

Dealer Notification

**Recall Campaign 294: HV Battery Bus Bar Bolts Inspection & Retightening OR BSA Replacement
(Remedy Available)**

March 24, 2026

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 26-01-030H published on HMA Tech Info 	03/24/2026

**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

Certain IONIQ 5 (NEA EV) and IONIQ 9 (ME1A EV) vehicles may be equipped with Battery System Assemblies (BSA) containing high-voltage bus bar(s) with retention bolts that may have not been tighten properly. Insufficiently tightened retention bolts may loosen over time, potentially resulting in electrical arcing within the high-voltage battery pack. This bulletin provides instructions to remove the BSA, allowing MOBIS to perform the inspection and retorquing of the bus bar bolts, reinstallation of the BSA, or replacement of the BSA if necessary.

Applicable Vehicles (Certain)

- 2025-26MY IONIQ 5 (NEA EV) produced 01/24/2025 – 09/08/2025
 - Built by Hyundai Motor Group Metaplant America (“HMGMA”)
- 2026MY IONIQ 9 (ME1A EV) produced 04/08/2025 – 09/12/2025
 - Built Hyundai Motor Group Metaplant America (“HMGMA”)

Remedy Information

Follow the service procedure outlined in **TSB 26-01-030H**.

- This repair requires MOBIS (BSA supplier) to be onsite to perform the inspection and retightening of the bus bar bolts. Dealer is to assist with removal of the high voltage battery pack and reinstallation after MOBIS has completed their task. In some rare cases, dealer may need to replace the original high voltage battery pack with a new one.
- **IMPORTANT: Please ensure the necessary parts are ordered before MOBIS/HMA representative arrive to the dealership to support completion of the recall. Dealership is not to COMPLETE the entire recall as some portions require MOBIS involvement.**
- **Recommended Technician Certificaton/Requirements:** Minimum Specialist Service Technician who has completed the Electric Vehicle Training - Classroom (SVCHEVTRAINING223_1236)

Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer’s visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Warranty Information

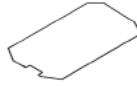





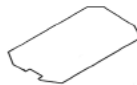





Per **TSB 26-01-030H** (or latest version), this service procedure includes:

- Labor
 - 2.5 M/H (IONIQ 5) or 2.6 M/H (IONIQ 9) - BSA Removal & Installation based on labor time standard
 - 0.7 M/H - to perform Air Tightness test, Coolant Leak Test, and supervise MOBIS portion of repair
 - 0.3 M/H (only R1/R3 ONLY) – additionally performing Air Tightness Test & Coolant Like Leak a second time
 - 5.2 M/H (only R4 op code) – for dealer removal/installation of original BSA & replacement of BSA per MOBIS direction
- Parts
 - Refer to TSB for applicable parts replacement
 - BSA are only to be replaced based on MOBIS recommendation
 - Waterproof gasket to be replaced if air tightness test fails for gasket
- Other
 - 0.3 M/H + \$100 in sublet – administrative support in coordinating activities for MOBIS portion of repair
- NOTE: Waterproof gasket replacement & Bus Bar Bolt Inspection/Retightening will be performed by MOBIS

Parts Information

Refer to **TSB 26-01-030H** for applicable parts that may require replacement.

NOTE: Please ensure the necessary parts are ordered before MOBIS/HMA representative arrive to the dealership.

