



**Hyundai**  
Assurance Car Care



# HMA Recall 200 - Dealer Best Practice

**Date:** September 10, 2021

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

**Subject:** Recall 200 for 19MY-20MY KONA ELECTRIC (OS EV) BATTERY INSPECTION, BMS SOFTWARE UPDATE AND BATTERY REPLACEMENT (TSB# 21-01-046H-1) Remedy Available

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Key Updates to This Document for Recall 200	Date
<ul style="list-style-type: none"> <li>Adding 20MY vehicles with Remedy Available</li> <li>Removal of notations to '200X' for Recall 200</li> <li>EV Special Service Tool requirements (pg. 13)</li> <li>Revised service procedure/workflow (pg. 4)</li> <li>Updated Customer Talk Tracks for Recall 196/200 customers that have not had their EV Battery System Assembly replaced (pg. 7)</li> <li>If vehicle requires a battery replacement and vehicle does not have P1AA6/EV Warning Light ON (non-incident vehicle), please set SOC to 80% and then submit a P29 claim if still open on the vehicle.</li> </ul>	09/10/21

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

Dealers must perform this recall on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

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

#### Important Note

. Dealer will forfeit incentives if vehicles with an open recall are sold to customers. Please ensure that all Dealer stock vehicles and those also in used inventory have the recall completed prior to sale to the customer.

#### Affected Vehicles

- Certain 2019MY Kona Electric (OS EV) vehicles – REMEDY AVAILABLE
- Certain 2020MY Kona Electric (OS EV) vehicles – REMEDY AVAILABLE

#### Customer Handling

Due to the complexity of Recall 200, there are many factors that need to be understood when handling a customer affected by this recall.

Now that 20MY vehicles are being added, we will no longer use the flag "Campaign 200X" to indicate that a battery/remedy is available for a particular vehicle. The Recall 200 TSB has been updated to **TSB# 21-01-046H-1** so that Technicians will perform a new GDS battery inspection function to determine which vehicles will need battery system assembly (BSA) replacements. **Follow the procedure found in the TSB 21-01-046H-1 flowchart on pages 2-3.**

- If the GDS result is "Replace BSA" **This result will automatically generate a Prior Approval (PA) in saved (draft) status.** Then, the dealer must submit the PA to be able to order a BSA. If not on hand, EV battery replacement tools must be obtained by dealer by completing and sending in a Tool Acknowledgment Form; **please see TSB 21-EE-002H-1 for tool information.**
  - Some vehicles based on the GDS result will only require a BMS Update and not have to replace BSA. In this case the GDS battery inspection function determined the vehicle already has the latest BSA; either vehicle was built that way or latest BSA had already been installed at a prior service.
  - In the meantime, if a customer comes in with an open Recall 200 and the GDS battery inspection function result is "Replace BSA", but dealer does not have tools or training, follow the TSB-21-01-046H-1 flowchart to be able to obtain tools and seek PA approval to be able to order a BSA.
  - Vehicles that do not have DTC P1AA6/EV Warning Battery Light ON)** should be released back to customer until tools and parts are on hand, but it is important to perform Service Campaign P29 to limit Max Charge to 80% before releasing back the vehicle to the customer, **if it has not already been performed. If P29 was already performed, make sure it is still set at 80% Max Charge.** Note that the customer will not receive a second \$200 gift card if one has already been issued for P29.
- Vehicles that have GDS result of "BMS Update"** can complete the Recall 200 only with a BMS Update and setting the % Max Charge back to 100% per the flowchart of **page 2 of TSB 21-01-046H-1**. Please read the information below with background information regarding Recall 200 to help you provide the best customer experience.



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**Please note that [Service Campaign P29](#) remains the interim step for vehicles that are awaiting, or have not completed, the repair for Recall 200. DO NOT complete P29 after Recall 200 repair is performed.**

### The Issue

The subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short. An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.

Hyundai previously issued Recall 196 for Kona EV which provided Hyundai dealers the ability to update software and inspect the lithium-ion battery and replace if necessary. **Customers who completed Recall 196 and have Recall 200 open still need to complete the entire Recall 200 TSB. Recall 196 is not a substitute for Recall 200.**

Customers will receive a final notification letter with remedy available. The Battery System Assembly (BSA) will be inspected and replaced if necessary and a BMS software update may also be required. If the Malfunction Indicator Light is illuminated in their vehicle, they should seek service at a Hyundai dealer as soon as possible.

### Interim Solution (Service Campaign P29)

**Service Campaign P29 should continue to be completed on all affected vehicles until the remedy procedures can be performed for Recall 200.**

**Customers should park and charge outside and away from structures until they can reduce their vehicle's 'Max charge %' level to 80% as described below.**

In an effort to maintain high customer satisfaction, Hyundai is doing the following:

- Providing an **interim solution** that limits the electric battery's state of charge capacity to 80%. This can be easily done by adjusting the settings in the navigation head unit.
  - By adjusting the capacity, it can reduce the risk of a vehicle fire caused by the lithium-ion battery.
  - This can be performed by the dealer or at the convenience of the customer at their home.
  - **Please refer to [TSB# 21-01-027H](#) for step-by-step instructions on how to adjust these settings.**
- Hyundai is providing a one-time \$200 gift card to customers who adjust these settings in the interim, as verified by their local dealer, to compensate them for the inconvenience of reduced mileage range. Refer to [TSB# 21-01-027H](#).





## Replace BSA

**NOTE:** Also refer to TSB 21-EE-002H-1 for detailed EV Battery Approval Process Handling and Replacement Procedures.

### Battery Replacement PA Approval:

- Submit Warranty PA as Repair Group "EV Battery".
  - Test results with "Replace BSA" automatically generates a PA in saved (draft) status (enter manually if not created).
  - Submit the PA and await approval.
- PA will be approved after these conditions are satisfied:**
- Open Recall 200.
  - GDS Battery Inspection "BSA REPLACE" result.
  - STUI photo uploaded of Battery Label (S/N must be readable).
  - Dealer Tools approved.
  - Tech Training completed by at least one Technician.

