

## Dealer Notification

### Recall Campaign 305: Battery System Assembly (BSA) Replacement (Remedy Available)

July 10, 2026

| Document Topic                                                                                      | Date       |
|-----------------------------------------------------------------------------------------------------|------------|
| • <b>Technical Service Bulletin (TSB) 26-01-058H</b> posted on Hyundai Tech Info – Remedy Available | 07/10/2026 |

**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 (NE EV) vehicles may contain suspect high-voltage (“HV”) battery modules manufactured by the supplier during a specific production period. These HV batteries might contain individual battery cells produced with misaligned electrodes. Under certain circumstances, electrode misalignment within a battery cell can result in an internal short circuit. An electrical short circuit within the battery cell(s) increases the risk of a fire while parked, charging or driving.

## Applicable Vehicles (Certain)

- 2023-24MY IONIQ 5 (NE1) produced 12/15/2022 – 10/17/2023
  - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”

**Important:** Owners may continue to operate their vehicles. However, Hyundai advises owners to park their vehicles outdoors and away from structures until the recall remedy has been completed.

Hyundai also recommends that the battery pack state-of-charge (SOC) be limited to no more than 80% until the remedy has been completed.

## Remedy Information

Follow the service procedure in **Technical Service Bulletin (TSB) 26-01-058H** to replace the BSA. Please ensure that a Prior Approval (PA) request notating “Recall 305” is submitted before ordering the BSA. Once the BSA is replaced, ensure the standard core return process for all BSA replacement is followed according to **TSB 26-EV-005H** or latest version.

- **Recommended Service Technician Level and/or Requirement(s):** Hyundai Specialist or above

**Setting state-of-charge (SOC) to 80%:** Until the remedy has been applied to the vehicle, the dealer can also help advise the customer to reduce the state-of-charge (SOC) to 80% in the navigation head unit to help minimize safety risk to the vehicle/customer. Please refer customer to their Owner’s Manual and locate ‘EV Settings’ heading.

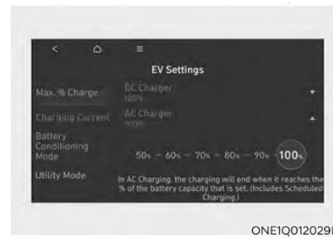
Screenshots are shown below of instructions on how to update the SOC.

- Select ‘EV -> EV Settings’ on the screen. You can set the charging limit, charging current, winter mode, and utility mode functions.
- The target battery charge level can be selected when charged with AC charger or DC charger.
- The charging level can be changed by 10% at time.

### EV Settings



Select 'EV → EV Settings' on the screen. You can set the charging limit, charging current, winter mode and utility mode functions.



- The target battery charge level can be selected when charged with AC charger or DC charger.
- The charging level can be changed by 10%.

## Recommended Alternative Transportation

Owners of these vehicles should be provided a SRC (loaner) vehicle if they come into the dealership with their vehicle. 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.

## Other Key Notes:

- All vehicles require a BSA replacement.
- If a customer arrives at the dealership without an appointment, it is recommended that the dealer offer alternative transportation.

## Parts Information

Please refer to **TSB 26-01-058H** for the latest parts information.

| Model           | Part Name                        | Part Number | Figure | Remarks |
|-----------------|----------------------------------|-------------|--------|---------|
| IONIQ 5 (NE EV) | Battery System Assy (Long Range) | 37501-GI351 |        | Qty: 1  |
|                 | Bolt & Washer Assy (BSA)         | 37535-GI050 |        | Qty: 8  |
|                 | Bolt & Washer Assy (BSA)         | 37535-GI500 |        | Qty: 18 |
|                 | Pink-Antifreeze / Coolant        | 00232-19098 |        | Qty: 2  |

## Warranty Information

Per **TSB 26-01-058H**, this service procedure includes:

- **Labor: 2.5 M/H** – BSA Replacement
  - Reimbursement of BSA, Bolts, and Coolant under the submitted operation code
- **Digital Documentation:** This TSB includes repair validation photos. Op times include VIN, mileage, and validation photo(s) as outlined in the Digital Documentation Policy. **A photo of the new BSA's part label capturing the serial number is required. If the required digital documentation picture is not provided, the claim is subject to debit.**

## Sample Customer Talk Tracks

### 1. For Customers on the phone:

"I reviewed your vehicle for any open campaigns or recalls and found there is an open Recall 305 for which a remedy is

available. The recall involves the high voltage battery system assembly, which may have battery cells with misaligned electrodes, resulting in a short circuit. An electrical short circuit within battery cell(s) increases the risk a fire while parked, charging, and or driving. The recall provides instructions to replace the Battery System Assembly (BSA). This service, of course, will be provided **at NO COST to you**. If you do not feel comfortable operating your vehicle while the remedy is completed, we can offer you a loaner vehicle **at NO COST to you**. Please park your vehicle outside and away from structures and limit the maximum charge to 80% until the recall remedy is completed. Please let me know if I can assist you scheduling an appointment for this recall to be completed.”

