, B100255, B100455, B100855, B101055, B102055, B104055, B108055
Fail Safe	Set DTC, Warning message is displayed on instrume cluster
Etc	Input CLU coding code from web site.
	Second
[Variant Coding]	
[Variant Coding] This function is inte which is applied to t	nded to set for the specification of cluster in the vehic he vehicle system. (Option :ECS, MDPS, SCC and so o
[ Variant Coding ] This function is inte which is applied to t •[ Condition ] 1. Ignition key on	nded to set for the specification of cluster in the vehic the vehicle system. (Option :ECS, MDPS, SCC and so c
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18. Select "OK".

Cancel

19. Select "OK" to start the variant coding process.

### **MILEAGE WRITING**

21. Remove the new instrument cluster, and reinstall the old instrument cluster.

Write down or take a picture of the mileage.

In this example the mileage is 10082.



Information CLU variant coding is now running. To continue, press [OK] button or press [Cancel] button to cancel. Cancel OK Information

OK

20. The instrument cluster is now variant coded.

Select "OK" to confirm.

SUBJECT:

# NOTICE

If applicable, the "Coding Error" message should disappear from the instrument cluster.



Leave the vehicle in ignition ON position, do not disconnect the GDS from the vehicle, and proceed to the next step.

It has been completed !!!

Press OK button.

### 7" LCD INSTRUMENT CLUSTER REPLACEMENT (RECALL 230)

- 22. Under "Cluster Module" category, select "Odometer Setting (Instrument Cluster Replacement)".
- Unfold All Components Systems Motor Driven Power Steering (#) Rear View Monitor . Surround View Monitor System ( Blind-Spot Collision Warning Front View Camera ( Auto Headlamp Leveling System . Amplifier ۲ Audio Video Navigation Cluster Module  $\oplus$  System Identification CLU Variant Coding . 🔁 Variant codios (BackUp & Joput) E Odometer Setting (Instrument Cluster Replaced)
- 23. Enter the technician's log in ID and then select "OK".

24. Select "Retrieve Mileage".

User ID				P
0=	Enter your USE	er id		
	Hint your USER ID	is the same ID used to	access HyundaiDealer.	com
		ок		

This function sets and car	res the current milesce i	nto the new cluster
ring remotion sets difu say	rea are content inneager	no me nen clustel.
Procedure ]		
I. Before replacing the Ins	trument Cluster, retrieve	odometer mileage from
he original instrument clu	ister.	
2. Perform the odometer r	milaeage verification ste	p.
<ol><li>Replace the instrument</li></ol>	cluster.	
4. Perform the mileage wr	iting function to the new	instrument cluster and
verify result.		
Caution ]		
. The cluster must be a n	ew or remanufactured p	art for this function to
work.		
2. Please maintain the cor	nnection between tablet	and VCI while procedure
Retrieve Mileage] button	: Go to read the odomet	er mileage from the old
nau unien Guater		
Write Mileage] button : Ge	o to write the odometer i	mileage to the new
nstrument cluster		
Cancell button : Co to ma	in Screen	
cancel button . Go to ma	in ourgen	
Retrieve	101-10-0.010-0-0-0	Consul

### 25. Select "OK".

Retrieve Odometer	r Mileage Results		
The odometer mile	eage has been succe	ssfully saved to the server.	
OK button : Go to	next		
[Cancel] button : G	io to main Screen		

26. Enter the mileage from the old instrument cluster and then select "OK".

# **A** CAUTION

Ensure the correct mileage is entered before selecting "OK".

Retrieve Odometer Mileage	

Odometer Mileage Verification Step

Enter the odometer mileage shown on the old instrument cluster.

This information will be to verify the mileage retrieved electronically.

This information will be stored and verified, please make sure the mileage is correct.

[OK]	button:	: Go	to	next

[Cancel] button : Go to main Screen

	 •••••	•••••	

### MILEAGE TRANSFER/WRITING ONTO THE NEW INSTRUMENT CLUSTER

27. Pop up message confirming the retrieval of the mileage from the old instrument cluster was successful.

Select "OK".



Leave the vehicle in ignition ON position, and do not disconnect the GDS from the vehicle, and proceed to the next step.

28. Remove the old instrument cluster and reinstall the new instrument cluster.

Info	ormation
	Retrieve Mileage is complete.
	Please maintain connection between tablet and VCI.
)	Replace Cluster and run 'Write Mileage'
	Press OK button.
	ок



This function sets and	d saves the current mileage i	nto the new cluster.
(Decenters)		
[ Procedure ]	a laste mant Ohistor satisfaur	adamatas milanas fram
1. Before replacing th	e instrument Cluster, retrieve	odometer mileage from
2. Derform the odomi	it cluster.	
2. Perform the odome	ner milaeage vernication ste	p.
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<ol> <li>Perform the mileag</li> <li>worify regult</li> </ol>	e writing function to the new	rinstrument cluster and
verily result.		
A[Caution]		
1. The cluster must be	e a new or remanufactured p	art for this function to
work.		
2. Please maintain the	e connection between tablet	and VCI while procedure
[Retrieve Mileage] bu	tton : Go to read the odomet	er mileage from the old
instrument cluster		
[Write Mileage] button	n : Go to write the odometer	mileage to the new
Instrument cluster		
[Cancel] button : Go to	o main Screen	
Retrieve		
	Write Mileage	Cancel

29. After installing the new instrument cluster, select "Write Mileage".

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30. Confirm the VIN and mileage are correct before selecting "OK".



The odometer mileage can ONLY be written one time. If the incorrect mileage was written onto the instrument cluster, then another new part will need to be replaced along with rewriting the mileage.

If another instrument cluster requires replacement due to incorrect mileage writing, it will not be covered under warranty.

31. Mileage writing is completed.

Select "OK".

	Odometer Mileage : 6882
1.	
	A[ Caution ]
	1. The odometer mileage can ONLY be written once, please make sure the
	correct mileage is Displayed.
	OK button : Go to next
	Cancel button : Go to main Screen
	Cancel button : Go to main acreen
	Or
	OK
1	Do not touch any system buttons while performing this function.
60)	S/W Management
= 00	fometer Setting (Instrument Cluster Replacement)
	[Write Orlometer Mileane]
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•	[Write Odometer Mileage Results Odometer Mileage : 6882 Verify the Odometer Mileage in the instrument cluster is correct. [OK] button : End the function

S/W Management

Verify the correct VIN and Odometer Mileage shown below before selecting

Odometer Setting (Instrument Cluster Replacement)

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[Write Odometer Mileage]

[OK] button.

32. Confirm the mileage displayed on the new instrument cluster is correct.



- 33. Scan and clear all DTC(s) if applicable.
- 34. Turn the ignition OFF and reinstall all parts in reverse order of removal.