PA Declined

PA Approved to Replace BSA

Corrected the PA Denial Reason

PA Decline Reason	How to Proceed
No STUI battery label photo upload or BSA Serial NO. is unreadable from the label.	Check GDS for STUI photo and resubmit. If not found, follow section A page 5 of this TSB.
No GDS Battery Inspection Result	If already done and was printed/saved, then add as an attachment to PA resubmission. Follow section B pages 6-11 of this TSB if not done.
No Tools	Service Manager follows TSB 21-EE-002H-1 Pages 5-6. Complete and send in the "Tool Acknowledgment Form" to <a href="mailto:HyundaiTools@hmausa.com">HyundaiTools@hmausa.com</a> and wait for reply that tools has been addressed and approved.
No Training	Technician follows TSB 21-EE-002H-1 page 7 to complete online training.
Past or Current Techline Case	Confirm 37501-KxxxxAS or 37501-KxxxxQQH BSA part was already installed in past (check battery label) or check with Techline if case is still in process and BSA will ship later. <b>Perform BMS Update #707 after it is confirmed that an AS or QQH BSA is installed in the vehicle.</b>

### Dealer Orders Parts

- Battery System Assembly (BSA)
  - 2019MY: 37501-K4000AS
  - 2020MY: 37501-K40xxAS\*

\*refer to vehicle's battery label to confirm the K40xx (Order battery CSP with VIN and after PA Approval)
- Bolts (18 x P/N 37535-GI500QQH + 4 x P/N 37535-Q4050QQH)
- Coolant: (inspect color in vehicle or by vehicle mfg. date)
  - Green Coolant - Vehicle mfg. date before 5/7/19: 1 qty. x 4L P/N 00232-19010 (50/50 water mix)
  - Blue Coolant - Vehicle mfg. 5/7/19 and later: 3 qty. x 2L P/N 00232-19091 (Do not mix w/water)



- **NON-INCIDENT VEHICLE:** Release after setting vehicle AVN Max % Charge setting to 80% (claim P29 campaign if open).
- Schedule back to replace BSA when tools and parts on hand.
- **INCIDENT VEHICLE (EV light On and DTC P1AA6):** Hold vehicle and place customer in alternative transportation.

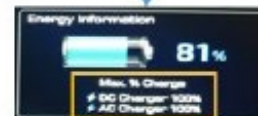
### Replace BSA + Bolts + Coolant



### \*\*Perform BMS ECU Update #707



### Upload GDS STUI photo of replacement Battery Label. Comment as "New Battery"



Adjust Max Charge back to 100%

Vehicle Out

**NOTE:** Return the used battery core per TSB 21-EE-003H



## EV Battery Handling

Ensure the team is ready to receive the EV batteries that are arriving at the dealership. Ensure that all safety and precaution steps are followed each time the EV battery arrives. See below for a high-level summary of the process. For details of the EV Battery Handling Process for Recall 200, please [CLICK HERE](#).

### 1. Parts Information and Parts Ordering

- Contact Warranty PA prior to ordering an EV Battery (BSA) for Recall 200. Dealer can order BSA and associated parts for Recall 200 only after PA approval.  
**Note:** For Recall 196 or Campaign T5V, please contact Techline should those TSBs require BSA replacement.
- Place parts order for EV Battery and associated parts after PA Approval through HyundaiDealer.com/Parts>WebDCS> Order Entry. Follow the normal CSP ordering process (VIN and PA Approval are required).

### 2. Receiving and Handling of EV Battery at the Dealership

- **Receiving:** The delivery truck driver is responsible for removing the battery container by pallet jack from the delivery truck using its lift gate. If the dealership does have a forklift available, that is an alternative method to remove the battery from the truck.
  - Check equipment used to move the EV Battery.
  - Inspect the battery packaging to ensure it has not been damaged in a manner that could have caused harm to the battery.
- **Handling:** EV Dealer is responsible for moving the battery container from the delivery truck drop point over to a holding area in the shop.
  - A holding area of 45 square feet is needed for each EV Battery container.
  - Handle EV Batteries with caution and safety to avoid damage.

### 3. Storing and Stacking EV Battery

- Store the battery container under a covered storage area if possible.
- Battery containers may be stacked 2-3 high assuming there is no structural metal frame damage to the battery containers as received and is in its original container.
- Keep original packaging for repurpose to return a used EV battery for proper recycling.

### 4. Used EV Battery Return

- Follow the TSB as noted below for information on how to return a Recall 200 replaced battery for proper disposal and safe environmental recycling using Hyundai's authorized vendor.
  - **TSB 21-EE-003H:** RECALL 200 KONA EV BATTERY RETURN
- **IMPORTANT:** Hazmat Shipping Certification Regulation
  - Per strict Hazmat shipping regulations, you must accurately declare whether your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
  - If your facility's personnel does not have the proper certification, please proceed to [www.HazMatU.org](http://www.HazMatU.org) to sign up and complete the hazardous materials training prior to submitting a request to pick up the used EV Battery.

### 5. Submitting a return/claim for a Damaged EV Battery

- Verify and complete Hazardous materials training
- Submit damaged DCD claims in a timely manner with thorough documentation and photos of the damage.

Please review the detailed instructions [HERE](#).

## Customer Talk Tracks

The following talk tracks can help you navigate a difficult conversation with any customer affected by this recall. Please use the appropriate talk track based on the type of customer interaction.

