

RECALL 230 ATTACHMENT A

CHRONOLOGY OF EVENTS LEADING UP TO DEFECT DECISION

❖ February 2022

On February 21, 2022, HMC received information from the supplier regarding defective instrument cluster microcontroller units on certain Hyundai/Kia products that were produced with excess glue on the PCB. According to the supplier, the excess glue could interfere with the PCB's circuitry and cause the microcontroller unit to inadvertently shut off the instrument cluster LCD during operation. HMC conducted a search of warranty claims and found one report received in November 2021 indicating an inoperative instrument cluster LCD on a Kia Telluride vehicle in the U.S. market.

❖ March – May 2022

HMC prepared and conducted replication testing using microcontroller units produced with excess glue on the PCB and repeated thermal cycling. On May 2, 2022, HMC was able to successfully replicate an inoperative LCD condition using the thermal cycled test parts. HMC shared its investigative findings with each distributor of affected vehicles. HMA's NASO received its information on May 5, 2022. NASO conducted a search of U.S. market field information for related incidents and did not find any related incidents involving Hyundai Palisade vehicles in the U.S.

Based on HMC's findings, on May 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, there are no confirmed crashes, injuries, or reported incidents in the U.S.