



Recall 178 Dealer Best Practice

Date: March 1, 2019

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

Subject: Recall 178: 2017-18 Ioniq HEV/PHEV Power Relay Assembly (TSB #18-01-037)

Updates To This Document	Date
<ul style="list-style-type: none">Update: Template and verbiage added to Service Actions.	03/01/19

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 launched a safety recall in the United States to inspect and replace the Power Relay Assembly ("PRA") in certain:

- 2017–2018 Hyundai Ioniq Hybrid and certain 2018 Ioniq Plug-In Hybrid vehicles produced between November 16, 2016 and August 16, 2017 by Hyundai Motor Company ("HMC") in the Republic of Korea.

The VIN list is available in WebDCS. Check your dealership's affected VIN list under the Service tab > Uncompleted Campaign VIN List. Vehicles not identified as impacted by an open recall can be immediately released for sale.

Description

The subject vehicles contain a Power Relay Assembly ("PRA") located underneath the rear seat. The PRA is equipped with a main relay which may have been loosely installed during assembly. If the PRA continues to operate in this condition, a loose connection between the main power relay contacts could increase electrical resistance thereby generating heat and increasing the risk of a fire.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, check all applicable training is complete, your reservation capacity settings, confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- This campaign can be completed quickly and does not require a hoist.
- Be prepared to put customers in an SRC or alternative transportation if replacement parts are not available.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or alternative vehicle coverage, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.



Hyundai
Assurance Car Care



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Follow the High Voltage Cut-off procedure in the shop manual before performing the inspection or any repairs.
- If a part is found in need of replacement and vehicle is out of warranty, request Prior Authorization # for goodwill consideration prior to completing campaign.
- If vehicle requires parts replacement and parts are not available, **vehicle must be downed and customer put in an SRC vehicle or alternative transportation until repair can be completed.**



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

- Parts can be ordered by following the Campaign Parts Management (CPM) parts ordering process in WebDCS.
- Refer to Technical Service Bulletin (TSB) #18-01-037 for additional parts details.

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 once the remedy is available. Customer notification letters have been mailed February 2019.

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

Hyundai Motor America



Hyundai
Assurance Car Care



Customer FAQ

Q1: What is the issue?

A1: The subject vehicles contain a Power Relay Assembly ("PRA") located underneath the rear seat. The PRA is equipped with a main relay which may have been loosely installed during assembly. If the PRA continues to operate in this condition, a loose connection between the main power relay contacts could increase electrical resistance thereby generating heat and increasing the risk of a fire.

Q2: What is the safety concern?

A2: Increased electrical resistance between the main relay contacts can increase the risk of a thermal event, including the potential for a fire.

Q3: What are the affected vehicles?

A3: Certain model year 2017-2018 Hyundai Ioniq Hybrid vehicles produced between November 16, 2016 and August 16, 2017, and certain model year 2018 Hyundai Ioniq Plug-In Hybrid vehicles produced between August 10, 2017 and August 11, 2017 by Hyundai Motor Company in Korea.

Q4: Have there been any accidents or injuries?

A4: Hyundai is not aware of any accidents or injuries related to this condition.

Q5: What will be done during the recall service?

A5: Hyundai dealers will have the PRA inspected for heat damage. If no heat damage is found, the main relay will be replaced with a new one. If signs of heat damage are found, the entire PRA will be replaced with a new one. This procedure will be performed at no charge to the customer.

Q6: Should customers have their vehicles inspected at their dealer to make sure they are safe?

A6: Yes. For your safety and to ensure the quality of your vehicle, it is important that you schedule this repair as soon as possible.

Q7: When will owners be notified?

A7: Owners will be mailed notification letters beginning in late January 2019.

Q8: Can the recall service be performed now? (prior to receiving notice)

A8: Yes. We recommend scheduling a service appointment to minimize inconvenience.



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"> 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	www.HyundaiDealer.com > Service tab
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



Hyundai
Assurance Car Care



<u>Updates To Previous Versions of This Document</u>		<u>Date</u>
<ul style="list-style-type: none">Initial Announcement - 2011-2014 Hyundai Sonata and 2013-2014 Hyundai Santa Fe Sport vehicles		01/16/19