

[REDACTED]
Aurora, IL [REDACTED]

DATE: February 17, 2026

National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

RE: Hyundai Ioniq 5 ICCU Failure / NHTSA ID: 11709626

Hello,

The NHTSA ID Number for my complaint is 11709626 where I went over the original breakdown timeline. My car died on Dec 30th and was diagnosed with an ICCU issue on Jan 6th, as of this date I still have no timeline available to me for the repair of my vehicle. I have opened a case with Hyundai National Consumer Affairs in early February after giving this a month to see if the car will be fixed, however they still claim there is no estimate for the part availability. I just do not see how this is acceptable. I highly doubt when they finally respond with a delivery date it will be next day with my car fixed by the end of the week. So, we are looking at two months of wait time, how does that fit the "reasonable amount of time" requirements for recalls/warranty work.

It feels like the current recall does not fix or prevent this issue from occurring. This is the second time the ICCU has failed in my car in two years. I bought this car used, so I do not have the option for a state buyback or lemon law protection in Illinois. I am currently looking at spending over 10% of the year without my car if this happens every year because the ICCU keeps breaking even in brand-new models.

This is not just my experience—it is a massive problem. Consumer Reports recently published an article (Feb 12, 2026) stating that their data shows between 2% and 10% of these vehicles are suffering from this defect. That is ten times higher than the failure rate of other EVs, and well above the claimed 1% rate in the active recalls.

Is there anything the NHTSA can do to pressure Hyundai to prioritize filling this backlog of ICCU orders? I do not understand how a warranty or a recall is valid if the manufacturer can just ignore the broken-down cars and only provide parts to build new ones, that again...have the same issue. Creating a case with Hyundai National Consumer Affairs has been absolutely useless, every week I receive a stock email saying that there are no updates available to a delivery date and that they will get back to me next week. Any responses I send get ignored, just the once a week (likely AI generated) email providing no value. How can the manufacturer themselves not be able to provide a timeline? I understand the dealership not having any updates, I have no qualms with them here. However, the only way Hyundai cannot provide a

timeline that makes sense to me is that they are just not making replacement parts. Even if it was a slow trickle of parts, you could just do some basic math based on someone being number XXXX on the backlog list, with X ICCUs made per week. If they cannot even do that, then the only possibility in my mind is that they are ignoring the dead cars because there are no repercussions.

Attached are email communications with Hyundai National Consumer Affairs where you can see no information or timeline is being provided and my responses get ignored.

Thank you,





Hyundai Case Management #: [REDACTED]

3 messages

HCCM NCA Email <nationalca@hmausa.com>

Tue, Feb 3, 2026 at 9:39 AM

To: [REDACTED]

Dear [REDACTED]

I am glad we were able to discuss your concerns in detail today. Moving forward I will be your personal contact for your case. I really appreciate your time and patience. I will try to resolve your concerns as soon as possible and Hyundai values your partnership.

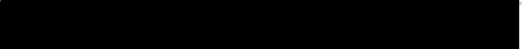
I will be reviewing your case and reaching out to the appropriate parties for assistance. I will be contacting you on 02/06/26 to provide an update on my review. My business hours are 06:00 am to 02:00 pm in PST, Monday through Friday. In case you have any concerns that you would like to address, please feel free to contact me by either responding to this email or you can contact me at the number provided below.

Once again, I apologize for the delay in the process but assure you that your concern will be resolved with the utmost care and immediacy.

Thank you for contacting Hyundai Motor America.

Kind regards,

Samita
National Consumer Affairs
714-643-6362
Hyundai Motor America



Thu, Feb 5, 2026 at 12:31 PM

To: HCCM NCA Email <nationalca@hmausa.com>

Hi Samita, I hope to hear from you tomorrow and just want to bring up some thoughts. This is the second time the ICCU in this car has died and I have only had this car since Jan 2024. That is once a year now that I am out of my car, and there doesn't seem to be any actual fixed part being used. Is this going to be a yearly issue where I will be waiting on parts for at least a month? It feels like a failure on Hyundais part to uphold a reasonable repair timeline for warranty work. Once is not the end of the world, but again this is the second time in two years. I am also wondering what will happen when the warranty runs out and if I still have to deal with this on a yearly basis? We like the Ioniq 5 and use it as our primary car as much as possible, so we are going to hit the 100k mile warranty cutoff within a couple of years. If the ICCU is just defective from a design standpoint, how can someone keep it after the warranty runs out? Just getting very concerned with the viability of this car if I am paying off that will be broken every year.

Thank you.

[Quoted text hidden]

HCCM NCA Email <nationalca@hmausa.com>

Fri, Feb 6, 2026 at 9:38 AM

To: [REDACTED]

Dear [REDACTED]

I hope you are doing well.

We have contacted the dealership regarding your vehicle, and they confirmed that the ICCU has been ordered. However, there is currently no estimated time of arrival for the part.

Please be assured that we will be escalating this matter further to expedite the process. We will continue to provide you with weekly updates, and our next follow-up will be on 02/12/26.

Thank you for your patience and understanding. If you have any additional questions, feel free to reach out.

Thank you for contacting Hyundai Motor America.

Sincerely,

Samita
National Consumer Affairs
714-643-6362
Hyundai Motor America



Case: [Redacted]
2 messages

HC [Redacted]
To: [Redacted]

Wed, Feb 11, 2026 at 2:02 PM

Dear [Redacted]

I hope you are doing well.

