SUBJECT:	POWER TAILGATE CONTROL LOGIC IMPROVEMENT (SERVICE CAMPAIGN T9Z)

★ IMPORTANT

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

Access the "Vehicle Information" screen via WEBDCS to identify open campaigns.

Description: Certain 2023MY Ioniq 5 (NE1) and 2023MY Ioniq 6 (CE1) vehicles may exhibit a poorly closing power tailgate due to improper latching when closing which may cause the liftgate warning chime to come on. This bulletin provides the service procedure to update the Power Tailgate Module (PTGM) software to improve the condition stated above.

Applicable Vehicles (Certain):
- 2023MY Ioniq 5 (NE1) vehicles produced from 1/11/2023 – 1/17/2023
- 2023MY Ioniq 6 (CE1) vehicles produced from 1/12/2023 – 1/17/2023

NOTICE

This service campaign for IONIQ 5 (NE1) and IONIQ 6 (CE1) can only be performed by IONIQ certified Hyundai dealerships.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature	Cause
Ioniq 5 (NE1)	30D014R2	PTGM UPGRADE	0.3 M/H	81870-GI110	I14	ZZ3
Ioniq 6 (CE1)	30D014R3	PTGM UPGRADE	0.3 M/H	81201-KL100	I14	ZZ3

NOTE 1: Submit claim on Claim Entry Screen as "Campaign" type
NOTE 2: If a part is found in need of replacement while performing this recall 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.
NOTE 3: This TSB includes Repair validation photos. Op times include VIN, Mileage and Repair validation photos as outlined in the Digital Documentation Policy.

> ## 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.

GDS Information:

Event #	Description
#942	#942.CE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTLM)_UNIT1 (PORT)
#943	#943.CE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTLM)_UNIT2 (PORT)
#960	#960.NE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTGM)

ROM ID INFORMATION TABLE:

MODEL	SYSTEM	Part Number	ROM ID	
			OLD	NEW
IONIQ 6 (CE1)	PTGM	81201-KL100	Unit 01: 0352 Unit 02: 3520 HKMC Version: 1.03	Unit 01: 0355 Unit 02: 3552 HKMC Version: 1.03
IONIQ 5 (NE1)	PTGM	81870-GI110	Unit 01: 0A81 HKMC Version: 2.03	Unit 01: 0A85 HKMC Version: 2.03

MANUAL MODE PASSCODE INFORMATION TABLE:

EVENT	MENU	PASSCODE
#942	CE1_PTL_1_81201KL100	5399
#943	CE1_PTL_2_81201KL100	7342
#960	NE_PTGM_1_81870GI110	8067

Service Procedure:

> ## STUI 📷
>
> This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

⚠ CAUTION

Cautions During Control Unit Upgrade
- Confirm the vehicle's 12V aux. battery is fully charged. Please connect a battery charger before proceeding to eliminate risk of software update failure due to insufficient battery voltage.
- Turn off all lamps (Do not leave head lamp switch in auto mode) and all accessories (heater, A/C, blower, radio, seat warmer, defroster, etc.); do not allow the battery to be discharged during upgrade.
- Perform upgrade with the ignition switch in the ON position.
- Be careful not to disconnect any cables connected to the vehicle or scan tool during upgrade.
- Do not start the engine during upgrade.
- Do not turn off the ignition switch during upgrade.
- Do not touch the systems buttons (like 'BACK', 'HOME', 'etc.') while performing upgrade.

CONTROL UNIT UPGRADE PROCEDURE USING THE GDS-Mobile
GDS (Global Diagnostic System)-Mobile INSTALLATION PROCEDURE

1. Connect the VCI-II into the vehicle's DLC connector under the driver side instrument panel and check to turn the VCI-II on.

   Before starting the update, check power tailgate is operating properly and make certain that the battery of the Table PC is sufficiently charged.

   ### NOTICE

   ECU upgrade function on GDS-Mobile is basically operating in wireless communication and Wi-Fi direct. Also, it is possible to be performing via USB cable between Tablet PC and VCI-II.
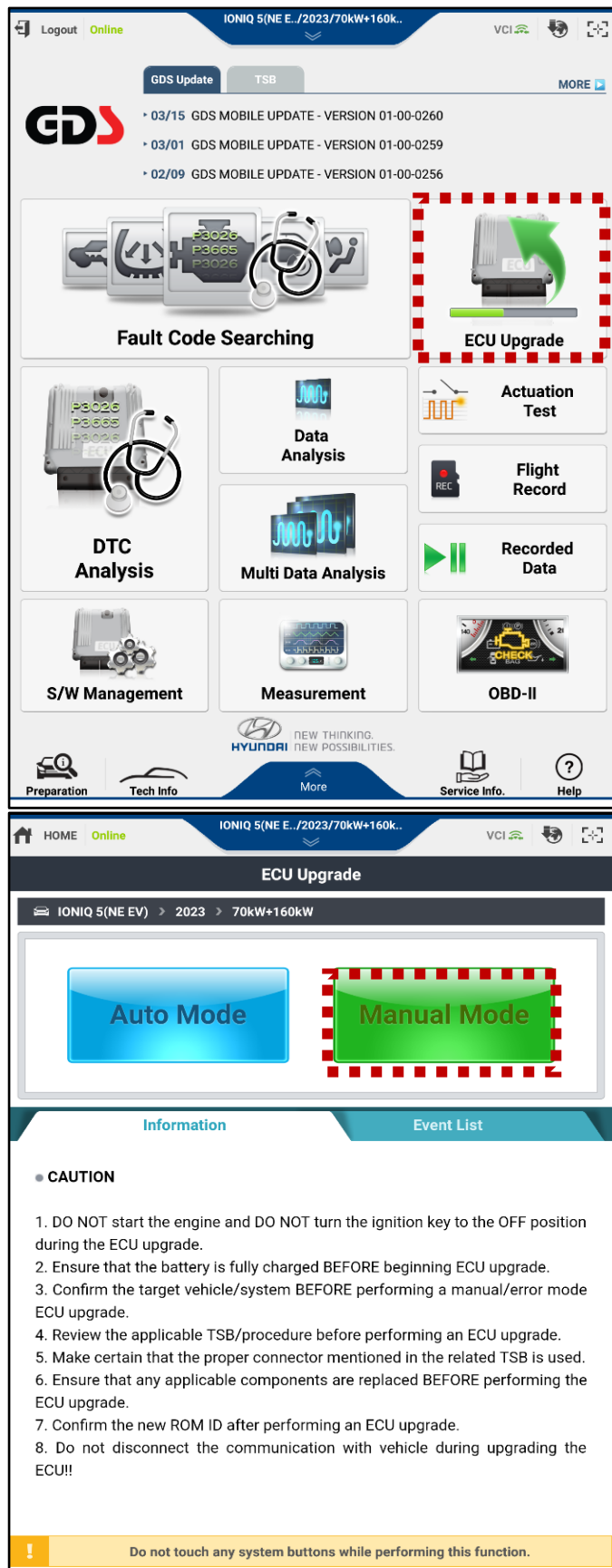
   ### NOTICE
   Only perform manual upgrade.