Model	Part Name	Part Number	Figure	Quantity
IONIQ 5 (NEA EV)	Gasket Assy- Waterproof	37528-PI000		1 (replace if air tightness test fails)
	Bolt & Washer Assy	37535-GI050		8
		37535-GI500		18
	Bolt – BMA E-Type	375Z4-GI000		1
	Pink-Antifreeze /Coolant	00232-19098		2
IONIQ 9 (ME1A EV)	Battery System Assy	37501-TD840		1 (order if BSA rep. is required)
	Gasket Assy- Waterproof	37528-TD000		1 (replace if air tightness test fails)
	Bolt & Washer Assy	37535-GO100		4
		37535-GI050		8
		37535-GI500		18
	Bolt – BMA E-Type	375Z4-GI000		7
	Pink-Antifreeze /Coolant	00232-19098		2

Sample Customer Talk Tracks

1. For Customers on the phone:

*“I reviewed your vehicle for any open campaigns of recalls and found there is an open recall 294 for which a remedy is available. The recall states that it is a condition involving the Battery System Assembly (“BSA”). This recall requires a removal of the battery system assembly and potential retightening of the bus bar bolts or battery system assembly, depending on the inspection. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist you scheduling an appointment for this recall to be completed.”*

2. For Customers at a dealership in the service lane:

*“During your visit today, I found there is an open recall 294 for which a remedy is available. The recall states that it is a condition involving the Battery System Assembly (“BSA”). This recall requires a removal of the battery system assembly and potential retightening of the bus bar bolts or battery system assembly, depending on the inspection. This service, of course, will be provided **at no cost to you**. Alternative transportation can also be arranged for you while the service is completed. Please let me know if I can assist with getting this recall completed on your vehicle recall.”*

3. For Customers concerned with the performance of their vehicle:

“If you experience any concern(s) related to the performance of your vehicle, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle until the remedy is completed, we can offer alternative transportation.”

Best Practice Checklist



Reservation: Has WebDCS been referenced for additional open campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.



Readiness: Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?

- Yes
- No** – Please ensure the necessary parts, tools, and equipment are on-hand before any repair work.



Reception: Has the customer provided their authorization to perform repairs?

- Yes
- No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.

Reception: Has the customer been informed of the expected repair duration and a timeframe for status updates?

- Yes
- No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.

Reception: Has the customer been offered alternative transportation?

- Yes
- No** - If customers do not feel comfortable operating their vehicle until the remedy is completed, alternative transportation should be offered. Customers should also be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the visit.



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

- Yes
- No** – Please reference the Remedy Information section and ensure a qualified technician performs the service procedure.



Return: Ensure the customer's contact information is up-to-date for follow-up conversations regarding their vehicle's status.

- Yes
- No** – Please ensure the customer's latest information is accurately recorded in order to provide future updates.

Anticipated FAQs

Q1: What is the issue?

A1: The Battery System Assembly ("BSA") in the subject vehicles contain a high-voltage bus bar(s) that may have been installed with insufficiently tightened retention bolts during supplier assembly. Retention bolts that are not properly tightened may loosen over time, which could result in electrical arcing within the high-voltage battery pack.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2025-26MY IONIQ 5 (NEA EV) produced 01/24/2025 – 09/08/2025
- 2026MY IONIQ 9 (ME1A EV) produced 04/08/2025 – 09/12/2025

Q3: What is the safety concern?

A3: Electrical arcing can increase the risk of an electrical fire. In addition, loose high-voltage battery pack connections could trigger a voltage sensor error, causing the vehicle to enter a fail-safe mode with limited drivability.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (02/05/26), Hyundai has not received any reports of incidents involving crashes, fires, or fatalities from affected vehicles in the U.S. market.

Q5: Does this campaign apply to dealer stock vehicles?

A5: Yes, dealer stock units are impacted. A dealer "stop sale" has been initiated in accordance with federal regulation for involved vehicles unsold at dealers.

Q6: What will be done during the recall service once the remedy is available?

A6: All owners of the subject vehicles will be notified by first class mail and instructed to bring their vehicle to a Hyundai dealer for inspection of the BSA bus bar. The dealer will tighten the retention bolts or replace the BSA assembly, as 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. 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 on file with NHTSA.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail in early April 2026.

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
Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
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	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 > DocumentsLibrary > 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, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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) 26-01-030H published on HMA Tech Info	03/24/2026
• Remedy Not Available	02/06/2026