Scenarios			Dealer Actions	Customer Talk Tracks	
Vehicle Has Recall 200		Dealer Has Tools Required/Training Completed		In-Person	Over-the-Phone
All Customers requesting information on Recall 200			Make sure to check WebDCS if their vehicle is affected by the Recall 200 or any other open campaigns.	<p>"Hello Mr/Mrs Customer,</p> <p>Thank you for coming in today for the safety recall on your [insert vehicle model]. First, I am going to double check and confirm if your vehicle is affected by this recall or if there are any other open recalls. Also, are you experiencing any issues with your vehicle or have any malfunction light indicators currently on you would like to get looked at today?"</p>	<p>"Hello Mr/Mrs Customer,</p> <p>Thank you for contacting us about the safety recall on your [insert vehicle model]. May I have your contact information and your vehicles VIN# to confirm your vehicle is affected by this recall? Also, are you experiencing any issues with your vehicle or have any malfunction light indicators currently on?"</p>
✓		✓	<p>Recall 200 is active and dealer has tools available and training completed.</p> <p><b>Action:</b> Recall 200 remedy should be completed per the Recall 200 flowchart procedure. If not, P29 should be completed and SOC set to 80% until Recall 200 remedy procedures can be performed.</p>	<p>"I have confirmed your vehicle is affected by this recall. Hyundai has implemented the recall remedy for the Battery System Assembly to be inspected and replaced if necessary and may include a software update.</p> <p>Should the battery inspection result not require battery replacement, then a software update will be performed, and the vehicle will complete the recall repair allowing for normal charging to 100%.</p> <p>Should the result of battery inspection find the need to replace the battery, I will set up an additional tentative future appointment with you pending the arrival of the parts required to get the Battery System Assembly replaced. If the malfunction indicator light comes on, you should bring your vehicle back in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly and we can adjust this setting today. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a one-time \$200 gift card that will be provided to you once the reduction results have been received. We have to plug our scan tool into your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days.</p> <p>Can you please confirm your current email address? I have listed _____.</p> <p>This email is how we'll send you the \$200</p>	<p>"I have confirmed your vehicle is affected by this recall and I am happy to hear you currently are not experiencing any issues.</p> <p>We need to make an appointment for you to come in for the Battery System Assembly to be inspected and replaced if necessary and may include a software update.</p> <p>Should the battery inspection result not require replacement, then a software update will be performed and the vehicle will complete the recall repair allowing for normal charging to 100%.</p> <p>Should the result of the battery inspection find the battery needs to be replaced, I will then need to set up a tentative future appointment with you pending the arrival of the battery to get the Battery System Assembly replaced and update the software. If the malfunction indicator light comes on, you should bring your vehicle in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly on your vehicle's infotainment system. We can adjust this setting for you at our dealership or I can send you step by step instructions to your email, so you can do it from the convenience of your home. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a one-time \$200 gift card that will be provided to you once the reduction has been verified at the dealership. We will have to plug in our scan tool to your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p>





Scenarios			Customer Talk Tracks	
Vehicle Has Recall 200	Dealer Has Tools Required/Training Completed	Dealer Actions	In-Person	Over-the-Phone
			gift card, and we want to make sure you receive it!"	
✓	✗	<p>Recall 200 is active but Dealer does not have tools available and training completed.</p> <p><b>Action:</b> Perform Recall 200 GDS battery inspection to determine whether the BSA must be replaced. If GDS result is "BMS Update" complete the Recall remedy per the Recall 200 flowchart.</p> <p>If GDS result is "Replace BSA": Complete P29 on the customer's vehicle and set SOC to 80%. Set up a tentative appointment, <b>at least 1 month out</b>, with the customer to complete Recall 200. Follow the Special Tools section in TSB 21-EE-002H-1, or latest, to complete the Special Tools Acknowledgment Form and email <a href="mailto:HyundaiTools@hmausa.com">HyundaiTools@hmausa.com</a> and/or complete the Electric Vehicle Battery R&amp;I Training WBT on HLP.</p>	<p>"I have confirmed your vehicle is affected by this recall. Hyundai has implemented the recall remedy for the Battery System Assembly to be inspected and replaced if necessary and may include a software update.</p> <p>Should the battery inspection result not require battery replacement, then a software update will be performed and the vehicle will complete the recall repair allowing for normal charging to 100%.</p> <p>Should the result of battery inspection find the need to replace the battery, I will set up an additional tentative future appointment with you pending the arrival of the necessary tools and parts required to get the Battery System Assembly replaced. If the malfunction indicator light comes on, you should bring your vehicle back in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly and we can adjust this setting today. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a one-time \$200 gift card that will be provided to you once the reduction results have been received. We have to plug our scan tool into your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days.</p> <p>Can you please confirm your current email address? I have listed _____. This email is how we'll send you the \$200 gift card, and we want to make sure you receive it!"</p>	<p>"I have confirmed your vehicle is affected by this recall and I am happy to hear you currently are not experiencing any issues.</p> <p>We need to make an appointment for you to come in for the Battery System Assembly to be inspected and replaced if necessary and may include a software update.</p> <p>Should the battery inspection result not require replacement, then a software update will be performed and the vehicle will complete the recall repair allowing for normal charging to 100%.</p> <p>Should the result of the battery inspection find the battery needs to be replaced, I will then need to set up a tentative future appointment with you pending the arrival of the necessary tools and battery to get the Battery System Assembly replaced and update the software. If the malfunction indicator light comes on, you should bring your vehicle in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly on your vehicle's infotainment system. We can adjust this setting for you at our dealership or I can send you step by step instructions to your email, so you can do it from the convenience of your home. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a one-time \$200 gift card that will be provided to you once the reduction has been verified at the dealership. We will have to plug in our scan tool to your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p> <p>"Can I schedule an appointment for you today to bring in your vehicle?"</p> <p>"Also, if you like, I can email you the step-by-step instructions provide by Hyundai?" <u>"Instructions you can copy and paste can be found on page 8."</u></p> <p>"We apologize for the inconvenience and if you require further assistance you may contact Hyundai Customer Care at 1-855-371-9460"</p>
✗	-	<p>Recall 200 is not active.</p> <p><b>Action:</b> Complete any other recalls/campaigns as needed or other services requested by the customer.</p>	<p>"Great News! After looking up your vehicle's information, I have confirmed your vehicle does not require the recall and no further action is required. There is no need to bring it in to the dealership and you should have no issues. If you need assistance with any current service needs or would like to schedule your next service visit, I would be happy to assist!"</p>	



## Recall 196 & 200 Overlap Vehicles Customer Talk-Tracks

### The Issue

As an alternative temporary solution to the battery shortage, Hyundai previously issued Recall 196 to reduce the maximum charging capacity to 80% to help with the prevention of potential fire risks. Some of these vehicles did not receive a replacement Battery System Assembly under Recall 196. Some of these vehicles came in for 200 and only had the software updated. These vehicles require the Battery System Assembly to be replaced because nearly all 19 model year vehicles in Recall 200 require the Battery System Assembly to be replaced. Some 2020MY vehicles may require battery replacement depending upon the inspection procedure via the GDS.

