



Nexo Hydrogen Defuel/Refuel During Repair Completion

October 20, 2022

Description:

During certain repairs on Nexo vehicles, it may be necessary to defuel/vent the vehicle prior to repairs and then refuel the vehicle before returning it to the customer.

Refer to any related shop manuals and applicable TSB's before performing any work. If the vehicle requires defueling:

- ✓ Perform all applicable defueling/venting procedures as outlined in the shop manuals and applicable TSB 22-FL-005H or newer.
- ✓ Complete the repairs as outlined in the shop manuals and applicable TSB(s)
- ✓ Perform leak check
- ✓ Transport the vehicle to your local hydrogen station
- ✓ Refuel the vehicle
- ✓ Drive the vehicle back to the shop
- ✓ Perform leak check

Special Labor Ops and claim instructions for recall and service campaign TSB's where defueling/refueling may be necessary which includes:

- Transportation to your nearest hydrogen fueling station
- Fuel to refuel the vehicle

For repairs or procedures where special Labor Ops are not included, actual costs for defueling/refueling can be submitted as sublet in the warranty claim.

NOTICE

If defueling/refueling is required for overlapping repairs/campaigns, submit the applicable Labor Op or sublet for defueling/refueling on **ONLY ONE** of the claims.

DO NOT submit a separate claim with duplicate labor or sublet.

Customer Talk Tracks:

As part of the repair today it may be necessary to defuel your vehicle prior to performing any repairs if the tank pressure in your vehicle is currently higher than 1,100 PSI required for service. If it is necessary to defuel your vehicle during the visit, Hyundai will cover the cost to transport and refuel your vehicle prior to returning it to you.

NEXO Refueling

Refueling a NEXO is very similar to refueling a gasoline vehicle. It's quick (5 minutes or less) and you use a pump that is similar to a conventional gasoline pump. There are a few differences, so before you go refuel a NEXO, please click on the link below to learn how to refuel a NEXO.

<https://www.youtube.com/watch?v=gsNjG8dgNyY>

Hydrogen fueling stations are still very limited and may also be empty or down for repairs such as the example below. Please use the link below to confirm local station availability before driving or towing vehicle there for refueling:

<https://h2fcp.org/stationmap>

Station Status

● Online
 ▲ Limited
 ■ Offline
 Refresh
 Unknown

Open Retail Stations	H70	H35
Aliso Viejo	●	
① Anaheim	■	
Baldwin Park	●	
① Berkeley	■	
① Burbank - N Hollywood Way (New)	■	
① Campbell - East Hamilton Ave	● ■	
Campbell - Winchester	● ●	
Citrus Heights	●	
Concord	● ●	
Costa Mesa - Bristol St	●	
Costa Mesa - Harbor Blvd	● ■	
Cupertino	●	
Del Mar	● ●	

October 15 2022 10:30 AM: Station remains offline for a mechanical issue. We're working to restore operations and appreciate your patience. -The True Zero team.



H70* Status: **OFFLINE**
H70* Inventory: 99 KG

Last Updated: Tuesday, 10/18/2022, 1:18 PM
*H70 = 70 MPa or 10,000 PSI

3731 E. La Palma, Anaheim, CA 92806

[View in Map](#)

Opening Hours: 24/7

Station Customer Service: (844) 878-9376

On a nightly basis this station will reduce its energy consumption between 12 midnight to 5 AM. Safe, complete fills will still be achieved during this period, they'll just require a few minutes longer than routine.



Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Readiness: Did you locate an active and working Hydrogen Refueling Station?

- Yes
- No



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



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

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

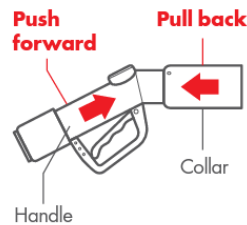
Additional Resources:

Resources regarding refueling the vehicle, locating a Hydrogen station, a station's up-to-date status, and other helpful information can be found by visiting <https://h2fcp.org/>

NOTICE: During periods of high humidity or increased use, the nozzle may become frozen and difficult to disconnect from the vehicle. If this occurs, **DO NOT POUR WATER OR SPRAY ANY CHEMICALS ON THE NOZZLE** as this may damage it.

Prior to fueling, wipe down the nozzle with a lint-free cloth.

If the nozzle becomes frozen, pull the collar back with one hand while pushing forward on the handle. This may help release the nozzle locking mechanism and aid removal.



Placing the nozzle back in the dispenser holster will start an air dryer mechanism, which assists in drying the nozzle. The sound of the air dryer is normal.

DISPENSING HYDROGEN

A hydrogen dispenser looks similar to a gasoline dispenser. Most dispensers have two hoses, one for H35 and one for H70. Just like the old leaded/unleaded gasoline nozzles, hydrogen nozzles are not interchangeable. A driver cannot connect the H70 nozzle to a vehicle with a H35 tank.

Putting hydrogen into a fuel tank is similar to dispensing CNG or filling a propane tank, and sounds like filling a tire with air. The driver connects the nozzle to the vehicle's receptacle to form a hydrogen tight seal. If the seal isn't complete, the fuel won't flow. Once the connection is firm, fuel flows from the storage cylinders into a cooling unit in the dispenser and into the vehicle's tank. If the vehicle uses H70, the hydrogen first passes through a boost compressor. When the tank is full, the dispenser stops. Filling a tank with hydrogen takes about the same amount of time as filling a gasoline tank.



Dispensing hydrogen is clean and safe. The dispensing equipment is a closed loop system with redundant safety systems. As with gasoline dispensers, hydrogen dispensers have breakaway hoses and e-stops. FCVs are also designed to not turn on if the fuel door is standing open. Because FCVs are electric vehicles, they do not have liquids such as transmission fluid and engine oil. Nothing drips or spills from the vehicle or the dispenser to create safety or environmental hazards.