

Recall 235: Trailer Tow Hitch Harness Inspection / Campaign P31: Trailer Tow Hitch Harness Fuse Removal (Interim Action) Dealer Best Practice

August 26, 2022

Updates to this Document	Date
<ul style="list-style-type: none">Recall 235 inspection procedure (TSB #22-01-070H) to complete the recall on vehicles without a trailer tow hitch assembly installed has been publishedCampaign P31 procedure (TSB #22-01-069H) to remove the tow fuse as an interim action for vehicles with a trailer tow hitch assembly installed has been published	08/26/2022



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 - 2022 Palisade (LX2) vehicles may be equipped with a **genuine Hyundai accessory** tow hitch assembly available for purchase through Hyundai as a Port Installed Option (PIO), as a Dealer Installed Option (DIO) or through over the counter part sale. Certain tow hitch harness modules may develop an electrical short circuit. An electrical short could increase the risk of a tow hitch harness module fire while driving or while the vehicle is parked with the ignition off.

As an interim action, Service Campaign P31 provides the procedure to remove the fuse to the tow hitch module to address the fire risk while in operation and parked.

Affected Vehicles:

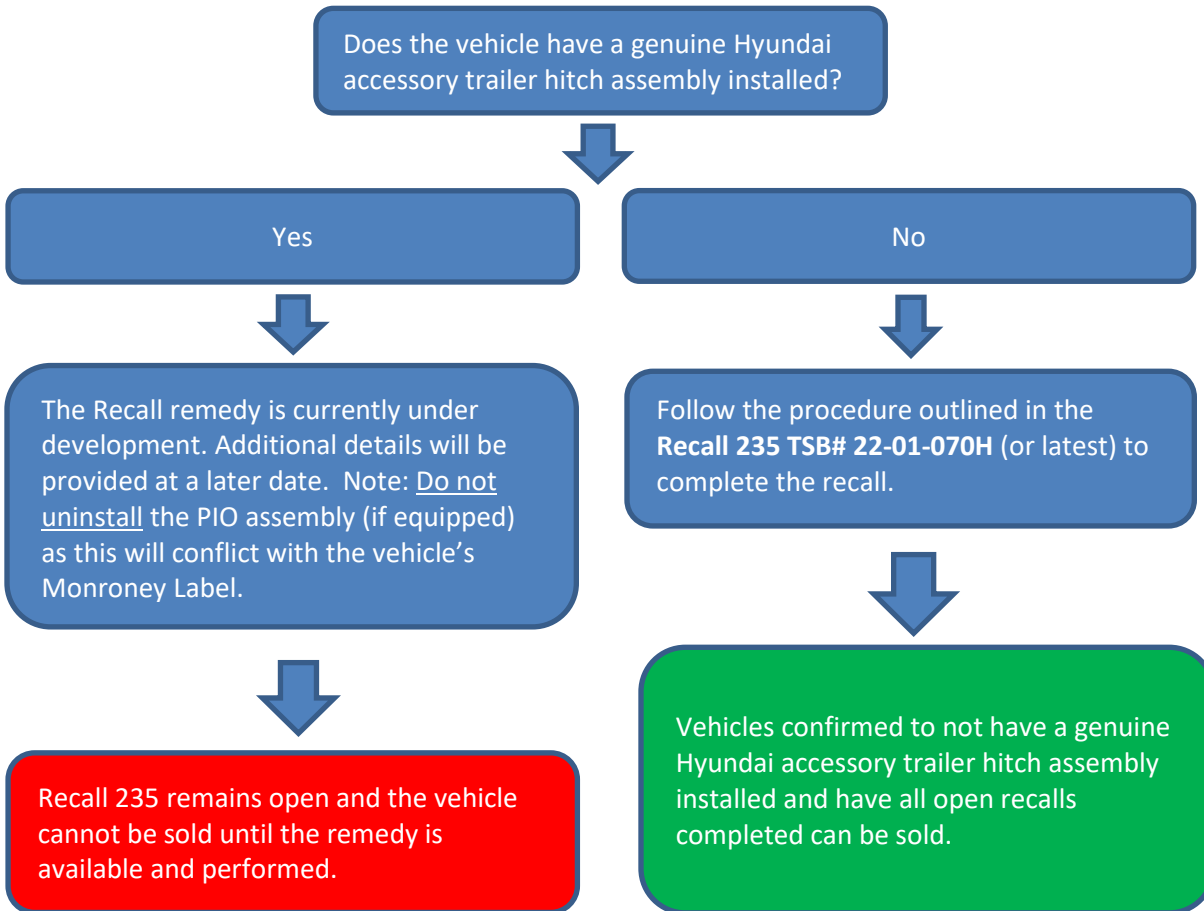
- Certain 2020-22MY LX2 Hyundai Palisade produced between 04/10/2019 – 05/30/2022 by Hyundai Motor Company (“HMC”) for sale in the U.S. Market
 - To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
 - For this recall, please note that there are new vehicles in dealer stock as of 8/25/2022.

