HYUNDAI
Technical Service Bulletin

GROUP	NUMBER
CAMPAIGN	**22-01-019H**
DATE	MODEL(S)
FEBRUARY, 2022	**IONIQ Hybrid (AE HEV), IONIQ Plug-in Hybrid (AE PHEV)**

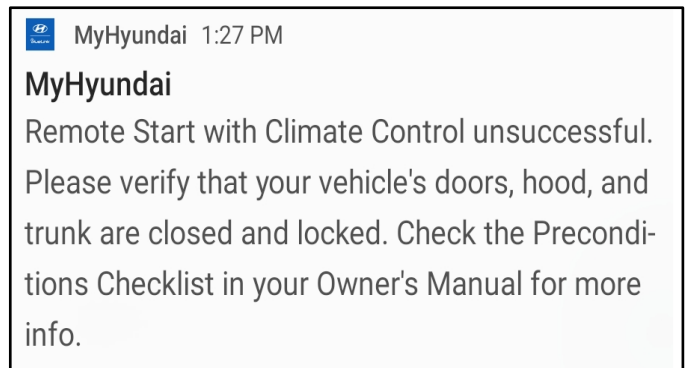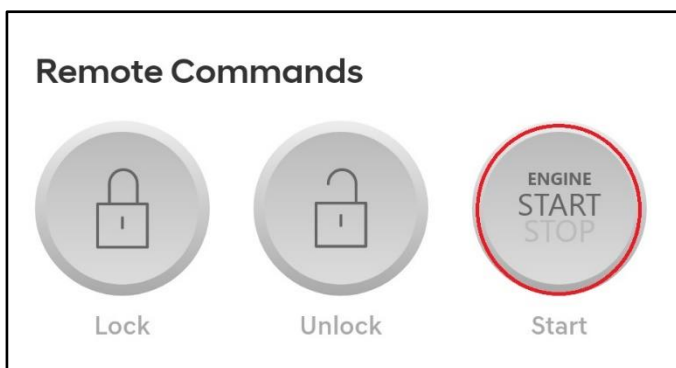| SUBJECT:	ECU UPDATE – IONIQ HYBRID/PLUG-IN SMK LOGIC IMPROVEMENT (SERVICE CAMPAIGN T7W)

★ IMPORTANT

*** Dealer Stock and Retail Vehicles ***

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access the "Vehicle Information" screen via WEBDCS to identify open Campaigns.

Description: Certain IONIQ Hybrid and Plug-in Hybrid (AE HEV/PHEV) vehicles may exhibit a condition with the BlueLink Remote Start feature unsuccessful when using the MyHyundai mobile app or MyHyundai.com owner web portal. This bulletin describes the procedure to update the ECU with improved logic to correct a SMK (Smart key system) software error when attempting to use the BlueLink Remote Start feature.

MyHyundai 1:27 PM

MyHyundai

Remote Start with Climate Control unsuccessful. Please verify that your vehicle's doors, hood, and trunk are closed and locked. Check the Preconditions Checklist in your Owner's Manual for more info.

Applicable Vehicles:
■ Model: Certain 2021-2022MY IONIQ Hybrid/Plug-In Hybrid (AE HEV/AE PHEV)
■ Applicable vehicle production date range: From APR. 12, 2021 To NOV. 15, 2021

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
Ioniq Hybrid/Plug-in (AE HEV/PHEV)	10D227R0	SMK UPDATE	0.3 M/H	95480-G2021	I14	ZZ3

Note 1: Submit claim on Campaign Claim Entry Screen
Note 2: If a part that is not covered by this campaign is found in need of replacement while performing this Campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

ECU SOFTWARE UPDATE PROCEDURE

> **NOTICE**
>
> **Check if the vehicle's software version is affected:**
> - Check the current version of the ECU ROM ID and compare it to the ROM ID information table listed below before attempting to perform the software update.

> **NOTICE**
>
> **You must initially perform the GDS ECU Update in Auto Mode.**
> - Refer to the TSB **15-GI-001** for the tablet-based Mobile GDS ECU update procedures.
> - If the ECU update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.

> **NOTICE**
>
> - **In the ECU Upgrade screen, select SMK as the system to update.**

GDS INFORMATION:

EVENT INFORMATION	
MODEL	**EVENT DESCRIPTION**
Ioniq Hybrid (AE HEV)	"768. AE HEV SMK LOGIC IMPROVEMENT"
Ioniq Plug-in (AE PHEV)	"769. AE PHEV SMK LOGIC IMPROVEMENT"

ROM ID INFORMATION TABLE:

MODEL	SYSTEM	ECU P/N	ROM ID OLD	ROM ID NEW
Ioniq Hybrid (AE HEV)	ECU	95480G2021 95480G2071 95480G2221 95480G2241 95480G2701 95480G2721 95480G2751 95480G2771	1.10	1.20
Ioniq Plug-in (AE PHEV)	ECU	95480G2031 95480G2081 95480G2231 95480G2251 95480G2271 95480G2731 95480G2761 95480G2781		

MANUAL MODE PASSWORD INFORMATION TABLE:

MENU	PASSWORD
768. "AE HEV 95480G2021/071/221/241/701/721/751/771"	2021
769. "AE PHEV 95480G2031/081/231/251/271/731/761/781"	2031

Service Procedure:

1. Select SMK as the system to update.
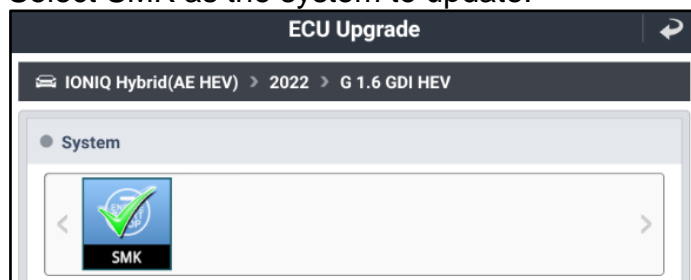
2. Check the current version of the ECU ROM ID and compare it to the ROM ID Information Table listed above before attempting to perform the software update.

3. Perform GDS software update. Refer to TSB **15-GI-001** for the tablet-based Mobile GDS ECU update procedures.

4. After the software has updated, check for Diagnostic Trouble Codes in the **ALL** menus and erase any DTC.

5. Confirm the vehicle is operating normally. Before releasing the vehicle back to the owner, request that the owner confirm that remote start is working by asking them to send a remote start request using the MyHyundai mobile app or MyHyundai.com owner web portal.

Remote Commands

Lock   Unlock   Start

Your request for Remote Start with Climate Control on 01/12/2022 at 08:54 am PST was successful. Your vehicle ignition is now on. Please ensure it is in a well ventilated area.

OK