

# **Safety Recall Campaign 253: Inner Shaft Replacement – Dealer Best Practice**

March 20, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-024H – Remedy Available	03/20/2024

**IMPORTANT:** 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 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

## **Recall Description**

Certain 2023MY IONIQ 5 (NE1) and IONIQ 6 (CE1) may contain rear inner shafts that could fracture due to improper heat treatment. A fractured inner shaft may result in a loss of motive power while driving, increasing the risk of injury in a crash or impact. Follow the procedures in this TSB to replace the inner shaft.

## **Applicable Vehicles (Certain)**

- 2023MY IONIQ 5 (NE1) produced from 01/31/2023 – 02/27/2023
- 2023MY IONIQ 6 (CE1) produced from 01/26/2023 – 03/06/2023

## **Remedy Information**

The procedure provided for in **TSB 24-01-024H** (or latest version) requires the inner driveshaft assembly to be replaced. This remedy will be provided at no charge to customers.

- **Recommended Service Technician Training Level & Web Course Completion:** Hyundai Expert (or higher)
- **Recommended Web Course Completion:** Drive Line Operation and Service (SVCDDLW20\_845)

## **Recommended Alternative Transportation**

A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until a remedy is available. In addition, a SRC may be required based on any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

## **Other Notes/Recommendations**

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer while part(s) are ordered.
- If customer schedules an appointment in advance, order the parts ahead of time to prevent any delays; this recall service procedure is 100% installation.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don’t guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide some help.

## Warranty Information




Per **TSB 24-01-024H** (or latest version), the recall campaign pays for the following:

- 1.0 M/H for removal and replacement of the inner shaft
  - The time above includes taking a photo of the new QQH inner shaft on the parts box with the part number clearly visible and the original removed inner shaft next to the box with the last 6 digits of the VIN and the date of the repair on a piece of paper.
- Reimbursement for driveshaft (qty: 1) & caliper carrier mounting bolts (qty: 2) will also be included
- **Photos:** Refer to **TSB 24-01-024H** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

## Parts Information

- **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid recall 253 VIN to order the following part number. Due to a limited quantity of parts inventory, this will ensure affected vehicles encompassed in this campaign receive priority parts allocation. If the restriction is lifted, there will be notification via WEBDCS.
  - Part Number 49560GI000QQH (Inner Shaft – Bearing Bracket & Shaft Assembly) – QTY: 1
  - Part Number 51735C12000QQH (Caliper Carrier Mounting Bolt) – QTY: 2
- Dealers can order the part through the normal ordering process.

### Parts Information:

Model	Part Name	Part Number	Figure	Remarks
IONIQ 5 (NE1) IONIQ 6 (CE1)	Inner shaft (Bearing Bracket & Shaft Assembly)	49560-GI000QQH		Circlip included 
	Caliper Carrier Mounting Bolt	51735-C1200QQH		Order 2 for each vehicle  New bolts must be used during reassembly

## Sample Customer Talk Track

### 1. For Customers on the phone:

*“While I have you on the line and verifying your appointment, I ran your VIN for any open campaigns or recalls and see that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to the inner driveshaft which may result in a loss of motive power while driving, increasing the risk of a crash. If time permits, we can perform this service during your appointment at no cost to you. Should you need, we can also arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”*

### 2. For Customers in the service lane:

*“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to the inner driveshaft which may result in a loss of motive power while driving, increasing the risk of a crash. We would like to take care of this for you today during your visit with us, if time permits. This service will be provided to you at no charge and, if*

necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”

### 3. Customer concern with performance of vehicle:

“If you experience any concern(s) related to the performance of your vehicle such as the reduction of motive power for your vehicle, please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until the remedy has been applied.”

## **Best Practice Checklist**



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

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership if remedy/repair(s) are available.



**Readiness:** Are parts in stock to complete this recall?

- Yes
- No** – Please order the part if it has not been ordered already. If possible, please have part on-hand if customer has made an appointment in advance.



**Reception:** Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.



**Repair:** Did you provide & review the customer with an eMPI?

- Yes
- No** – Service Consultant should review the MPI with the customer.

Does the Technician meet the recommended training requirements (expert level or above) to complete this recall/campaign?

- Yes
- No** – Please ensure a Technician with the recommended training level and training requirement completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-024H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See **TSB**



24-01-024H (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No** – Customer should be signing the final invoice upon delivery of the vehicle.

## **Customer FAQs**

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

A1: The subject vehicles contain rear inner driveshafts that could fracture due to improper heat treatment. A fractured inner driveshaft could result in a sudden loss of motive power while driving which could result in a crash and increase the risk of injury.

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

A2: Affected vehicles include the following:

- 2023MY IONIQ 5 (NE1) produced from 01/31/2023 – 02/27/2023
- 2023MY IONIQ 6 (CE1) produced from 01/26/2023 – 03/06/2023

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

A3: A sudden loss of motive power while driving could increase the risk of a crash or injury.

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

A4: As of the filing to NHTSA on February 01, 2024, there are no crashes, injuries, fires, or fatalities attributable to this condition in the U.S. and Canada.

### **Q5: Will a Dealer/Port Stop Sale be issued?**

A5: No, as the involved vehicles are no longer in factory production or offered for retail sale.

### **Q6: What will be done during the recall service at the dealer?**

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer for replacement of the rear inner driveshaft. 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. Additionally, 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.

### **Q7: When will owners be notified?**

A7: Owners of the subject vehicles will be notified via First Class mail in late March 2024.

## **Contact Reference**

Please see the list below 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 HELP 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 <u>recall or service campaigns</u>
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	
Campaign Central	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>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

Document Topic	Date
• Remedy Not Available	02/02/2024