We have contacted the dealership regarding your vehicle, and they confirmed that the ICCU has been ordered. However, there is currently no estimated time of arrival for the part.

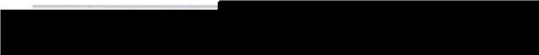
Please be assured that we will be escalating this matter further to expedite the process. We will continue to provide you with weekly updates, and our next follow-up will be on 02/17/26.

Thank you for your patience and understanding. If you have any additional questions, feel free to reach out.

Thank you for contacting Hyundai Motor America.

Sincerely,

Samita
National Consumer Affairs
714-643-6362
Hyundai Motor America



Wed, Feb 11, 2026 at 2:40 PM

To: HCCM NCA Email <nationalca@hmmausa.com>

Hi Samita, does Hyundai still support this car? Because I don't understand how else there could be no estimated time for the ICCU. If there is a certain number of parts being made for these cars, and I am number X on a backlog list, then an estimated time can be provided just running down the list until my number is up. The only way there is no possible estimate is that the part is just not being made at all, so I don't know if I'm supposed to get a lawyer involved to see how a warranty is valid if the manufacturer refuses to repair their cars. Is there an option to have Hyundai voluntarily buyback the car so I can at least get one that is supported by the manufacturer? Because right now I am paying a lot of money a month for a car Hyundai refuses to fix.

[Quoted text hidden]



Hyundai Case Management

2 messages

HCCM NCA Email <nationalca@hmausa.com>

To: [REDACTED]

Tue, Feb 17, 2026 at 9:58 AM

Dear [REDACTED]

We understand how important this matter is to you, and we truly appreciate your patience. We want to let you know that we are still actively working on your case and have escalated it to higher authorities for further review to ensure we reach the best possible resolution.

We will keep you updated as soon as we receive any new information. Our next follow-up is scheduled for 02/23/2026, but please know that if we receive an update sooner, we will contact you right away.

Thank you for your understanding and for giving us the opportunity to make this right. If there's anything you'd like us to clarify or add in the meantime, we're here to help.

Thank you for contacting Hyundai Motor America.

Sincerely,

Samita
National Consumer Affairs
714-643-6362
Hyundai Motor America

[REDACTED]
To: HCCM NCA Email <nationalca@hmausa.com>

Tue, Feb 17, 2026 at 10:09 AM

How is two months considered an acceptable amount of time to wait without any progress or explanations? At this point the only options to me are to continue reporting Hyundai to the NHTSA for refusing to follow their recall for this defective part within any semblance of a reasonable time frame. Report this to the BBB as again a refusal to fix your vehicles. Start talking to a lawyer to see what the process is for a lawsuit because I can't see how it is not illegal to expect me to be without my car for two months plus while nothing is being done, and then make sure everyone I talk to knows that these cars SHOULD NOT BE BOUGHT under any circumstance. This is TWO TIMES in TWO YEARS, how? How can this be acceptable? Hyundai does not support their vehicles, they refuse to provide parts for recalls, they refuse to fix their defective designs and just wait for another pointless class action lawsuit. I should have never bought this car because Hyundai has not changed in the slightest.

Additional information

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460.

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.NHTSA.gov.

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

Hyundai Motor America

[Quoted text hidden]



Concern about recall timeline and part availability



Fri, Feb 6, 2026 at 11:05 AM

To: nhtsa.webmaster@dot.gov

Hello, I am reaching out hoping to bring attention to an issue with the Hyundai Ioniq 5 that is plaguing an unknown number of people. The ICCU inside this vehicle has either a manufacturing or design defect which constantly failed across the board until an active recall was created. However, there seems to be no interest from Hyundai to actually provide the parts required for this work so many of us are waiting for months without our cars.

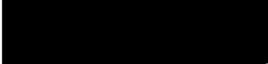
My NHTSA ID Number is 11709626 and I just received an email from Hyundai corporate that there is still no timeline or parts available to fix my car. Talking to the dealership, they are saying several other Ioniq 5s are also waiting. It has been over a month without even an estimated timeline available. This is not special to my case, it seems to be what many others are experiencing with this car. (This affects all E-GMP cars with an ICCU, so this defect affects 6+ different car models between Hyundai, Kia and Genesis) Here are several Ioniq 5 focused forums where you can see constant wait times in the weeks to months for just about everyone affected, only a few people seem to have resolutions within a reasonable time frame.

- 
- 
- 

I realize there is an active recall for this issue, and my car will be eventually fixed. However, how can it be considered acceptable to have to wait months every year to fix this? I bought this car used so I have no option for buyback or lemon law protection. I have had it for two years and this is the second time the ICCU has failed and all anyone can tell me is that no parts are available.

Is there anything the NHTSA can do to pressure the manufacturer to prioritize filling out the backlog of ICCU orders? I don't understand how a warranty is valid if the manufacturer can just ignore producing parts. Is there a reasonable time frame in which warranty work has to be completed? Right now I am looking at spending over 10% of the year without my car, every year because the ICCU is still breaking in brand new cars. Nothing has been fixed with the part, until the warranty/recall deactivates and Hyundai just tells me to pound sand. We need assistance with this.

Thank you,



Aurora IL,

CAROL STREAM IL 601

17 FEB 2026 PM 4 L



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C., 20590

20590-

