

IMPORTANT SAFETY RECALL

Trailer Tow Hitch Harness

This notice applies to your [Model Year] Hyundai Palisade vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

This is an important Safety Recall.

Please see the included reply card on how to best identify the following:

If your vehicle has BOTH a Genuine Hyundai Accessory trailer tow hitch AND wire harness installed:

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you
- Failure to complete this recall repair could lead to potential fire risk.
- Hyundai recommends contacting your preferred dealer and scheduling an appointment in advance to avoid any inconvenience. To locate your nearest Hyundai dealer and schedule your appointment, please visit:

www.hyundaiusa.com/campaign235

If your vehicle DOES NOT have a Genuine Hyundai Accessory trailer tow hitch and wire harness installed:

- **Your vehicle is still affected by this recall and requires further action.**
- **Please notify Hyundai using the included reply card** and Hyundai will close out the recall on your vehicle. No further action is required.
- **If you are still unsure, please visit your nearest Hyundai dealer to verify and complete the recall.**

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in **certain 2020 – 2022 Model Year Palisade vehicles**. To ensure the safety of its vehicles for Hyundai customers, we are initiating Safety Recall 235 to repair a condition involving the trailer tow hitch harness on these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

What is the problem?

On vehicles equipped with a Genuine Hyundai Accessory trailer tow hitch and wire harness, debris and moisture accumulation on the tow hitch wire harness module could cause an electrical short circuit, increasing the risk of a fire while driving or while the vehicle is parked with the ignition off.

What should you do?

A reply card with pictures has been included with this notification to help you verify whether your vehicle is equipped with a Genuine Hyundai Accessory tow hitch and wire harness. You can also visit your nearest Hyundai dealer for further assistance with the verification.

If your vehicle HAS a Genuine Hyundai Accessory trailer tow hitch and wire harness installed

The recall remedy is available. Your Hyundai dealer will install a 15A fuse and new wire extension kit, if necessary. This procedure will be performed at NO CHARGE to you.

Please contact your nearest Hyundai dealer to schedule this procedure.

The actual time required to perform this procedure on your vehicle will take less than one hour, however, your vehicle may be needed longer. To find your Hyundai dealer to schedule an appointment:

- Visit www.hyundaiusa.com/dealer-locator and enter your zip code to locate a nearby Hyundai dealer.
- Contact Hyundai Motor America at 1-855-371-9460 and select Option 2 for the Dealer Locator.
 - When calling, please have available the last 8 characters of your VIN (written in **bold** characters at the top of this notice).

If your vehicle DOES NOT HAVE a Genuine Hyundai Accessory trailer tow hitch and wire harness installed

Please notify Hyundai using the included reply card and Hyundai will close out the recall on your vehicle. No further action is required.

Additional information

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

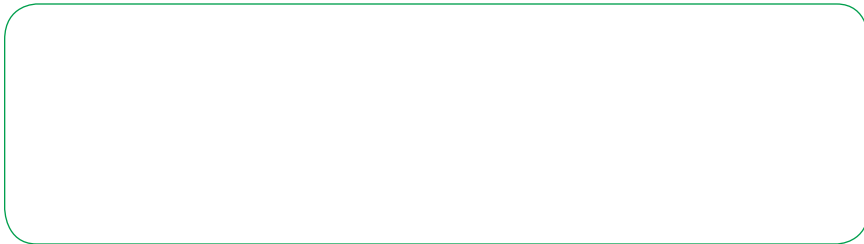
Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-633
Hyundai Recall Number: 235



IMPORTANT SAFETY RECALL

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Do you want to learn more about this Safety Recall and schedule your appointment?

To learn more about this safety recall, including the remedy repair, and other commonly asked questions, and how best to schedule your appointment, please visit:

www.hyundaiusa.com/campaign235

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. Use the link below to submit your reimbursement request or to obtain additional information, call **1-855-371-9460**.

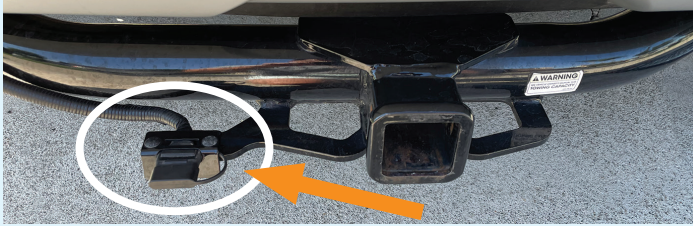
owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

1. Genuine Hyundai Accessory Trailer Tow Hitch and Wire Harness — Action Required



2. No Trailer Tow Hitch and Wire Harness — Please fill out reply card (below)



3. Genuine Hyundai Accessory Trailer Tow Hitch Without Wire Harness — Please fill out reply card (below)



Action Required:

- Please make a service appointment with your local dealership
- Do NOT return card

Steps to Help You Identify:

- ✓ Inspect the rear of your vehicle.
- ✓ Look for a Genuine Hyundai Accessory Trailer Tow Hitch and Wire Harness. (Figure 1)
- ✓ **If you are NOT affected by this Recall (Figure 2 or 3):** Check the box below and return this reply card.
- ✓ If uncertain, please visit your nearest Hyundai Dealer to verify.

↑ Fold in half ↑

TO RETURN CARD: ↑ Fold in half, ↑ moisten lower edges and close

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REPLY CARD

[Name]
[Address 1]
[Address 2]
VIN:

My Hyundai Palisade is:

- NOT equipped** with a Genuine Hyundai Accessory Trailer Tow Hitch and Wire Harness. (Figure 2 or 3)

GLUE STRIP / GLUE STRIP / GLUE STRIP

GLUE STRIP / GLUE STRIP / GLUE STRIP

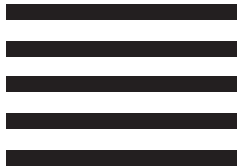
GLUE STRIP / GLUE STRIP / GLUE STRIP / GLUE STRIP / GLUE STRIP / GLUE STRIP



HYUNDAI MOTOR AMERICA
 P.O. BOX 2704
 HUNTINGTON BEACH CA 92647-9838

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 UNITED STATES

