



HYUNDAI Technical Service Bulletin

GROUP BODY	NUMBER 23-BD-006H
DATE APRIL, 2023	MODEL(S) IONIQ 5 (NE1)

SUBJECT: TAILGATE RATTLE NOISE REPAIR

Description: This bulletin describes the procedure to repair a tailgate that exhibits a rattle noise while driving. The repair procedure involves installation of washer pads to the side guide bumpers and adjustment of the tailgate striker.

STUI



This TSB includes STUI pictures as a requirement. Where indicated, please include the last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure the captured pictures are completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

Applicable Vehicles: Certain 2022MY and newer Ioniq 5 (NE1) vehicles

Parts Information:

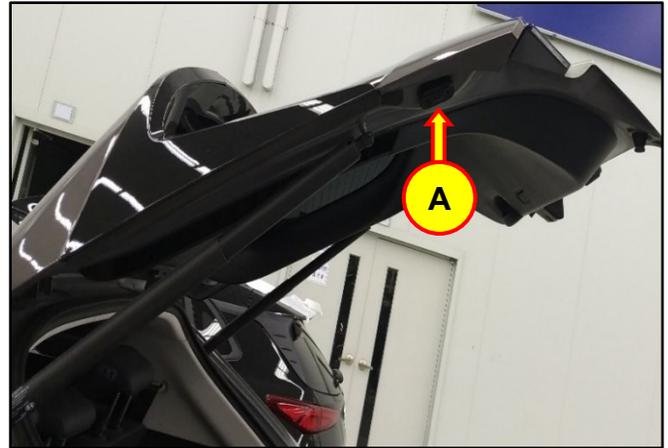
PART NAME	PART NUMBER	IMAGE	REMARKS
Rear Side Guide Bumper Pad Kit	81738-GI000FFF		16 washer pads included (12 required, 4 extra)

Warranty Information:

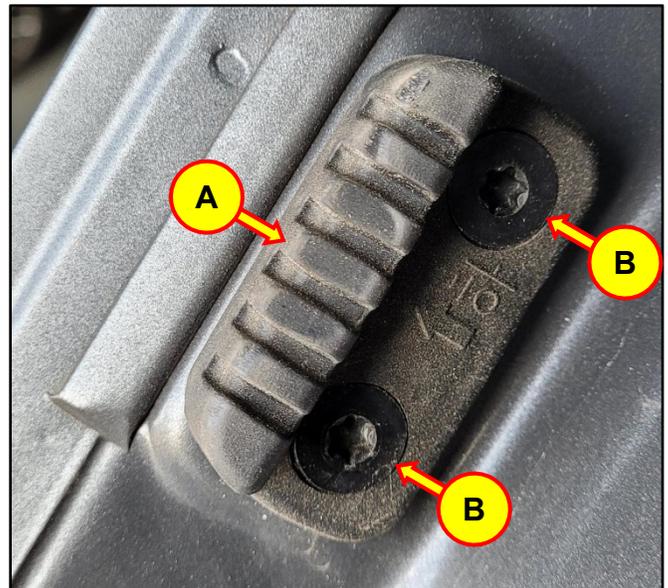
MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Ioniq 5 (NE1)	81738F01	Rear Side Bumper Pad Mounting and Striker Adjustment	0.3 M/H	81738-GI000FFF	Q55	ZZ1

Service Procedure:

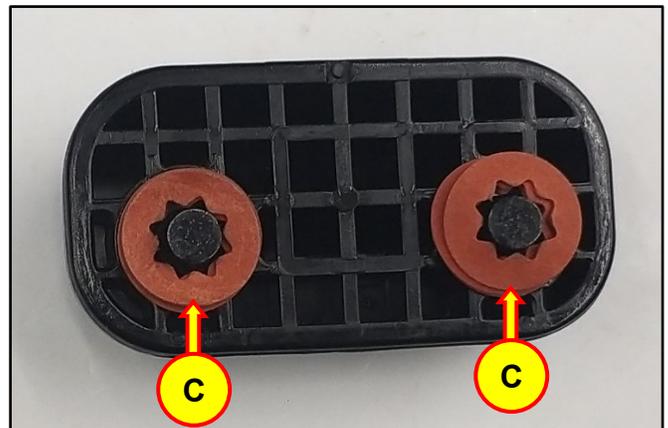
1. Open the tailgate and locate the side guide bumper (A).



