

IMPORTANT SAFETY RECALL

2020 – 2022 Palisade
Trailer Tow Hitch Harness

This is an important Safety Recall.

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

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.
- **If you are still unsure, please visit your nearest Hyundai dealer to verify.**

If your vehicle has both a Genuine Hyundai Accessory trailer tow hitch and wire harness installed:

- We are currently preparing the recall remedy.
- In the meantime, owners are strongly advised to take their vehicles in for immediate interim repair at a Hyundai Dealer. If doing so, please notify Hyundai using the included reply card.
- Due to potential fire risk, you are strongly advised to **park your vehicle outside and away from structures** until the interim repair is completed
- For updated information, you can visit:
www.HyundaiUSA.com/Campaign235

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXXXX

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. Hyundai is initiating a safety recall to repair a condition involving the tow hitch harness in the U.S. Our records show that you are the owner of the vehicle, bearing the VIN above, that is affected by this action.

The purpose of this letter is to inform owners of general details regarding Recall 235 (NHTSA Recall 22V-633) and to keep you informed of Hyundai's remedy plan.

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.

Is my vehicle affected by this problem?

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

What should you do if your vehicle has a Genuine Hyundai Accessory trailer tow hitch and wire harness installed?

Hyundai strongly advises you to bring your vehicle to an authorized Hyundai dealer to complete the interim repair at NO COST to you.

Your Hyundai dealer will perform the interim repair to remove the fuse to the tow hitch module. This interim repair will take less than one hour to complete.

Owners are advised to park their vehicles outside and away from structures until the interim repair or the recall remedy is completed.

We are currently preparing the recall remedy. You will receive a second notification letter when the final recall remedy is available, free of charge.

If you have already completed the interim repair or have verified at your local Hyundai dealership that your vehicle is not affected, please disregard this notice and no further action is required.

What should you do if your vehicle does not have a Genuine Hyundai Accessory trailer tow hitch and wire harness installed?

No further action is required beyond notifying Hyundai via the included reply card.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer and/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 <https://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

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.

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.

