

# Important Recall 166 Information



Date: September 18, 2017

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Recall 166: 2017 Ioniq EV Electronic Power Control Unit (Remedy Not Yet Available)

## **\*\*\*IMPORTANT Dealer Stock and Retail Vehicles\*\*\***

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 should also 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.

### Affected Vehicles

Hyundai has announced, but not yet launched, a safety recall in the United States to inspect, and if necessary replace the Electronic Power Control Unit in certain Model Year 2017 Hyundai Ioniq Electric Vehicles produced at Hyundai Motor Company beginning on November 17, 2016 through March 30, 2017.

### Description

The Hyundai Ioniq Electric utilizes an Electronic Power Control Unit (EPCU) to supply power to the vehicle's motor and charge the vehicle's high-voltage battery system. The aluminum housing for the EPCU may contain voids, allowing coolant to contact the control unit's circuit board, potentially causing the vehicle to stall. A loss of motive power at higher speeds can increase the risk of a crash.

### Parts

- TBD. Additional details will be provided when the recall remedy is available.

### Service Action

- We are currently making preparations to implement the recall remedy. A Technical Service Bulletin (TSB) will be provided when the remedy is available.
- For any customers that are currently experiencing a concern related to this recall, please confirm with Hyundai Techline that there are no revised instructions.
- Refer to the below Customer FAQ section.

### Customer Notification

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter. Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer notification letters of the recall are scheduled to be mailed beginning in late September, 2017.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

## Customer FAQ

### **Q1: What is the issue?**

**A1:** The Hyundai Ioniq Electric utilizes an Electronic Power Control Unit (EPCU) to supply power to the vehicle's motor and charge the vehicle's high-voltage battery system. The aluminum housing for the EPCU may contain voids, allowing coolant to contact the control unit's circuit board, potentially causing the vehicle to stall. A loss of motive power at higher speeds can increase the risk of a crash.

### **Q2: What will be done during the recall service at the dealer?**

**A2:** Hyundai will notify all owners of affected vehicles by first class mail to return to their Hyundai dealer to inspect the Electronic Power Control Unit and replace if necessary. Note: Ioniq Electric is currently only available to California residents.

### **Q3: Should customers have their Ioniq Electric vehicles inspected at their local dealer to make sure the cars are safe?**

**A3:** Yes. Customers will receive written notification of the recall by first class mail.

### **Q4: When will owners be notified?**

**A4:** Owners will be mailed notification letters beginning in late September, 2017.

### **Q5: Can the recall service be performed now? (prior to receiving notice)**

**A5:** Yes. Customers can contact their local Hyundai dealer to schedule a service appointment.

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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
WarrantyHELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	1-844-371-3808	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"> <li>• Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
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	<a href="http://www.hyundaiusa.com/campaign166">www.hyundaiusa.com/campaign166</a>	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 info. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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 and Retailed.
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a> <a href="http://www.hyundaiusa.com/campaign166">www.hyundaiusa.com/campaign166</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>

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