Please see next page regarding additional details and flowchart regarding the Recall 235 inspection.

Vehicle Visual Inspection:

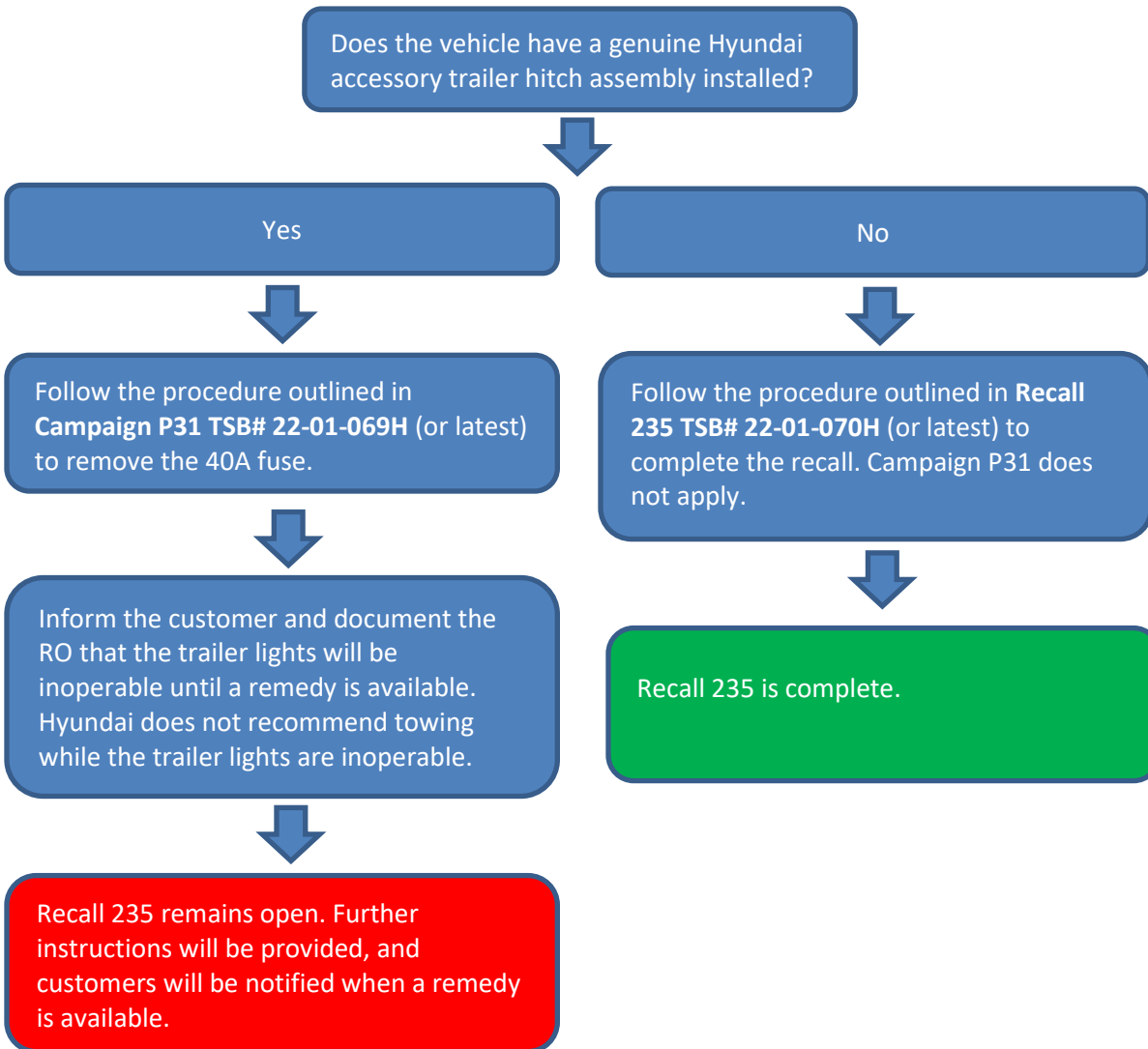
Determine if a genuine Hyundai accessory trailer tow hitch assembly is installed on the vehicle.

For dealer stock vehicles:



Please see next page for retail vehicles:

For retailed vehicles:



RO Documentation:

If a customer owned vehicle with an installed genuine Hyundai accessory trailer hitch assembly had the 40A fuse removed as per Campaign P31, please note the following or similar language that should be included in the customer's Repair Order (RO):

*“Please be advised that **Campaign P31** is an interim action involving the removal of the **40A tow fuse**. Trailer lights and any other associated functions will be inoperable until the Recall remedy is available and performed on your vehicle. Hyundai does not recommend towing while the trailer associated functions are inoperable.”*

SRC & Recommended Alternative Transportation:

The Recall procedure or the interim action Campaign P31 can be performed during a waiting appointment. SRC is not applicable.

- Note: Do not utilize affected Recall vehicles with an installed genuine Hyundai accessory trailer hitch assembly until the Recall remedy is made available and performed.