### Customer Handling

Dealers need to call these customers so they come back in to complete the entire Recall 200 TSB, including Battery System Assembly replacement, if necessary. Talk tracks are provided below to help address common customer questions and concerns. HMA will also mail out customer notifications to encourage these customers to return.

### Dealer Actions

Make sure to check on WebDCS if their vehicle is affected by the recall or any other open campaigns.

### Talk Tracks

Scenario and Dealer Actions	Customer Talk Tracks	
	In-Person	Over-the-Phone
<p>Dealer. Generate Uncompleted Campaign list for Recall 200 in WebDCS. Use list to call customers and invite them in for Recall 200 completion.</p> <p>NOTE: Report should be generated for Retailed units.</p>	<p>"Hello Mr/Mrs Customer,</p> <p>Thank you for coming in today for the safety recall on your [insert vehicle model]. Confirmed your vehicle is affected by Recall 200. Also, are you experiencing any issues with your vehicle or have any malfunction light indicators currently on?"</p> <p>"I will add this Recall 200 to your repair order today as well. This recall will possibly take 2-3 days to complete. Will you be needing alternative transportation?"</p>	<p>"Hello Mr/Mrs Customer,</p> <p>Good morning or good afternoon. I am contacting you regarding safety Recall 200 on your [insert vehicle model]. As you recall, Hyundai developed an interim repair (Recall 196) to temporarily address the Battery System Assembly in your car while a permanent repair was being developed. I have confirmed that your vehicle is eligible for Recall 200. Are you currently experiencing any issues with your vehicle or have any malfunction light indicators on?"</p> <p>"I would like to schedule your vehicle to have Recall 200 completed. This recall will possibly take 2-3 days to complete. Will you be needing alternative transportation?"</p> <p>"What day and time works best to drop off your vehicle?"</p>
Customer has had Recall 196 Completed	<p>"I have confirmed your vehicle has had Recall 196 completed. Recall 196 served as a preventative interim solution while working toward a permanent remedy. Hyundai has decided to replace the Battery System Assembly on certain affected vehicles. Hyundai has implemented the Recall 200 for the Battery System Assembly to be inspected and replaced if necessary, plus a software update will be performed.</p> <p>"Can I schedule an appointment for you today to bring in your vehicle?"</p>	<p>"I have confirmed your vehicle has had Recall 196 completed. Recall 196 served as a preventative interim solution while working toward a permanent remedy. Hyundai has decided to inspect and replace the Battery System Assembly on certain affected vehicles. Hyundai has implemented the Recall 200 for the Battery System Assembly to be inspected and replaced if necessary, plus a software update may also be performed."</p> <p>"Can I schedule an appointment for you today to bring in your vehicle?"</p> <p>"We apologize for the inconvenience and if you require further assistance you may contact Hyundai Customer Care at 1-855-371-9460"</p>
Customer response: "If Recall 196 was completed why do I need to come back for Recall 200?"	"Recall 196 was an interim repair provided to help reduce the potential risk of fire. Recall 196 involve a software change reducing the maximum charging capacity of the battery to 80%. Completion of Recall 200 will allow the maximum charging capacity to be set at 100%. This will prevent any failures and extend the range in between charging cycles."	"Recall 196 was an interim repair provided to help reduce the potential risk of fire. Recall 196 involve a software change reducing the maximum charging capacity of the battery to 80%. Completion of Recall 200 will allow the maximum charging capacity to be set at 100%. This will prevent any failures and extend the range in between charging cycles."
Customer response: "Does this mean my car was not repaired right the first time?"	"No, not at all. Hyundai developed a temporary solution while a permanent remedy was being developed. The software enhancement helped with reducing the risk of fire while allowing the vehicles to be safely operated."	"No, not at all. Hyundai developed a temporary solution while a permanent remedy was being developed. The software enhancement helped with reducing the risk of fire while allowing the vehicles to be safely operated."



Scenario and Dealer Actions	Customer Talk Tracks	
	In-Person	Over-the-Phone
Customer response: "I thought Recall 200 was already completed. Why do I need to come back?"	"While the repairs for Recall 200 were in development Hyundai proactively implemented Recall 196 to ensure customers can safely operate their vehicles. Further, it helped identify vehicles requiring the Battery System Assemblies once they were available."	"While the repairs for Recall 200 were in development Hyundai proactively implemented Recall 196 to ensure customers can safely operate their vehicles. Further, it helped identify vehicles requiring the Battery System Assemblies once they were available."

## Setting Max Charge Instructions for Service Campaign P29

### Instructions you can copy and paste into email to send to customer

- Adjust or confirm your vehicle's 'Max charge %' level to 80%. This can be done manually at home using the infotainment system with these steps:
  - Turn the vehicle ignition ON without starting the engine.
  - Depending on radio select: EV on display screen (7 in) or battery display (10.25 in)
  - Select Energy Information.
  - Select DC Charger.
  - Press the Minus (-) Sign until the charger percentage reaches 80%.
  - Select OK when complete.
  - Perform the same steps once more for the AC Charger.
  - Both the DC and AC charge percentage will now be set and displayed at 80%.
  - See instructional video [www.youtube.com/watch?v=dk-FrxW5bRM](http://www.youtube.com/watch?v=dk-FrxW5bRM)
- If your vehicle is currently subscribed to Bluelink, Hyundai will attempt to remotely set your 'Max Charge %' to 80% within the next week. You can verify the setting following the steps above.
- You must go to the dealership** to verify or adjust 'Max battery %' level reduced to 80%. Once verified at the dealership you will receive a one-time \$200 gift card due to the inconvenience of reduction of range. Please provide the dealer with a valid email address and allow 10 business days for processing.
- If you cannot adjust or go to the dealership to achieve 'Max charge %' level to 80%, park and charge your vehicle outside and/or away from structures until the 'Max battery %' level has been reduced to 80%.**



## Service Actions



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

- Use talk tracks above before scheduling an appointment for this recall



**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.

- Please read the above description and talk tracks prior to discussing this recall with the customer.
- Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed.



- Technician Training Recommendation:

**Expert Certified and has completed EV Safety, 2019 Kona EV new model course, and the EV Battery R&I course.**



**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.

- Use the talk tracks above before performing any repairs.
- Confirm the customer's current email address that they want the one-time \$200 gift card sent to after completion of P29, if needed. The Customer Connect team will use the email address listed on the RO from the Campaign Claim to distribute the gift card.



