

Recall 235: Trailer Tow Hitch Harness Inspection and 4 Pins Pigtail Extension Wire & Harness/Fuse Replacement - Dealer Best Practice

May 04, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> Recall 235 - Trailer Tow Hitch Harness Inspection and 4 Pins Pigtail Extension Wire/Fuse Replacement (23-01-044H) 	05/04/2023

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.

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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Important Notice regarding Related Campaign P31 (ending effective 05/05/2023):

Campaign P31 was an interim action to remove the 40A fuse related to Recall 235 for those vehicles equipped with a Genuine Hyundai Accessory trailer tow hitch and wire harness. With the launch of remedy for recall 235, P31 will be deactivated.

- All VINs will be removed from Campaign P31, effective **05/04/2023 by end of day.**
- TSB 22-01-069H** will be removed from Hyundaidealer.com.
- Any repairs performed in accordance with respective Campaign P31 TSB must have a **repair order (RO) open date prior to 05/05/2023.**
- All ROs with an **RO open date on or after 05/05/2023 will not be accepted.**
- Labor operation codes applicable to Campaign P31 will be deactivated and **related claims must be submitted by 05/11/2023.**

Campaign #	TSB #	Applicable Vehicles Prior to 05/05/2023	Applicable Vehicles 05/05/2023 Going Forward
P31	22-01-069H	2020-22MY Palisade	N/A - Deactivated

Recall Description:

Certain 2020-2022MY 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.

TSB 23-01-044H (or latest version) provides the inspection procedure for the Genuine Hyundai Accessory trailer tow hitch and wire harness. The Extension Wire Harness Repair and Fuse Replacement, and Extension Harness Assembly and Fuse Replacement procedures are provided for vehicles equipped with the Genuine Hyundai Accessory trailer tow hitch and wire harness.

Affected Vehicles:

- Certain 2020-22MY Palisade (LX2) produced between 04/10/2019 – 05/30/2022

Inspection Information:

Inspect the vehicle as per **TSB 23-01-044H** (or latest version) to determine if:

1. The vehicle **does not** have a **Genuine Hyundai Accessory** trailer tow hitch or tow hitch harness installed.

- **Procedure complete.**



2. The vehicle has a Genuine Hyundai Accessory trailer tow hitch but does not have a tow hitch harness installed.

- **Procedure complete.**



3. The vehicle has a **Genuine Hyundai Accessory trailer tow hitch and wire harness installed**. If the technician inspects the harness and it measures **less than 13mA** of resistance, an extension wire harness and a replacement fuse will be installed.



- **Extension repair kit, replacement fuse.**



4. The vehicle has a **Genuine Hyundai Accessory trailer tow hitch and wire harness installed**. If the technician inspects the harness and it measures **equal to above 13mA** of resistance, the complete harness assembly will be installed along with a replacement fuse.