Best Practice Checklist:



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

- Yes
- No



Readiness:

- Yes
- No



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: Has customer's appointment been set to a waiting appointment?

- 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

Parts:

Immediate action for dealers: Dealers are to freeze their current inventory supply on hand and discontinue install/sale of:
PNs: S8F67-AC401 & S8F67-AC400.

Please be advised of the additional actions for the dealer to provide the highest level of safety measures:

- All parts in PDC Inventory have been placed on Freeze as of 08/19/22 and new orders will no longer be accepted for processing
- All PIO/DIO install actions have been suspended as of 08/19/22 until further details of a remedy part is made available
- **Action for Parts Managers:** Please submit return of the subject PNs mentioned above as an "RTR" claim for immediate return back to Mobis Parts America's (MPA) PDC's. Please return urgently no later than August 31, 2022.
- Please direct any questions to the Parts Help Line for additional support by calling 1-800-545-4515.

A corresponding parts bulletin with additional details regarding the above was published 08/22/2022.

Campaign P31 Claim Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
PALISADE (LX2)	P31HITCH	TRAILER TOW HITCH FUSE REMOVAL	0.2 M/H	S8F67-AC401	I11	ZZ3

NOTE 1: This service procedure is only applicable for retailed vehicles that have a Genuine Hyundai Accessory trailer tow hitch and wire harness installed.

NOTE 2: Submit Claim on Campaign Claim Entry Screen.

NOTE 3: If the trailer tow hitch fuse is removed, claim must include a STUI picture of the engine fuse box with 40A fuse removed 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.**

STUI

This TSB includes STUI picture(s) as a requirement when applicable. Where indicated, please include a copy of the RO or last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure all captured pictures are completed according to the steps in this TSB and uploaded to STUI. **All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.**

Recall 235 Claim Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
PALISADE (LX2)	RC235HYU	TRAILER TOW HITCH INSPECTION – NO WIRE HARNESS INSTALLED	0.2 M/H	S8F67-AC401	I11	ZZ3

NOTE 1: The following service procedure **ONLY** applies to vehicles not equipped with the trailer tow hitch or equipped with the trailer tow hitch but without wire harness installed.

NOTE 2: Submit Claim on Campaign Claim Entry Screen.

NOTE 3: Claim must include a STUI picture of the rear center lower bumper clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the inspection. **If not included, claim will be subject to debit.**

STUI

This TSB includes STUI picture(s) as a requirement. Where indicated, please include a copy of the RO or last 6 digits of the VIN and date of inspection on a piece of paper. Ensure the VIN and date of inspection are clearly visible. Finally, please ensure all captured pictures are completed according to the steps in this TSB and uploaded to STUI. **All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.**

Additional Training & Resources:

Applicable training courses related to this recall, if applicable, will be provided once a full remedy has been released by HMA.



Customer FAQ:

Q1: What is the issue?

A1: The subject vehicles may be equipped with a genuine Hyundai accessory tow hitch assembly available for purchase through Hyundai as a Port Installed Option (PIO), as a Dealer Installed Option (DIO) or through over the counter part sale. When the trailer's lighting wiring harness is connected to the vehicle, the trailer hitch accessory module may malfunction resulting in inoperative trailer lights or vehicle brake lights. In limited instances, the malfunction could cause an electrical short circuit in the trailer hitch. An electrical short could increase the risk of a tow hitch harness module fire while driving or while the vehicle is parked with the ignition off.

Q2: What are the affected vehicles?

A2: Tow hitch accessory wiring harness assemblies were included with an accessory tow hitch or sold as a service part for use in model year 2020-2022 Palisade vehicles in the U.S. To identify all vehicles equipped with potentially affected tow hitch wiring harnesses, all model year 2020-2022 Palisade vehicles sold in the U.S. are expected to be involved in this recall.

Q3: What is the safety concern?

A3: A vehicle fire increases the risk of injury to occupants or bystanders.

Q4: Have there been any accidents or injuries?

A4: As of HMA's filing to NHTSA on 08/18/22, Hyundai has confirmed three (3) unique fire incidents in Canada and none in the U.S. There are no confirmed crashes or injuries related to this condition in Canada or the U.S. Additionally, Hyundai is aware of eight (8) related incidents of melting in the U.S. and eight (8) incidents of melting in Canada from January 16, 2020 through July 15, 2022.

Q5: Will a Stop Sale be issued?

A5: Dealer: A dealer "stop sale" has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Q6: What will be done during the recall service at the dealer?

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for inspection of tow hitch harness module condition and remedy, if necessary. The remedy procedure is being developed and details will be available once the procedure is finalized.

As an additional, separate level of protection, Hyundai is also planning on removing the fuse to the tow hitch module under campaign P31 to address the fire risk while in operation and parked for those vehicles equipped with an accessory tow hitch assembly. All associated repairs and remedies 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.

Additionally, 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.

Q7: When will owners be notified?

A7: Owners will be notified in October 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

History	Date
• Remedy Not Available	08/19/2022