

Safety Recall 277: Multi-Event Update: IEB Software Inspection & VCU Software Logic Improvement – Dealer Notification

April 16, 2025

Document Topic	Date
<ul style="list-style-type: none">Remedy Available – Technical Service Bulletin (TSB) 25-01-027H posted on Hyundai Tech Info under Hyundaidealer.com	04/16/2025

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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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 2025MY IONIQ 5 N (NE EV N) vehicles are equipped with a Left-Foot Braking (LFB) feature designed for use on performance roadways, such as racetracks. LFB allows operators to control vehicle speed through simultaneous operation of the accelerator and brake pedals. During certain driving maneuvers with LFB engaged, the Integrated Electronic Brake (IEB) control software may initiate depressurization of the ABS system, resulting in reduced braking performance. Separately, the Vehicle Control Unit (VCU) software may cause a momentary continued acceleration during release of the accelerator pedal if the vehicle’s N e-Shift feature is engaged.

Reduced braking performance could lead to longer stopping distances than anticipated by the operator, increasing the risk of a crash. Momentary continued acceleration could increase the risk of a crash.

Applicable Vehicles (Certain)

- 2025MY IONIQ 5 (NE N EV) produced from 12/18/2023 – 01/07/2025 by Hyundai Motor Company (“HMC”)

Remedy Information

Follow the procedure in **TSB 25-01-027H** to inspect the software version for the IEB and update if necessary. All impacted vehicles will require the VCU software update. **Please note that Recall 277 supersedes Recall 275.**

- Recommend Service Technician Training Level:** Hyundai Certified or higher
- GDS Information:**

System	Event Number	Description
ABSESC	1219	NE N IEB LOGIC IMPROVEMENT
VCU	1261	NE N IMPROVING VCU (VEHICLE CONTROL UNIT) ERRORS DURING VGS (VEHICLE GEAR SHIFT) OPERATION

IMPORTANT: Hyundai advises owners to not use the LFB or N e-Shift features on their vehicle(s) until the remedy has been completed on their vehicles.

SST Information

Tool Name	Tool Number	Figure	Ordering Information
VCI 3	G0VHNNN06		Website: https://hyundaessentialtools.com/ Email: Hyundaitools@snapon.com
VCI 2	G1XDDMN001		Phone: 1-855-763-9199 Hours: 7 AM – 7 PM CST

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 18 minutes if just the VCU update is required, but can take up to 42 minutes if the IEB update is also required. Ensure the appropriate expectations for completion are set with the customer in advance.
- **This TSB does not include any parts, just software updates. All vehicles are to have the IEB/ABSESC software ROM ID inspected and updated if necessary. All vehicles will require the VCU software update.**
- 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.

Warranty Information

Per **TSB 25-01-027H (or latest version)**, the recall campaign pays the following:

- Operation 1: VCU software update ONLY – 0.3 M/H
- Operation 2: VCU and IEB Software Update – 0.7 M/H
- **Photos:** Op times include VIN/mileage/photo capture of “ECU update complete”. Event #1261 attachment will be required for all operations and #1219 if applicable based on the latest IEB/ABSESC ROM ID not matching with the system’s latest version.
- **Note: Claim is subject to debit if the required software (1219 and/or 1261) is NOT updated successfully. The software updates described in NOTE 3 above are required to qualify and prevent claim rejection.**

Parts Information

No parts 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 with an available remedy. The recall states that it is a condition involving the Integrated Electronic Brake (IEB) and Vehicle Control Unit (VCU) systems. Hyundai is conducting this action to ensure the safety of its vehicles for Hyundai customers and you will be notified via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied **at no cost to you**. You will also be notified of an upcoming Over-the-Air (OTA) option if your vehicle is Bluelink equipped. If you do not feel safe operating your vehicle until the remedy has been completed on your vehicle, we can offer alternative means of transportation."*

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 with an available remedy. The recall states that it is a condition involving the Integrated Electronic Brake (IEB) and Vehicle Control Unit (VCU) systems. You will be notified via First Class mail advising you to bring your vehicle to back to a Hyundai dealer into the dealership to apply the remedy to have it applied **at no cost to you**. You will also be notified of an upcoming Over-the-Air (OTA) option if your vehicle is Bluelink equipped. If you do not feel safe operating your vehicle until the remedy has been completed on your vehicle, we can offer alternative means of transportation."*

3. Customers concerned with the performance of their vehicle:

"If you experience any concern(s) related to the performance of your vehicle in regards to braking performance or unintended acceleration, 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 enough VCIs available at the dealer (VCI II or III can be used) to perform this software update?

- 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) completes this critical safety recall.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 25-01-027H** (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 a Left-Foot Braking (“LFB”) feature designed for use on performance roadways, such as racetracks. LFB allows operators to control vehicle speed through simultaneous operation of the accelerator and brake pedals. During certain driving maneuvers with LFB engaged, the Integrated Electronic Brake (“IEB”) control software may initiate depressurization of the ABS system, resulting in reduced braking performance. Separately, the Vehicle Control Unit (“VCU”) software may cause a momentary continued acceleration during release of the accelerator pedal if the vehicle’s N e-Shift feature is engaged.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain IONIQ 5 N (NE EV N) produced 12/18/2023 – 01/07/2025 built by Hyundai Motor Company (HMC).

Q3: What is the safety concern?

A3: Reduced braking performance could lead to longer stopping distances than anticipated by the operator, increasing the risk of a crash. Momentary continued acceleration could increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing (04/10/25), Hyundai is aware of one (1) related crash involving a test track vehicle in the U.S. There are no fires, or fatalities attributable to this condition in the U.S.

Q5: Will a Dealer or Port Stop Sale be issued?

A5: Dealer: Yes, a Dealer “stop sale” has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A Port “hold” is required and has been issued for all involved vehicles located at port and vehicles processing centers.

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

A6: While waiting for a recall remedy, owners are advised to not use the LFB or N e-Shift features on their vehicle(s) until the repair has been completed. Hyundai is planning to notify all owners of the subject vehicles by first class mail with instructions to bring their vehicles to a Hyundai dealer for the latest version of the associated

IEB and VCU software. Additionally, Hyundai is planning to offer “over-the-air” (“OTA”) software updates for all eligible vehicles where owners have opted in to receive such updates via their Bluelink system. This remedy will be offered at no cost to owners for all affected customers. Hyundai will provide reimbursement to owners for prior repairs in accordance with the plan submitted to NHTSA on February 22, 2024.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than June 9, 2025.

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"> 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 <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	

Appendix

Document Topic	Date
<ul style="list-style-type: none">• Remedy Not Available• Note: NEW Recall 277 supersedes EXISTING Recall 275.	04/11/2025