



# Recall 196 Dealer Best Practice

**Date:** February 05, 2021

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

**Subject:** Recall 196: Kona EV Battery System – Remedy Now Available (TSB# 21-01-006H supersedes TSB #20-01-042H-1) v4

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> <li>Update – Revised TSB with updates to the Service Procedure, add HV battery replacement, and update the Warranty section with additional OP codes.</li> </ul>	2/05/21

**\*\*\*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 is conducting a safety recall in the United States to address a condition with the high-voltage battery system in certain model year 2019-2020 Hyundai Kona Electric vehicles produced for sale in the U.S. market.

The affected vehicles include:

- Certain 2019-2020MY Kona Electric (OS EV)

Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the continued satisfaction of Hyundai customers.

**IMPORTANT NOTE: Service Campaign 960 has been terminated in accordance with Recall 196 having the most updated software for the affected vehicles.**

**Description**

The battery system in certain 2019-2020MY Kona Electric vehicles may be faulty and/or contain software that may need to be updated. These conditions may increase the risk of an electrical short circuit. Follow the procedure to update the specified ECU modules. An inspection is required after the software updates are completed to determine if additional repairs are necessary.

**Service Action**



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

- Important:** If there are affected vehicles in Dealer’s stock inventory, vehicles must be held at the dealership and not sold until this recall repair has been completed. Dealer will forfeit incentives if vehicles with an open recall are sold to customers.



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

- Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:**
  - Hyundai Master Technician with Hybrid Vehicle Training – Classroom (#SVCHHHYBVEHTRN218\_800) and Electric Vehicle Battery R&I Training – Web (\$\$VCHEVHVBRWIW19\_811) courses completed
- Eco-friendly vehicle owners should be provided an equivalent eco-friendly SRC, or alternative transportation, as needed.



- Please ensure to park these vehicles outdoors and/or away from structures until the vehicle is remedied.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, 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.

- When a vehicle arrives at the Service Department, access Hyundai Motor America's "Vehicle Information Screen (VIS)" screen via WEBDCS to identify open Campaigns.



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

- **WARNING:**
  - The 12V battery voltage check is critical for this Multi-ECU update as it could draw down the 12V battery while the ignition is on.
  - Stock vehicles are prone to low battery condition. Operate a stock vehicle at ready on for 20 minutes prior to starting the Multi-ECU update.
  - This will ensure 12V battery will be charged to an adequate level, preventing potential update failure or controller damage.
  - If DTCs are detected in the BMS system, follow 196's TSB for proper instructions related to repairing the vehicle or potential high voltage battery replacement.
  - Do not proceed with ECM updates before diagnosing and repairing all DTCs in the BMS System.
  - Check VIS to determine if Campaign 960 has already been completed. If an attempt is made to update the IGPM and MCU on a vehicle that had Campaign 960 completed previously, the GDS will show that these two systems already have the latest software installed.
- **All ECM updates should be performed in Auto Mode first.** If the ECM update starts but then fails in Auto Mode, perform these updates in Manual Mode. After successful completion of the applicable system updates, search all systems for DTC codes:
  - **If no DTCs are found**, the procedure is complete.
  - **If DTCs are detected in the BMS system**, follow 196's TSB for proper instructions related to repairing the vehicle or potential high voltage battery replacement.



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



**Reconnect** – Follow up for customer satisfaction.

## Parts

- Please review the TSB for parts information if a battery replacement is needed and for GDS information.
- If high voltage (HV) battery replacement is necessary according to the Service Procedure, refer to TSB# 20-EE-001H-2 (or latest revision) for replacement procedures, ordering instructions, and approval guidelines.

## Warranty Information

- In the case that the **DTC P1AA600** appears prior to or after the dealer performs the applicable software updates or if the customer comes back to the dealer with **DTC P1AA600**, **dealer will need to replace the high voltage battery and update the BMS software, if applicable.** [Dealer may submit a second campaign claim for battery replacement under Recall 196.](#)

## Customer Notification

This recall has been posted with NHTSA. Owners have been mailed notification letters beginning in mid-December 2020.

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

Hyundai Motor America

## Q&A

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

**A1:** The high-voltage battery system in the subject vehicles might contain certain electrical deficiencies, such as internal damage to certain cells of the lithium-ion battery and/or faulty battery management system (“BMS”) control software that could increase the risk of an electrical short circuit after fully charging the Li-ion battery. Hyundai is continuing to actively investigate this condition for identification of a specific root cause.

### **Q2: What are the affected vehicles?**

**A2:** The subject vehicles include model year 2019-2020 Hyundai Kona electric vehicles (“EV”) built between August 28, 2018 and March 2, 2020 by Hyundai Motor Company (“HMC”) for sale in the U.S. market. The affected population was determined based on suspect production lot information provided by the supplier and vehicle assembly records.

### **Q3: What is the safety concern?**

**A3:** An electrical short in Li-ion battery could increase the risk of a fire.

### **Q4: Have there been any accidents or injuries?**

**A4:** To date, Hyundai is not aware of any crashes or fires in the U.S. attributable to this condition. Hyundai is aware of at least nine fires in South Korea, two in Canada, and two in the European market.

### **Q5: What will be done during the recall service at the dealer?**

**A5:** Customers are advised to park their vehicles outdoors and/or away from structures until their vehicle is remedied. Hyundai is planning to notify owners to bring their vehicles to the nearest Hyundai dealership for inspection and replacement of the Li-ion battery, if necessary. As an added level of protection, Hyundai is also planning on updating the BMS software to allow for detection of abnormalities in the high-voltage battery system while parked. This current TSB addresses the software update and inspection, including the repair process for those vehicles that have the DTC P1AA600 found during inspection. The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

### **Q6: When will owners be notified?**

**A6:** Owners will be mailed notification letters beginning in mid-December 2020.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	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 <b>recall or service campaigns</b>
Hyundai Recall / Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</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
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. 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>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance
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 (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>



## Appendix

Updates To This Document	Date
<ul style="list-style-type: none"><li>Update – Remedy Now Available (TSB #20-01-042H) and <b>termination of Service Campaign 960 with the launch of Recall 196</b></li></ul>	10/30/20
<ul style="list-style-type: none"><li>Initial Communications to Dealers – Remedy Not Yet Available</li></ul>	10/14/20