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

- **Reviews the procedures for Recall 200 on the TSB.**
- **NOTE: Once Recall 200 is fully completed, P29 (if open) does not need to be completed.**
- **IMPORTANT:**
  - Refer to **TSB 21-EE-002H-1** for EV Battery Approval, Handling, and Replacement Procedures.
  - Parts CSP order of a replacement BSA requires Warranty PA approval and VIN.
  - Dealer Tools and Tech Training requirements must be satisfied for PA approval.
  - Review the Service Procedure Summary Chart on **Page 2 of the TSB 21-01-046H-1**.
- **An Incident Vehicle received with EV Warning light on and DTC P1AA600** found stored in the BMS must have the BSA replaced. Contact Techline if the BSA had already been replaced in the past for a DTC P1AA600. The following photos are required to be submitted to HMA via GDS STUI camera upload of the Battery System Assembly label (see **TSB 21-01-046H-1** for more details):
  - Original Battery Label in vehicle as received
  - Replacement Battery Label
- **Non-Incident Vehicle:** If the vehicle will be driven while waiting for the EV battery shipment, ensure the vehicle has been set at 80% Battery SOC prior to release of the vehicle back to the customer.
- **For ECU Update:** The manual upgrade should only be performed if the automatic upgrade is unsuccessful.
  - If automatic upgrade is unsuccessful, turn the ignition key off for about 10 seconds, then place it back to the on position to reset the control unit before performing manual upgrade.
- Please refer to details for EV Battery Handling Process for Recall 200 [HERE](#).



**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.

## Warranty

Model	Op. Code	Operation	Op. Time	Causal Part	Nature	Cause
Kona Electric (OS EV)	11D043R2	BAR CODE READING AND BMS UPDATE	0.5 M/H	375A0-K4000	D22	ZZ3
	11D043R3	BAR CODE READING AND BSA REPLACEMENT	3.8 M/H	37501-K4000AS		
	11D043R4	BAR CODE READING, BMS UPDATE AND BSA REPLACEMENT	4.1 M/H	37501-K4000AS		

**NOTE 1:** Additional reimbursement of 0.3 M/H has been included for 11D043R3 and 11D043R4 claims for unpackaging/handling/repacking the EV battery per procedure of TSB 21-EE-002H-1, and Max Charge %SOC adjustment to 80% if needed to interim release a non-incident vehicle prior to parts arrival. If Service Campaign P29 is also open on the vehicle, please ensure a campaign claim is also submitted for P29 to close it.




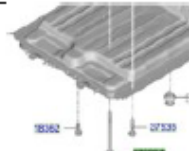
**NOTE 2:** Submit Claim on Campaign Claim Entry Screen.

**NOTE 3:** If a part not covered by this campaign is found in need of replacement while performing this Recall Campaign and the affected part is still under warranty, submit a separate warranty claim using the same Repair Order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to performing the work.

**NOTE 4:** Failure to include the necessary original and/or replacement battery labels in STUI according to the flowchart on pages 2-3 will result in delay of claim payment.

## Parts

- Battery System Assembly replacement must have Warranty PA approval prior to ordering and replacing the BSA.
- NOTE:** Confirm the color of the coolant in the subject vehicle. Do not mix colors of coolant.
- Please refer to details for EV Battery Handling Process for Recall 200 [HERE](#).


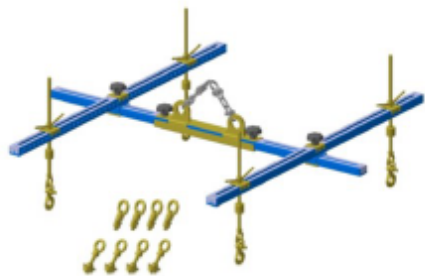

Part Number	Year	Description	Photo	Quantity	Remarks
<b>NOTE: Battery System Assembly (BSA) replacement must have Warranty PA approval prior to ordering and replacing the BSA. Order CSP with VIN and after PA Approval.</b>					
37501-K4000AS	2019MY	Battery System Assembly (BSA)		1	All 2019MY
37501-K4001AS	2020MY	Battery System Assembly (BSA) <i>(Unheated Battery)</i>			<b>Identify the correct 20MY Battery from the vehicle's Battery Label, but add AS to end of P/N.</b>
37501-K4051AS		Battery System Assembly (BSA) <i>(Heated Battery)</i>			
<b>NOTE: Technician should confirm color of coolant in the subject vehicle. Do not mix coolant colors.</b>					
00232-19010	Vehicle built <u>before</u> 5/7/19.	<b>Green</b> Coolant (standard coolant)		1 qty. x 4L bottle	Mix 50/50 with water.
00232-19091	Vehicle built 5/7/19 or later.	<b>Blue</b> Coolant (low conductivity type)		3 qty. x 2L Bottle	<b>Do not mix with water.</b>
37535-GI500QQH	2019-2020MY	Bolt & Washer Assembly		18	Must replace and discard the old bolts.
37535-Q4050QQH				4	





### EV Battery Special Tools Information:

- The following special tools are required for the safe, secure, efficient lifting of large heavy EV battery (~1000lbs). Proper tools are required to avoid damage to the EV battery.
- The tools listed below will be ordered from Bosch by Hyundai on receipt of the Tool Acknowledgment Form of the next page when indicating need.
- Bosch, at the permission of Hyundai, may contact dealer to substitute alternative tools for dealer orders when there is supply issue.

PART NAME / (Part Number)	DIAGRAM	REMARK
<b>PREFERRED TOOL *</b>  Propulsion System Lift Table  (P/N: HMA52200-A)  <b>*For Recall 196/200</b> <b>alternative tables rated for</b> <b>at least 1100lbs and</b> <b>minimum table size of</b> <b>20"x 36" are being</b> <b>considered for temporary</b> <b>use. Complete the "Tool</b> <b>Acknowledgment Form"</b> <b>on next page and send</b> <b>for approval by email to:</b> <b>HyundaiTools@hmausa</b> <b>.com</b>		Allows for safe and efficient EV battery replacement.  Engine hoist can fit under it to raise an EV battery from the table.  Multi-Use air/hydraulic operated lift rated at 1760 lbs. capacity can lift 21.5 to 70 inches high.  Multiple uses include EV Battery, Engine/Transaxle, Fuel Tank, Cradles, Suspensions, and Chassis systems.
<b>REQUIRED TOOL</b> High Voltage Battery Lifting Fixture  (P/N: 09375-K4100)		Fits All Hyundai EV Battery.
<b>20MY~ AE EV only</b>  High Voltage Battery Pack Transport Hanger  (P/N: 09375-G7100)		<b>NOTE:</b> Additional tool to complement the above Lifting Fixture but only applies for 20MY and later Ioniq AE EV that uses coolant.



