Safety Recall 272: Integrated Charging Control Unit (ICCU)–Dealer Notification (REMEDY)

December 23, 2024

Document Topic (updated to this doc highlighted in yellow)	Date
• Technical Service Bulletin (TSB) 24-01-086H-1 – Remedy Available for IONIQ 5 ROBOTAXI (NER) • Answer #7 for Customer FAQ section revised with remedy mailing date (page 4)	12/23/2024

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.

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

The subject vehicles are equipped with an Integrated Charging Control Unit ("ICCU") which charges the vehicle's 12-volt auxiliary battery and powers low-voltage vehicle accessory equipment. The ICCU may be subject to certain electrical load conditions that can cause the internal metal-oxide semiconductor field-effect transistor ("MOSFET") to fail, potentially resulting in an open ICCU fuse. An open ICCU fuse results in an inability to charge the 12-volt battery. Upon fault detection, and accompanied by a series of driver warnings, the vehicle will enter a design-intended "fail-safe" driving mode that allows immediate full propulsion while gradually reducing motive power over time as the vehicle's battery is discharged. Vehicle systems such as air bags, braking, and powered steering remain operational.

If the vehicle is driven until the 12-volt battery state-of-charge is fully depleted the vehicle will lose all motive power, potentially increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2022-24MY IONIQ 5 (NE EV) produced from 10/04/2021 – 10/09/2024
- 2023-25MY IONIQ 6 vehicles (CE EV) produced from 12/14/2022 – 10/09/2024
- 2024MY IONIQ 5 ROBOTAXI (NER) produced from 10/09/2023 – 10/29/2024

Remedy Information

Follow the service procedure outlined in **TSB 24-01-086H-1** (or latest version) for the service procedure to check the ICCU system by GDS for DTC P1A9096. If the DTC P1A9096 is discovered, the ICCU and ICCU fuse will be replaced and if necessary, an ICCU software update will be performed. If the DTC P1A9096 is not discovered, the ICCU software update will be performed.

- **To avoid any potential damage to IONIQ vehicles, this recall can only be performed at IONIQ certified dealers.**
- **Recommended Service Technician Training Level (for software update ONLY):** Hyundai Certified or higher
- **Recommended Service Technician Training Level (for ICCU & ICCU fuse replacement and if necessary, software update):** Hyundai Expert who has also completed the Hyundai Electric Vehicle

Training - Classroom (SVCHEVTRAINING223_1236)

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers/guests 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 the 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 dealership with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- **The remedy service takes approximately 24 minutes if updating the software ONLY. Ensure the appropriate expectations for completion are set with the customer in advance.**
- **In the case that the ICCU and ICCU fuse are replaced when the DTC P1A9096 is discovered, please ensure that the software version of the replacement ICCU is checked to see if the ICCU software needs to be updated.**
- 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 help.

Warranty Information

Per **TSB 24-01-086H-1** (or latest version), the recall campaign pays the following:

- **Labor:** 3 particular operations; refer to flow chart for procedure
  - **Operation 1:** DTC Check (NO P1A9096) and ICCU Software Update
  - **Operation 2:** DTC Check (YES P1A9096), ICCU & Fuse Replacement and Replaced ICCU has Latest Software Version (YES)
  - **Operation 3:** DTC Check (YES P1A9096), ICCU & Fuse Replacement, Replaced ICCU Does NOT have Latest Software Version, and ICCU Software Update
- **Parts:** ICCU and ICCU fuse with markup if needing replacement. Coolant also.
- **Photos:** Refer to **TSB 24-01-086H-1** for the required picture to be taken. Includes sample photos.

Parts Information

- Please refer to **TSB 24-01-086H-1** for the latest parts information.
- **The related parts (ICCU & ICCU fuse) require a valid recall 272 VIN to order the parts.**
- Ensure coolant is on hand in case a replacement ICCU and ICCU fuse are required.

Sample Customer Talk Tracks

1. For Customers on the phone:

"I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the Integrated Charging Control Unit (ICCU). The remedy is now available. 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. Would you like to make an appointment for this recall service?"

2. For Customers at dealership 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 without an available remedy. The recall states that it is a condition involving the Integrated Charging Control Unit (ICCU). 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 a Malfunction Indicator Lamp (MIL) "ON", do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Hyundai dealer for assistance."

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 GDS tools available complete this recall?
- ☐ Yes
- ☐ **No**

Reception: Did the customer provide authorization to perform repairs?
- ☐ Yes
- ☐ **No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

Reception: 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.

Reception: 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: Does the Technician meet the recommended training requirements (Certified or above) to complete this recall/campaign?
- ☐ Yes
- ☐ **No** – Please ensure a technician with the recommended training level requirement(s) along with any recommended training classes completes this critical safety recall. Depending on what needs operation needs to be performed, a higher level service technician may be needed.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 24-01-086H-1** (or latest version)?

- ☐ Yes
- ☐ **No –** Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). 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 must sign the final invoice upon dealer delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: The subject vehicles are equipped with an Integrated Charging Control Unit ("ICCU") which charges the vehicle's 12-volt auxiliary battery and powers low-voltage vehicle accessory equipment. The ICCU may be subject to certain electrical load conditions that can cause the internal metal-oxide semiconductor field-effect transistor ("MOSFET") to fail, potentially resulting in an open ICCU fuse. An open ICCU fuse results in an inability to charge the 12-volt battery. Upon fault detection, and accompanied by a series of driver warnings, the vehicle will enter a design-intended "fail-safe" driving mode that allows immediate full propulsion while gradually reducing motive power over time as the vehicle's battery is discharged. Vehicle systems such as air bags, braking, and powered steering remain operational.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2022-24MY IONIQ 5 (NE EV) produced from 10/04/2021 – 10/09/2024
- 2023-25MY IONIQ 6 vehicles (CE EV) produced from 12/14/2022 – 10/09/2024
- 2024MY IONIQ 5 ROBOTAXI (NER) produced from 10/09/2023 – 10/29/2024

Q3: What is the safety concern?

A3: If the vehicle is driven until the 12-volt battery state-of-charge is fully depleted the vehicle will lose all motive power, potentially increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (11/18/24), Hyundai is not aware of any confirmed crashes, injuries, fires, or incidents related to the recall condition in the U.S. or Canada.

Q5: Will a Dealer Stop Sale be issued?

A5: Dealer: A dealer "stop sale" has been issued in accordance with federal regulation for involved vehicles unsold at dealers.
Port: A port "hold" has been issued for all involved vehicles located at ports and vehicle processing centers.

Q6: What will be done (planned remedy) 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 or Genesis retailer to have the ICCU software updated, and the ICCU assembly and its associated fuse 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 or Genesis' New Vehicle Limited Warranty. Additionally, Hyundai/Genesis 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 22, 2024.

Q7: When will owners be notified?

A7: Owners were notified of a remedy available via First Class Mail starting December 20, 2024.

Q8: A related ICCU Hyundai Recall 257 was completed on vehicle earlier related to the ICCU. Will my vehicle to be updated again for this Hyundai Recall 272?

A8: Yes, all previous vehicles that completed the ICCU recall 257 will need to come back to the dealership to get the related ICCU software update under recall 272. Recall 272 has superseded recall 257.

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: • 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 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, non-campaign related
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	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

Appendix

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-086H – Remedy Available	11/21/2024
• Remedy Not Available	11/19/2024