In the interim, owners are recommended to perform the following:

- Adjust or confirm your vehicle’s ‘Max charge%’ level to 80%. This can be done manually at home using the infotainment system with these steps:
  - Select ‘EV -> EV Settings’ on the screen. You can set the charging limit, charging current, winter mode, and utility mode functions.
  - The target battery charge level can be selected when charged with AC charger or DC charger.
  - The charging level can be changed by 10% at time.”

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

“During your visit today, I found there is an open recall 305 for which a remedy is available. The recall involves the high voltage battery system assembly, which may have battery cells with misaligned electrodes, resulting in a short circuit. An electrical short circuit within battery cell(s) increases the risk a fire while parked, charging, and or driving. The recall provides instructions to replace the Battery System Assembly (BSA). This service, of course, will be provided **at NO COST to you**. If you do not feel comfortable operating your vehicle until the remedy is completed, we can offer you a loaner vehicle **at NO COST to you**. Please let me know if I can assist with getting this recall completed on your vehicle.”

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

“If you experience any concern(s) related to the performance of the vehicle such as smoke, a burning/melting odor, and/or illumination of the Malfunction Indicator Lamp (MIL) and/or battery light, 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 you a loaner vehicle at NO COST to you**.

**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 the applicable parts, tools, and equipment on-hand and ready to perform the service procedure?

- ☐ Yes
- ☐ **No** – Please ensure any 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.

Has the customer been offered alternative transportation?

- ☐ Yes
- ☐ **No** – Please provide the customer an SRC while the remedy is implemented.

**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.

- **Repair:**

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

- ☐ Yes
- ☐ **No** – Please reference the “Remedy Information” section on this document 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:** Certain vehicles may contain suspect high-voltage (“HV”) battery modules manufactured by the supplier during a specific production period. These HV batteries might contain individual battery cells produced with misaligned electrodes. Under certain circumstances, electrode misalignment within a battery cell can result in an internal short circuit.

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

**A2:** Affected vehicles include the following:

- Certain 2023-24MY IONIQ 5 (NE1) produced 12/15/2022 – 10/17/2023
  - Built by Hyundai Motor Company (HMC) – VIN prefix “KM8”

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

**A3:** An electrical short circuit within the battery cell(s) increases the risk of a fire while parked, charging and/or driving.

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

**A4:** As of the filing to NHTSA on 07/02/26, there are no confirmed crashes, fires, or injuries due to this condition in the U.S. market.

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

**Dealer:** No, as the vehicles being recalled or no longer in production or offered for sale in the U.S.

**Port:** No. All vehicles are past the port.

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

**A6:** Owners may continue to operate their vehicles. However, Hyundai recommends that the battery pack state-of-charge be limited to no more than 80%. Additionally, as a precaution, owners are advised to park their vehicles outdoors and away from structures until the recall remedy has been completed. All owners of the subject vehicles will be notified via first class mail with instructions to bring their vehicles to a Hyundai dealer, where technicians will replace the Battery System Assembly (“BSA”). 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 March 2, 2026.

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

**A7:** Owners are planned to be notified via First Class Mail no later than August 31, 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                                                         | <a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a><br><a href="tel:1-800-545-4515">1-800-545-4515</a>                                                                                                                                                                                                                                | Parts ordering hotline                                                                                                     |
| Special Service Tools                                         | <a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a><br>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                                       | <a href="mailto:Support@xtime.com">Support@xtime.com</a><br><a href="tel:1-866-984-6355">1-866-984-6355</a>                                                                                                                                                                                                                                                              | Assistance with Car Care Scheduling:<br>Appointment / Shop Capacity Management /<br>Campaign Integration / Operation Codes |
| AutoLoop Technical Support                                    | <a href="mailto:Support@autoloop.com">Support@autoloop.com</a><br><a href="tel:1-877-850-2010">1-877-850-2010</a>                                                                                                                                                                                                                                                        | Assistance with Car Care Scheduling:<br>Appointment / Shop Capacity Management /<br>Campaign Integration / Operation Codes |
| CDK Technical Support                                         | <a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>                                                                                                                                                                                                                                                                            | Assistance with Car Care Scheduling:<br>Appointment / Shop Capacity Management /<br>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                             | <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                                  | 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                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                            |
| Car Care Scheduling (Xtime) - Tutorials                       | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling                                                                                                                                                                                                                                   |                                                                                                                            |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | 1. Log into Xtime<br>2. Under the menu at the top left, select "Configure"<br>3. Under the dealership tab, select "Email Communication"<br>4. Slide the toggle to "Advanced"<br>5. Populate as many emails as desired in the "Parts Desk Email Field"                                                                                                                    |                                                                                                                            |
| 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                              | SRC Documentation: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car<br>TSD: <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software<br>Insurance: <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<br>– 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       |
|----------------------------------------------------------------------|--|------------|
| <ul style="list-style-type: none"><li>Remedy Not Available</li></ul> |  | 07/02/2026 |