**Hyundai**  
Assurance Car Care



**NOTE: The following page must be completed when PA or Techline does not have record of your Dealership having approved EV battery tools. Service Manager completes this form and sends it by email to: [HyundaiTools@hmausa.com](mailto:HyundaiTools@hmausa.com) Dealer completes the form only once, not for every EV Battery Replacement.**

### EV Battery Replacement Special Tools Acknowledgment Form

EV battery replacement requires a special lift table and a high voltage battery lifting fixture(s) to safely remove and replace large heavy EV batteries. 20MY~ Ioniq AE EV requires an additional hangar.

For your first EV battery order, the following essential tools will be shipped to your dealership and billed through the Bosch Special Service Tool program, **unless otherwise noted in bottom section:**

- Propulsion System Lift Table (P/N: HMA52200-A)
- High Voltage Battery Lifting Fixture (P/N: 09375-K4100)
- High Voltage Battery Pack Transport Hanger (P/N: 09375-G7100) will only be shipped for 20MY~ Ioniq AE EV Water Cooling Type battery.

**Check here if your dealership needs both the Lifting Fixture and Lift Table tools: \_\_\_\_\_**

The undersigned acknowledges receipt of this notice and understands that the dealer will be billed for these tools when needed for an initial order of an EV battery with exception of a lift table when an alternative is approved as indicated in the below section.

Dealer Name: \_\_\_\_\_

Dealer Code: \_\_\_\_\_

VIN: \_\_\_\_\_

#### Dealer Service Manager:

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**If your Dealership already has access to an equivalent compatible lift table suitable for EV batteries, then complete this section to seek HMA approval of your alternative lift table.**

**Please check mark the following to select the tools your dealership already has:**

- Propulsion System Lift Table / Brand: \_\_\_\_\_ Model Number: \_\_\_\_\_
- High Voltage Battery Lifting Fixture (P/N: 09375-K4100)
- 20MY~ Ioniq (AE EV) High Voltage Battery Pack Transport Hanger (P/N: 09375-G7100)

I certify the above-mentioned dealer has the above indicated tools to consider for Hyundai EV models.

#### Manager, District Parts & Service:

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_



**Hyundai**  
Assurance Car Care



### **Customer Notification**

NHTSA has posted this recall. Owners were mailed interim notification letters in April 2021 regarding a remedy not yet available. 19MY owners began receiving remedy available notification beginning in late June 2021 as battery supply became available for their vehicle. 20MY owners previously received a remedy not yet available letter.

**With the re-launch of recall 200 TSB including 20MY vehicles, 19MY and 20MY owners will both receive remedy available letters in the coming weeks.**

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 subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short.

### Q2: What are the affected vehicles?

A2: The subject vehicles include:

- Approximately 4,694 model year 2019-2020 Hyundai Kona Electric vehicles produced from August 28, 2018 through March 2, 2020.
- Approximately 2 model year 2020 Hyundai Ioniq Electric vehicles produced from November 8, 2019 through November 11, 2019.

### Q3: What is the safety concern?

A3: An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.

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

A4: To date, Hyundai is not aware of any fires or injuries/fatalities in the U.S. attributable to this condition.

### Q5: What will be done during the recall service at the dealer when the remedy is available?

A5: Remedy is currently available for 19MY and 20MY Kona EV vehicles. The battery system assembly (BSA) will be inspected, and if applicable, may need to be replaced and/or the Battery Management System (BMS) may need to be updated.

### Q6: When will owners be notified?

A6: NHTSA has posted this recall. Owners were mailed interim notification letters in April 2021 regarding a remedy not yet available. 19MY owners began receiving remedy available notification beginning in late June 2021 as battery supply became available for their vehicle. 20MY owners previously received a remedy not yet available letter.

With the re-launch of recall 200 TSB including 20MY vehicles, 19MY and 20MY owners will both receive remedy available letters in the coming weeks.

### Q7: Should customers park these vehicles outside until the recall repair is completed?

A7: Out of an abundance of caution, owners of these vehicles should park them outside until the recall repair is completed. If needed, the customer will be provided a rental vehicle. If battery SOC has been set to 80% (Service Campaign P29) the vehicle can be safely charged and operated, including parking inside.

### Q8: Why should customers park their vehicles outdoors?

A8: Customer safety is our top priority. After further review, it was determined that out of an abundance of caution customers should park the vehicles outside until the recall is completed.

### Q9: If a customer has had the P29 completed, is the vehicle safe to charge and operate?

A9: Yes. If the P29 has been completed the vehicle can be safely charged and operated.

### Q10: What is the difference between an incident and a non-incident vehicle? What should dealers do if a battery replacement is required for an incident & a non-incident vehicle?

A10: An incident vehicle is when a vehicle has the DTC P1AA6 and the EV Warning Light ON. A non-incident vehicle does not have these two items. If a battery replacement is required for an incident vehicle, vehicle must be held and customer placed in alternative transportation. If a battery replacement is required for a non-incident vehicle, vehicle may be released to the customer after the Max % Charge setting (SOC) is set to 80%. Dealer should then schedule customer in to the dealer to pick up vehicle once dealer has replaced the battery with the necessary tools/parts on-hand.





