



Hyundai
Assurance Car Care



Recall 215: Accelerator System - Dealer Best Practice- Remedy Not Available

December 13, 2021

Updates to this Document	Date
<ul style="list-style-type: none"> Remedy Not Available 	12/13/2021

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 must 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.

Description of Campaign:

Hyundai is initiating recall campaign 215, a safety recall to repair a condition involving the accelerator system in certain Hyundai Ioniq vehicles in the US and Canadian markets. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers.

During operation, the subject vehicles may enter a “fail-safe” mode causing the EV Ready lamp to flash, accompanied with reduced acceleration and overall power output. In rare instances, while in this “fail-safe” mode, a slow, unintended acceleration event can occur following full accelerator pedal release, if, a specific set of sequences are met. The sequence steps being (1) the accelerator pedal is rapidly cycled at the moment the “fail-safe” mode is initially engaged, (2) followed by a sustained period of 100% accelerator pedal application and lastly (3) an abrupt release of the accelerator pedal. The braking and steering systems are fully functional during the “fail-safe” mode.

Affected Vehicles:

- Certain 2017-19 model year Hyundai Ioniq Electric produced from January 21, 2016 to June 24, 2019 by Hyundai Motor Company (“HMC”) in Korea
- To check vehicle specific recall and campaign applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no new vehicles currently in dealer stock.

Remedy Information: Remedy is currently under development.

Recommended Alternative Transportation:

It is recommended that SRCs are made available for customers that are concerned with the safe operation of their vehicle prior to release of final remedy. Additionally, it is advisable to utilize a SRC while final remedy repairs are being completed.

Best Practice Checklist

Additional items will be added to the checklist once a remedy becomes available.



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
☐ No



Hyundai
Assurance Car Care



[Additional Training & Resources](#)

Hyundai Learning Portal

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.

Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy not yet available for this recall.

Warranty

Additional warranty information will be provided once a remedy has been released by HMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.

[Customer FAQ](#)

Q1: What is the safety concern?

A1: The unexpected continuation of acceleration following acceleration pedal release may increase the risk of a crash.

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

A2: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy applied and the EPCU (Electric Power Control Unit) software updated. This remedy will be offered at no cost for all affected customers. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

Customer Notification

Owners will be notified beginning in early February 2022. NHTSA has been notified of this recall.

Reference

Please see the following page for commonly referred to contacts.



Hyundai
Assurance Car Care



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: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: • 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	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
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	