



Safety Recall 245: Hyundai Palisade Brake Booster Assembly – Dealer Best Practice

June 09, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> Remedy Not Available 	06/09/2023

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

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 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.

Recall Description:

Certain 2023MY Hyundai Palisade vehicles produced for sale in the US and Canada are being recalled to address a condition involving the brake booster assembly. Subject vehicles are equipped with brake booster assemblies containing diaphragms that may become unseated due to improperly manufactured housings. An unseated booster diaphragm may result in a vacuum leak and subsequent loss of power brake assist. Loss of power brake assist could result in extended vehicle stopping distance increasing the risk of crash.

Affected Vehicles (Certain):

- 2023MY Hyundai Palisade (LX2) produced 04/28/2023 – 05/11/2023 for sale in the U.S.

Remedy Information

This remedy is currently under development and additional information will be provided once it has been developed for release by HMA.

Recommended Alternative Transportation:

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until a remedy is available.

Warranty Information:

Warranty information will be updated once remedy has been released by HMA.

Parts Information:

Parts, if applicable, will be provided once a remedy has been released by HMA.

Additional Training & Resources:

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Sample Customer Talk Tracks:



1. *“If you experience any concern(s) related to braking capability or performance of your vehicle, please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until a remedy has been applied.”*
2. *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the brake booster assembly. While you may still have braking capability, loss of power brake assist due to an unsettled booster could result in extended vehicle stopping distances.*

Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you. “

Best Practice Checklist:



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

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if they feel unsafe in the operation of their vehicle prior to the release of the official remedy.

Customer FAQ:

Q1: What is the issue?

A1: The subject vehicles are equipped with brake booster assemblies containing diaphragms that may become unseated due to improperly manufactured housings. An unseated booster diaphragm may result in a vacuum leak and subsequent loss of power brake assist.

Q2: What are the affected vehicles?

A2: Affected vehicles include 2023MY Hyundai Palisade (LX2) produced 04/28/2023 – 05/11/2023 for sale in the U.S.

Q3: What is the safety concern?

A3: Loss of power brake assist could result in extended vehicle stopping distance, increasing the risk of crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (06/08/2023), there are no confirmed crashes or injuries related to this condition in the US or Canada.

Q5: Will a Dealer Stop Sale be issued?

A5: Dealer: “Stop Sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A “Hold” has also been issued for all affected vehicles located at ports and vehicle processing centers.

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

A6: Once an official remedy is available from HMA, all owners of the subject vehicles will be notified by First Class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed at no



Hyundai
Assurance Car Care



cost, 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 of the subject vehicles will be notified via First Class mail in August 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 <u>recall or service campaigns</u>
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"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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">Remedy Not Available	06/09/2023