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
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><u>recall or service campaigns</u></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>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	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSR:</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

<u>Updates to This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> <li>Recall 200 Remedy Now Available (TSB# 21-01-046H) for 2019MY Kona Electric (OS EV)</li> <li>2020MY Kona Electric (OS EV) and 2020MY Ioniq Electric (AE EV) - REMEDY NOT YET AVAILABLE – Proceed with Campaign P29 in the interim</li> <li>Interim Step to Recall 200, Service Campaign P229, remains in effect for vehicles that are awaiting, or have not completed, the repair for Recall 200.</li> </ul>	06/10/21
Key Note in Repair 'Section': <b>All related open campaigns 196, T5V, and T6C, if applicable, must be completed prior to completing campaign P29.</b>	04/01/21
P29 Dealer Best Practice Launched – Interim Step to Recall 200 <ul style="list-style-type: none"> <li>Table of contents, customer handling section, talk tracks and more added!</li> <li><b>P29 is the Interim Step to Recall 200</b> – Adjust SOC to 80% for affected vehicles that come in</li> <li>Information about \$200 gift card</li> </ul>	03/31/21
<ul style="list-style-type: none"> <li>Remedy not available</li> </ul>	03/05/21



HYUNDAI

# Parts Bulletin

TSB No. Ref: **TSB: 21-01-046H-1**

Model: **Certain 2019 & 2020 MY Kona Electric (OS EV) vehicles**

Date: **September 10, 2021**

P/N: Refer to **TSB: 21-01-046H-1**

## **BATTERY MANAGEMENT SYSTEM SOFTWARE UPDATE AND BATTERY SYSTEM ASSEMBLY REPLACEMENT (RECALL 200)**

### Detailed EV Battery Parts Procedures for Recall 200

#### 1. Parts Information and Parts Ordering

Review the following TSBs prior to ordering an Recall 200 EV Battery:

- **TSB: 21-01-046H-1: BATTERY MANAGEMENT SYSTEM SOFTWARE UPDATE AND BATTERY SYSTEM ASSEMBLY REPLACEMENT (RECALL 200)**

#### Part Information

Part Number	Year	Description	Photo	Quantity	Remarks
<b>NOTE: Battery System Assembly (BSA) replacement must have Warranty PA approval prior to ordering and replacing the BSA. Order CSP with VIN and after PA Approval.</b>					
37501-K4000AS	2019MY	Battery System Assembly (BSA)		1	All 2019MY
37501-K4001AS	2020MY	Battery System Assembly (BSA) (Unheated Battery)			<b>Identify the correct 20MY Battery from the vehicle's Battery Label, but add AS to end of P/N.</b>
37501-K4051AS		Battery System Assembly (BSA) (Heated Battery)			
<b>NOTE: Technician should confirm color of coolant in the subject vehicle. Do not mix coolant colors.</b>					
00232-19010	Vehicle built <u>before</u> 5/7/19.	<b>Green</b> Coolant (standard coolant)		1 qty. x 4L bottle	Mix 50/50 with water.
00232-19091	Vehicle built 5/7/19 or later.	<b>Blue</b> Coolant (low conductivity type)		3 qty. x 2L Bottle	<b>Do not mix with water.</b>
37535-GI500QQH	2019-2020MY	Bolt & Washer Assembly		18	Must replace and discard the old bolts.
37535-Q4050QQH				4	

- **TSB 21-EE-002H-1: ELECTRIC VEHICLE (EV) BATTERY APPROVAL RECEIVING AND REPLACEMENT PROCEDURES**

### Action Item(s):

- Contact Warranty PA prior to ordering an EV Battery for Recall 200. Dealer can order EV Battery and associated parts for Recall 200 only after PA approval.  
Note: For Recall 196 or Campaign T5V, please contact Techline prior to ordering EV Battery
- Place parts order for EV Battery and associated parts after PA Approval through HyundaiDealer.com/Parts>WebDCS> Order Entry. Follow the normal CSP ordering process (VIN and PA Approval are required).

## 2. Receiving and Handling of EV Battery at the Dealership




The delivery truck driver is responsible for removing the battery container by pallet jack from the delivery truck using its lift gate.

If the dealership does have a forklift available, that is an alternative method to remove the battery from the truck.

### Action Item(s):

- Check equipment used to move the EV Battery. Verify and inspect that all equipment required for moving EV Battery are available and in working condition.

## Logistics equipment specifications(handling BSA)



Logistic Equipment	Equipment	Characteristic	Remarks
	 Fork-Lift	<ul style="list-style-type: none"> <li>■ Place of use: in/outbound area, Floor</li> <li>■ Equipment Specifications</li> <li>① Power type (loadable weight) <ul style="list-style-type: none"> <li>- Electric(2.5t), Diesel(3.5t)</li> </ul> </li> <li>② Fork : <ul style="list-style-type: none"> <li>- Length : more than 1800mm/70.87 inches</li> <li>- Width : less than 130mm / 5.12 inches</li> <li>- Thickness : less than 90mm / 3.54 inches</li> <li>↳ Based on the thickest part of the fork)</li> </ul> </li> </ul>	<p>The fork must be long and wide enough to withstand the weight of item.</p> <p>The forklift fork extensions are not recommended because of thickness.</p>
	 Reack truck	<ul style="list-style-type: none"> <li>■ Place of use: Floor/Shelf rack area</li> <li>■ Equipment Specifications</li> <li>① Power type (loadable weight) <ul style="list-style-type: none"> <li>- Electric(1.8t, 2.0t, 2.5t)</li> </ul> </li> <li>② Fork : <ul style="list-style-type: none"> <li>- Length : more than 1800mm/70.87 inches</li> <li>- Width : less than 130mm / 5.12 inches</li> <li>- Thickness : less than 90mm / 3.54 inches</li> <li>↳ Based on the thickest part of the fork)</li> </ul> </li> </ul>	<p>The thickness must be thinner the fork tube(100mm).</p>
	 VNA(3WAY)		





- Inspect the battery packaging to ensure it has not been damaged in a manner that could have caused harm to the battery.

## Receiving and Inspecting of EV Battery upon Delivery

EV Battery Delivery	Examples	Details
		■ Example of a battery container received in good condition
		■ It is possible some cardboard may rip away during transportation and handling, this is OK so long as there is no evidence that something protruded in to make contact with the battery

**NOTE:** In event of any significant damage that may have compromised the battery, halt delivery and do not sign receiving document until you have taken arrival photos. Indicate damages onto the receiving document and take delivery, store battery container outside and file an MPA dealer return claim.

