

# RECALL 235 ATTACHMENT A [AMENDED]

## CHRONOLOGY OF EVENTS LEADING UP TO DEFECT DECISION

### March – May 2021

- ❖ On March 1, 2021 – Hyundai Auto Canada Corporation (“HACC”) received a report from a dealership regarding a model year 2020 Palisade vehicle that experienced a fire originating in the bumper area while parked. HACC began coordination of a joint inspection of the vehicle with the vehicle’s insurer.
- ❖ On April 19, 2021 – HACC received a report from a dealership regarding a model year 2020 Palisade vehicle equipped with a trailer accessory module that had melted.
- ❖ On May 21, 2021, HACC inspected the vehicle involved in the second incident and confirmed that the inoperative trailer lamp condition was caused by improper installation of the trailer hitch’s wiring harness. HACC continued preparation to inspect the vehicle involved in the first incident and monitoring field information for new incidents.

### September – December 2021

- ❖ On September 7, 2021, HACC inspected the vehicle involved in the first incident; however, a probable cause could not be determined.
- ❖ On December 3, 2021, HMA’s NASO received a Speak Up for Safety (“SUFS”) report indicating a “key-off” thermal event involving a MY? Palisade vehicle in the U.S. According to the report, the tow hitch accessory wiring module was found melted due to an undetermined cause. NASO’s Data Analysis (“DA”) team conducted a broad search of field information for similar incidents.

### February 2022

- ❖ Based on occurrences of the subject condition in both the U.S. and Canada, on February 23, 2022, NASO’s DA team escalated the investigation to the Data Review Committee (“DRC”) for further study and analysis. NASO’s DRC performed a broad search of field information for similar incidents and found no confirmed fires in the U.S. DRC continued active monitoring of incoming claims and reports for additional incidents that may indicate an upward/downward trend of occurrence.

### April – June 2022

- ❖ On April 4, 2022, HACC received notice of a third incident in Canada involving a model year 2021 Palisade, bringing the total count of confirmed fire incidents in Canada to two (2). Upon completion of its assessment, NASO’s DRC escalated their analysis to the Technical Review Committee for further technical assessment and consideration of potential field action(s).
- ❖ On April 12, 2022, HACC received notice of a potential third fire incident (fourth incident overall) in Canada involving a model year 2020 Palisade located in a dealer’s storage lot. The remains of the trailer module were not recovered.
- ❖ On April 29, 2022, HACC received Transport Canada’s (“TC”) notice that it would open an Issue Assessment (“IA”) for two of the three incidents found in Canada.
- ❖ On June 13-14, 2022, TC, NASO, HACC, Mobis Canada, SEGI Korea, and others participated in a joint inspection of the vehicle from the fourth incident and a laboratory examination of the remains of

# RECALL 235 ATTACHMENT A [AMENDED]

## CHRONOLOGY OF EVENTS LEADING UP TO DEFECT DECISION

the trailer module from the third vehicle. During the inspection, a degradation to the B+ wire inside the module was observed.

- ❖ On June 15, 2022, Hyundai inspected two incident vehicles based in the U.S. recovered one trailer hitch module for further analysis. A degradation to the B+ wire in the module was also observed.

### July 2022

- ❖ Kia Motor America (“KUS”) retained a third-party engineering analysis firm, Exponent, to investigate and recreate the failure mechanism while Mobis continues to investigate and test the effects of external environmental factors.

### August 2022

- ❖ Based on NASO and HACC’s findings, on August 11, 2022, NASO convened its North America Safety Decision Authority and decided to file a new safety recall to address the condition in all affected Hyundai Palisade vehicles in the U.S.
- ❖ As of the date of this filing, 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.

### September – March 2023

- ❖ On March 17, 2023, Hyundai is submitting amended information regarding root cause and remedy based on Hyundai’s investigation into the tow hitch harness. Hyundai has determined through testing that water ingress may occur through the 4-pin tow hitch harness connector, resulting in moisture contamination of the tow hitch harness module. Hyundai’s updated remedy plan is to apply a 15A fuse, and new wire extension kit with water inflow protection to affected vehicles. Additionally, Hyundai is providing the final affected vehicle population based on confirmation of vehicles released from the port.