2. Remove the screws (B) and remove the side guide bumper (A).



3. Install 3 washer pads on each screw on the backside of the side guide bumper.



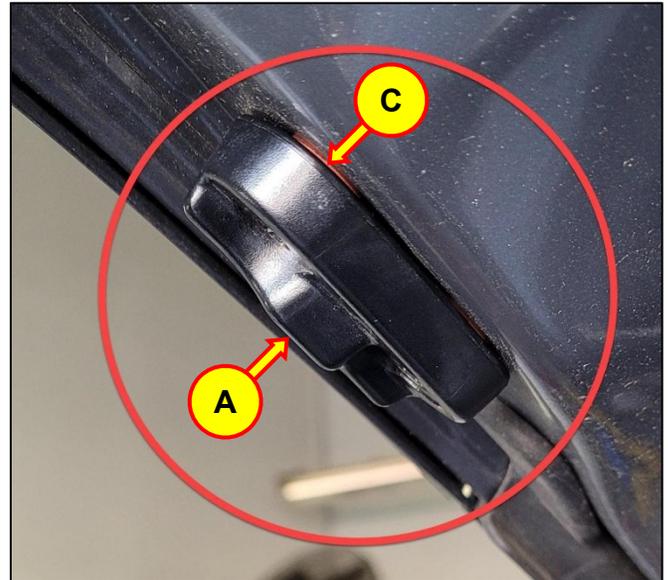
- Reinstall the side guide bumper (A) with the washer pads (C).

STUI



Using STUI, take photos of the side guide bumpers after installation. Include in the photo a piece of paper containing the last 6 digits of the VIN and the date of the repair.

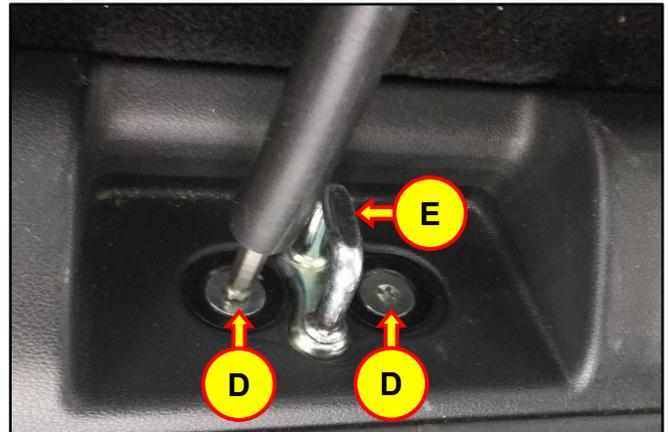
Upload the photos to STUI.



- Repeat steps 2-4 on the opposite side of the tailgate.
- Loosen the screws (D) on the tailgate striker (E) half a turn only.

NOTICE

The screws may be damaged during striker adjustment if loosened more than half a turn.



- Place a striking pry bar against the tailgate striker (E).



8. Hit the striking pry bar with a hammer 5 times using moderate force.

⚠ CAUTION

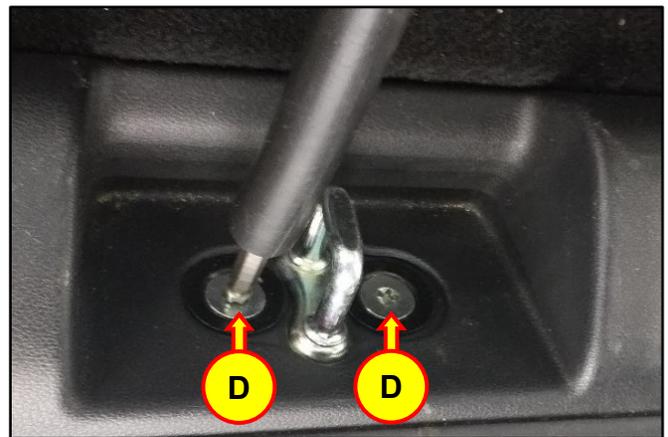
Hand injury or damage to the bumper/trim may occur if the pry bar is not properly positioned on the tailgate striker.



9. Tighten the screws (D) on the tailgate striker.

Tightening torque:

15.9 – 19.5 lbf-ft (21.6 – 26.5 N.m or 2.2 – 2.7 kgf.m)



10. The service procedure is now complete.