### Action Item(s):

- File any EV Battery claim (Damage, Shortage, Wrong Part, etc.) through [HyundaiDealer.com](https://HyundaiDealer.com) >Parts>WebDCS. Follow the normal return/claim process.
- For new Damaged EV batteries, Carrier inspection will occur at the Dealer prior to returning the damaged battery.
- Schedule an EV Battery Pickup Request via the EV Battery Return Portal: [Hyundaidealer.com](https://Hyundaidealer.com) > Parts > Recall 200 EV Battery Return


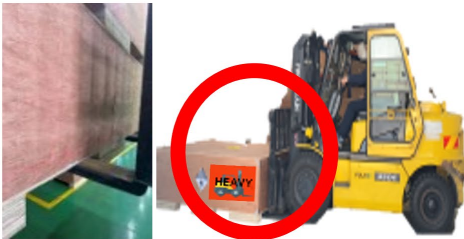


EV Dealer is responsible for moving the battery container from the delivery truck drop point over to a holding area in the shop.

### Action Item(s):

- Verify capacity is sufficient for storing EV Batteries. A holding area of 45 square feet is needed for each EV Battery container.
- Handle EV Batteries with caution and safety to avoid damage.

### EV Battery Handling precautions

Precautions	Examples	Details
		<ul style="list-style-type: none"> <li>■ Please handle just one battery <b>at a time</b>.</li> <li>- The center of gravity is shifted to one side because of the <b>weight biased shape</b>.</li> <li>- Handling a multi level of parts poses a safety risk due to the danger of <b>weight bias</b>.</li> </ul>
		<ul style="list-style-type: none"> <li>■ Handle the forklift by pushing the fork all the way to the <b>innermost part of the pallet</b>.</li> <li>- Especially, when forking in the longitudinal direction, <b>the heavy side should come toward the machine</b>.</li> </ul>

### 3. Storing and Stacking EV Battery

Store EV Batteries safely inside the facility. In the event it is not possible to store the battery container inside due to facility constraint:

- Store the battery container under a covered storage area if possible.
- If it must be left in an exposed area, avoid constant high sun exposure areas.
- Cover the battery container with a waterproof tarp secured in place to protect the battery from being exposed to the elements.






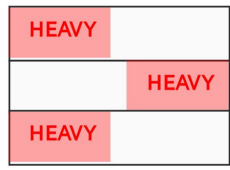

Battery containers may be stacked 2-3 high assuming there is no structural metal frame damage to the battery containers as received.



### Action Item(s):

- Verify EV Battery is not stored under direct sunlight.
- Do not store EV Battery near water or conductive materials.
- EV Batteries should not be stacked if it is not in the original battery containers.
- Do not dispose of the packaging that the EV battery was shipped in. Packaging should be retained and repurposed to return a used EV battery for proper recycling.

### EV Battery storage precautions (Floor)

Precautions	Examples		Details
			<b>■ Stacking</b> <ul style="list-style-type: none"> <li>- Stack in <b>3 or less</b></li> <li>- Stack <b>only with same part</b> packed with same package material</li> <li>- Load by aligning the <u>slot of pallets</u></li> </ul>  
		 	

## 4. Used EV Battery Return

Follow the TSB as noted below for information on how to return a Hyundai EV Battery for proper disposal and safe environmental recycling using Hyundai's authorized vendor.

- TSB 21-EE-003H: RECALL 200 KONA EV BATTERY RETURN

### IMPORTANT: Hazmat Shipping Certification Regulation

- Per strict Hazmat shipping regulations, you must accurately declare whether or not your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
- If your facility's personnel does not have the proper certification, please proceed to [www.HazMatU.org](http://www.HazMatU.org) to sign up and complete the hazardous materials training prior to submitting a request to pick up the used EV Battery.



### Action Item(s):

- Verify and complete the Hazardous materials training.
- Schedule an EV Battery Pickup Request via the EV Battery Return Portal: Hyundai dealer.com > Parts > Recall 200 EV Battery Return
- Inspect the condition of the used EV Battery. Note any physical damages or odor. Take photos of any damages.
- Inspect EV Battery packaging in which the replacement battery was received. Indicate any significant physical damage to the packaging when scheduling a pickup of the used EV Battery.
- Use the original packaging that the EV battery was shipped in to return a used EV battery.

## 5. Submitting a return/claim for a Damaged EV Battery

Create a new claim for any damaged EV Battery through HyundaiDealer.com > Parts > WebDCS. Follow the normal Damage (DCD) claim process.

### The dealership staff must be HazMat certified in order to return HazMat Parts back to the PDC.

- Per strict Hazmat shipping regulations, you must accurately declare whether or not your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
- If your facility's personnel does not have the proper certification, please proceed to [www.HazMatU.org](http://www.HazMatU.org) to sign up and complete the hazardous materials training.

The disclaimer below will appear when submitting a DCD claim for HazMat Parts. Dealer must enter personnel name at the dealership that is HazMat Certified.

Disclaimer

DOT requires the shipper of HAZARDOUS MATERIALS to be trained and tested according to the training requirements in CFR 49\_Section 172.704.

You can only return these parts if you have been tested and certified to prepare and ship HAZARDOUS MATERIALS according to these requirements.

Are you certified to prepare and ship HAZARDOUS MATERIALS?

Hazmat Certified Personnel Name Required:

\* First Name

JOHN

\* Last Name

SMITH

Acknowledgement Date

01/01/2021

Submit

Cancel





**Hyundai**  
Assurance Car Care



Follow additional key tips below to ensure that your damaged claims are reviewed and processed in a timely manner:

- Photo documentation is required on all DCD claims. Provide several photos of the damaged part and the external packaging that best illustrates the issue on hand. A total of 9 photos can be uploaded with a claim.
- Make sure that all photos being submitted are clear. For the pick or Case ID label, the photo should be clear enough where all the information is legible.
- Indicate in the comments the type of damage: Visible or Concealed.
- Provide comments detailing the type of damage and the potential cause of the damage (i.e., poor packaging, poor handling, etc.)



#### Action Item(s):

- Verify and complete Hazardous materials training
- Submit damaged DCD claims in a timely manner with through documentation and photos of the damage.

If you have any questions regarding this bulletin, please refer to the Mobis Parts Portal or contact the Parts Help desk at: 1-800-545-4515.

Thank you.

HMA/MPA