

Recall 232: Main Relay/Power Relay Assy. Inspect/Replace – Dealer Best Practice

March 24, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> • TSB 23-01-024H <ul style="list-style-type: none"> ○ Adds scenario addressing covered PRAs (highlighted yellow below) ○ Adds Warranty Notes 4 & 5 	03/24/2023

★ IMPORTANT

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

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.

Access the “Vehicle Information” screen via WEBDCS to identify open recalls.

Important notices:

- **All claims must have STUI photos** uploaded as directed in the TSB with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **All claims will be reviewed and are subject to return and/or debit if STUI** pictures are illegible, missing, incomplete, or incorrect.

- **Regarding Related Recall 178:**

Recall 232 supersedes recall 178 as outlined below and will be deactivated. Any repairs performed in accordance with the respective 178 TSB must have a **repair order (RO) open date prior to 08/11/2022**. Labor operation codes applicable to the superseded recall and vehicle models will be deactivated and related claims must be submitted by 08/25/2022.

Recall #	Applicable Vehicles Prior to 08/11/2022	Applicable Vehicles 08/11/2022 Going Forward
178	2017-18MY Ioniq Hybrid/Plug-in (AE HEV/PHEV)	N/A - Deactivated

- Some vehicles may not have their main relay labels visible due to a more recently installed battery pack, resulting in the PRA cover that is not removable. A PRA where the cover is not removable has the latest labels enclosed with 'Panasonic'.

Description of Campaign:

The subject vehicles may not have received the proper remedy components under Recall 178, a safety recall addressing an electrical pin fit condition on the main relays within the PRA that, if continually operated in this condition, could increase electrical resistance thereby generating heat and increasing the risk of a fire.

Affected Vehicles:

- Certain 2017-18MY Hyundai Ioniq Hybrid and Ioniq Plug-in Hybrid Vehicles produced between 11/16/2016 – 08/16/2017
- To check vehicle specific recall 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:

Inspect the vehicle's existing Main Relays. If necessary, inspect the Power Relay Assembly (PRA) and replace either the Main Relays or PRA based on the PRA inspection results.

- **Estimated Repair Time:** 0.4M/H for Main Relay Inspection, 0.9 M/H if both Main Relay/PRA inspection is required with either Main Relay or PRA replacement
- **Recommended Technician Training Level:** **Expert**
 - Technician **must have** completed the Hybrid Vehicle Training – Classroom (SVCHHYBVEHTRN218_800) instructor led training course or equivalent.

Recommended Alternative Transportation: It is recommended that Service Rental Cars (SRCs) are made available for customers during the completion of this recall.

Best Practice Checklist:



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

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Warranty

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part is found in need of replacement while performing this recall and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part(s) are out of warranty, request a Prior Approval request for goodwill consideration prior to completing the recall.

NOTE 3: The incident parts are subject to callback through the normal Warranty Technical Center process. Claim is subject to debit if the part is not returned.


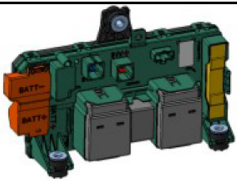
NOTE 4: If the main relays are not visible due a covered PRA from a recent battery pack replacement, please submit op code 22R178R0.

NOTE 5: Op times include taking STUI photo(s) and uploading. The STUI photo(s) must include the labels of the main relays with 'Panasonic' or of the covered PRA (if this scenario encountered) along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **If not included, claim will be subject to debit.**

Model	Op. Code	Operation	Op. Time	Causal Part No.	Nature Code	Cause Code
IONIQ HYBRID/ PLUG-IN HYBRID (AE HEV / AE PHEV)	22R178R0	MAIN RELAY LABEL INSPECTION	0.4 M/H	37514-G2100QQH	I3A	ZZ3
	22R178R1	MAIN RELAY LABEL INSPECTION, PRA INSPECTION, AND MAIN RELAY REPLACEMENT	0.9 M/H	37514-G2100QQH		
	22R178R2	MAIN RELAY LABEL INSPECTION, PRA INSPECTION, AND PRA REPLACEMENT	0.9 M/H	37514-G2100QQH		

Parts

- **Power Relay Assembly (PRA) part number 37514-G2100QQH is on Critical Supply Part (CSP);** dealers will require an applicable campaign VIN to order a part.
- Main Relay part number 37583-A8000QQH has no parts restriction.

Part Name	Part Number / Figure	Qty	Note
MAIN RELAY	 37583-A8000QQH	1	Only required based on vehicle inspection results. Refer to Service Procedure. Note: The main relays are packaged as a set of two.
PRA	 37514-G2100QQH	1	Includes new main relays preinstalled. Only required based on vehicle inspection results. Refer to Service Procedure.

Customer Notification

NHTSA has posted this recall. Owners were notified in August 2022 of a remedy available.

FAQs:

Q1: What is the issue?



A1: The subject vehicles may not have received the proper remedy components under Recall 178, a safety recall addressing an electrical pin fit condition on the main relays within the PRA (Power Relay Assembly) that, if continually operated in this condition, 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 could increase electrical resistance thereby generating heat and increasing the risk of a fire.

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing (06/27/22) to NHTSA, there are no related injuries, or reported incidents in the U.S.

Q4: What will be done during this recall service at the dealer?

A4: 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 previously applied remedy inspected and remedy components (main power relays or Power Relay Assembly (PRA)) replaced, if necessary. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Q5: What if the owner incurred out-of-pocket expenses for obtaining a remedy for the recall condition?

A5: Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q6: Will a Stop Sale be issued?

A6: No, a stop sale will not be issued as there are no new vehicles in dealer inventory.

Contact Reference

Please see the following page for commonly referred to contacts.

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



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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	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 recall or service campaigns
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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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	



Appendix

Updates to this Document	Date
<ul style="list-style-type: none">• TSB 23-01-024H<ul style="list-style-type: none">○ Adds scenario addressing covered PRAs (highlighted yellow portion)○ Adds Warranty Notes 4 & 5	03/24/2023
<ul style="list-style-type: none">• TSB 22-01-063H – Remedy Available	08/10/2022
<ul style="list-style-type: none">• Remedy Not Available	07/01/2022