- **Extension harness assembly and replacement fuse.**

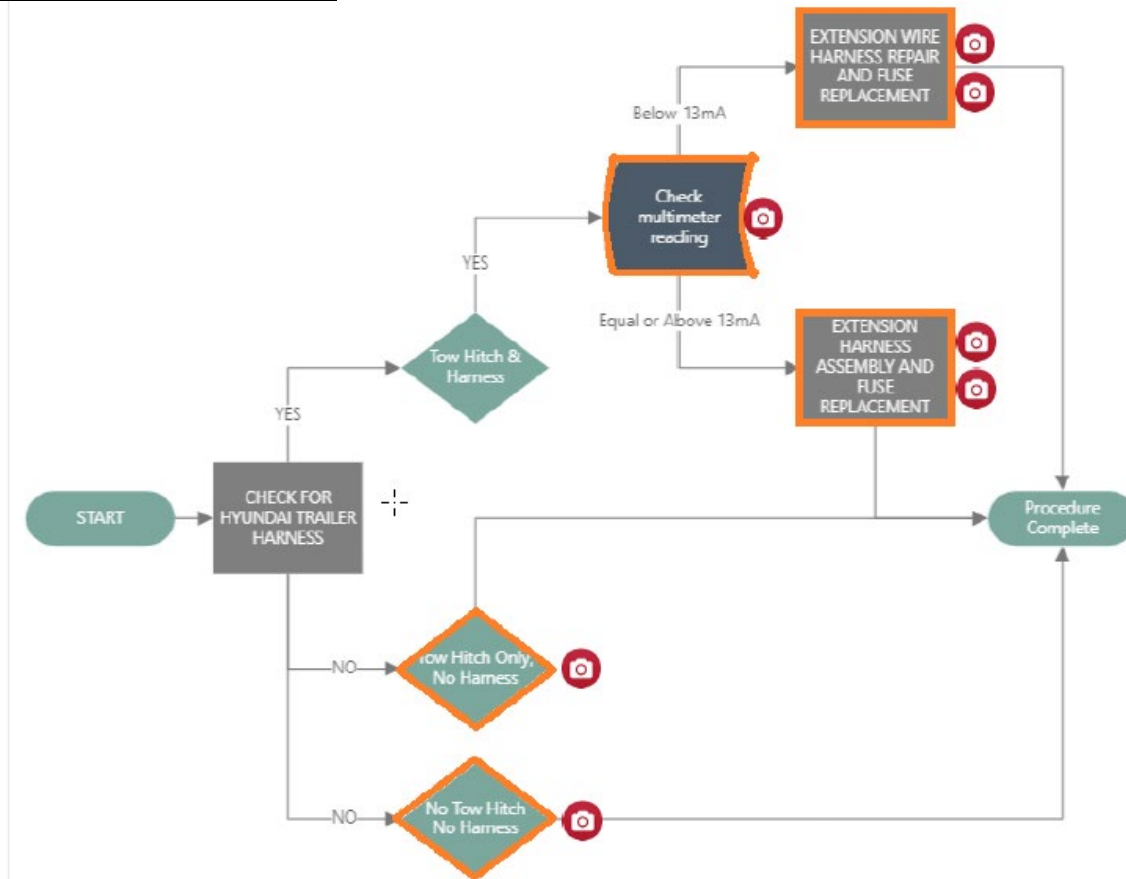


Remedy Information:

Inspect the vehicle if it has a Genuine Hyundai Accessory trailer tow hitch and harness. If vehicle is equipped with the aforementioned, complete a further inspection of the harness via multimeter reading & install the wire extension harness or replace the existing harness with a revised one, along with an updated 15A fuse and label to the junction box.

- **Recommended Technician Training Level: Hyundai Expert Technician (or above)**

Service Procedure Flowchart:





Recommended Alternative Transportation:

A Service Rental Car (SRC) should not be needed based on the recall procedure repair duration.

Warranty Information:

This campaign pays from 0.2 M/H to 0.7 M/H based on inspection of the Genuine Hyundai Accessory trailer tow hitch and wire harness. *If there is no Genuine Hyundai Accessory trailer tow hitch and wire harness on the vehicle, proceed with submission of the op code 'Trailer Tow Hitch Inspection – No Harness'.*

- Inspect Trailer Tow Hitch (No Harness) – **0.2 M/H**
- Inspection, Install Extension Wire Repair Harness and Fuse Replacement – **0.7 M/H**
- Inspection, Replace Extension Harness Assembly, and Install Replacement Fuse – **0.4 M/H**

Please refer to **TSB 23-01-044H** (or latest version) for the specific STUI picture requirements and additional details.

Parts Information:

- Please refer to **the Recall 235 Parts Bulletin** for the latest parts information (HD.com/Parts/Documents Library/Reference Materials/Parts Bulletin).
- Please note the following:
 - **Extension Wire Kit (S8F67-AC900QQH) & Fuse Assy (18790-04930QQH, including fuse and sticker): On CPM (Campaign Parts Management);** Retailers can keep ordering needed parts as long as they submit their corresponding campaign claims. Please ensure corresponding claims are submitted to avoid any delays in ordering. If this restriction is lifted, HMA will communicate to the field/dealers.
 - Regarding the two parts above, dealers were shipped 2 of each for the start of the recall remedy.

Customer Mailing:

- Owners of the subject Palisade vehicles were previously provided a 'No Remedy' letter.
- Starting in late May 2023/early June 2023, owners of the subject Palisade vehicles are expected to be notified via First Class Mail regarding a remedy available for their vehicles. Additionally, some owners will also be notified via First Class Mail to be given an option to fill in a reply card to notify HMA if their vehicle is not equipped with a Genuine Hyundai Accessory trailer tow hitch.

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
- 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 (expert level or above) to complete this recall/campaign?

- Yes
- No



Repair: Were the appropriate STUI picture taken based on the requirements laid out in **TSB 23-01-044H** (or latest version)?

- Yes
- No



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

- Yes
- No

Customer Talk Tracks

Sample (customer already at dealership): "During your visit we checked to see if your vehicle has any open recalls. We found that Recall 235 for the Genuine Hyundai Accessory trailer tow hitch and wire harness is open on your vehicle. We are going to inspect if it has the tow hitch and wire harness and if necessary, repair or replace the harness at no cost to you."

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.

Sample (customer calling in): "During your call in, we checked to see if your vehicle has any open recalls. We found that Recall 235 for the Genuine Hyundai Accessory trailer tow hitch and wire harness is open on your vehicle. We are going to inspect if it has the tow hitch and wire harness and if necessary, repair or replace the harness at no cost to you."

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.

If you experience issues with Genuine Hyundai Accessory trailer tow hitch and wire harness prior to your arrival at the dealer, please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until a remedy has been applied."

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 Dealer Stop Sale be issued?

A5: 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. If the vehicle is found to be equipped with a Genuine Hyundai Accessory trailer tow hitch and wire harness, the vehicle will be further inspected for either a wire extension harness repair or full harness assembly replacement. An updated fuse and label to the junction box will also be replaced on the vehicle.

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

Hyundai also previously provided campaign P31 prior to the recall 235 remedy launch to address the fire risk while in operation and parked for those vehicles equipped with a Genuine Hyundai Accessory tow hitch assembly and harness.

Q7: When will owners be notified?

A7: Owners will be notified via First Class Mail in late May 2023/early June 2023.

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 HELPREPLine	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
<ul style="list-style-type: none">Recall 235 - Trailer Tow Hitch Harness Inspection and 4 Pins Pigtail Extension Wire/Fuse Replacement (23-01-044H)	05/04/2023
<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	08/26/2023
<ul style="list-style-type: none">Recall 235 Trailer Tow Hitch Harness Inspection and 4 Pins Pigtail Extension Wire/Fuse Replacement	08/19/2022