

Recall 233: Windshield Wiper Motor Remedy Not Available – Dealer Best Practice

August 17, 2022

Updates to this Document	Date
<ul style="list-style-type: none">Remedy Not Available	08/17/2022

Important: 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.

Description of Campaign:

Certain 2020-2021 MY Hyundai Palisade vehicles may be equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Affected Vehicles:

- Certain 2020-21MY Hyundai Palisade vehicles produced between 04/10/2019 – 11/30/2020
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

Remedy Information:

The remedy is currently under development and additional information will be provided once it has been developed for release. Training recommendations will also be made available when the remedy is ready.

Recommended Alternative Transportation:

It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy.

Best Practice Checklist:



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

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No

Additional Training & Resources:

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Warranty

Warranty information will be updated once remedy has been released by HMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.



[Customer Notification](#)

As of 08/15/2022, NHTSA has been notified of this recall. Owners will be notified in October 2022.

[FAQs:](#)

Q1: What is the issue?

A1: The subject vehicles are equipped with a windshield wiper motor that could function intermittently or stop functioning when impeded by accumulation of snow and/or ice.

Q2: What is the safety concern?

A2: Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (08/15/22) to NHTSA, there are no related crashes, injuries, or reported incidents in the U.S.

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

A4: Once an official remedy is available, 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 remedy completed free of charge, 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.

Q6: Will a Stop Sale be issued?

A6: No, a stop sale will not be issued as there are no new affected vehicles in dealership inventory.

[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	