Tablet PC

VCI-II

MANUAL UPGRADE PROCEDURE USING THE GDS-MOBILE

2.   Select ECU Upgrade on the initial screen after entering the vehicle information and select Manual Mode.

3.   Select the control unit part number with reference to the above ROM ID Information Table and tab Upgrade.

- If **IONIQ 5 (NE1)** Select:
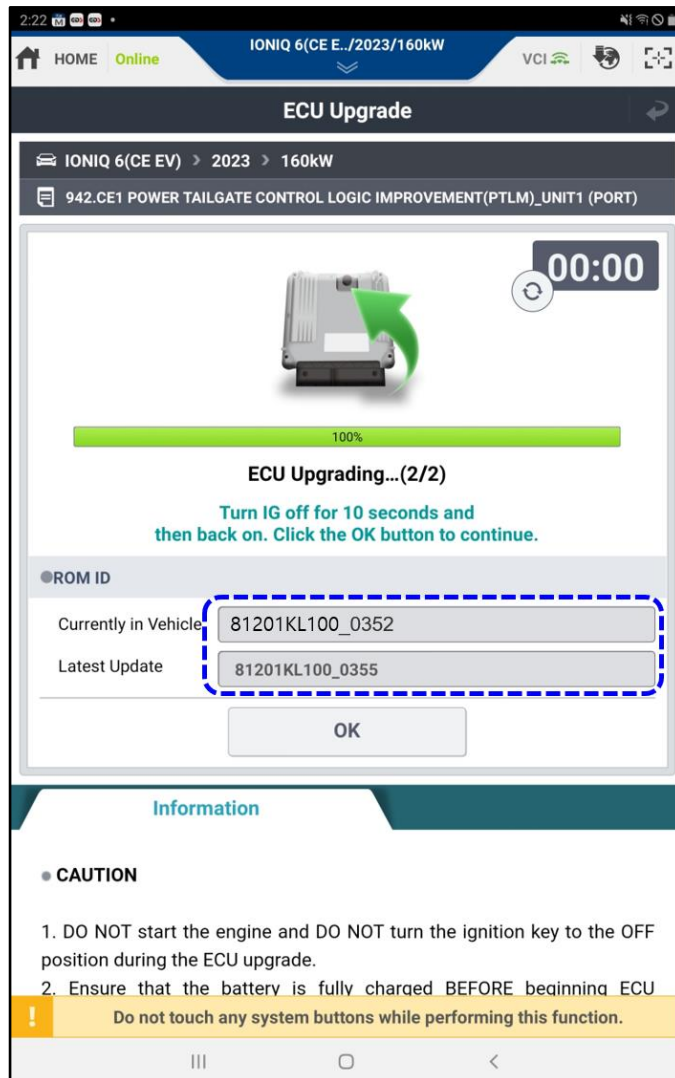#960.NE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTGM)

> ## NOTICE
>
> Ioniq 6 (CE1) will require two upgrades. Please select **#942** first and once upgrade is complete repeat the steps selecting **#943.**

- If **IONIQ 6 (CE1)** Select:
2-1) #942.CE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTLM)_UNIT1 (PORT)

2-2) #943.CE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTLM)_UNIT2 (PORT)

4. When upgrading, check the part number and software version as showin in the picture.

5. Enter the passcode from the Manual Passcode table below then touch OK.
   - If **IONIQ 5 (NE1)** Use:

EVENT	MENU	PASSCODE
#960	NE_PTGM_1_81870GI110	8067

   - If **IONIQ 6 (CE1)** Use:

EVENT	MENU	PASSCODE
#942	CE1_PTL_1_81201KL100	5399
#943	CE1_PTL_2_81201KL100	7342

6.   The vehicle battery voltage is checked to make sure it is at least 12 volts to ensure reliable upgrade results. Click OK if the results indicate voltage is OK.

> ## NOTICE
>
> If battery voltage is below 12 voltages as below, click BACK and then run the engine to assure an adequate battery charge state for reliable upgrade results.
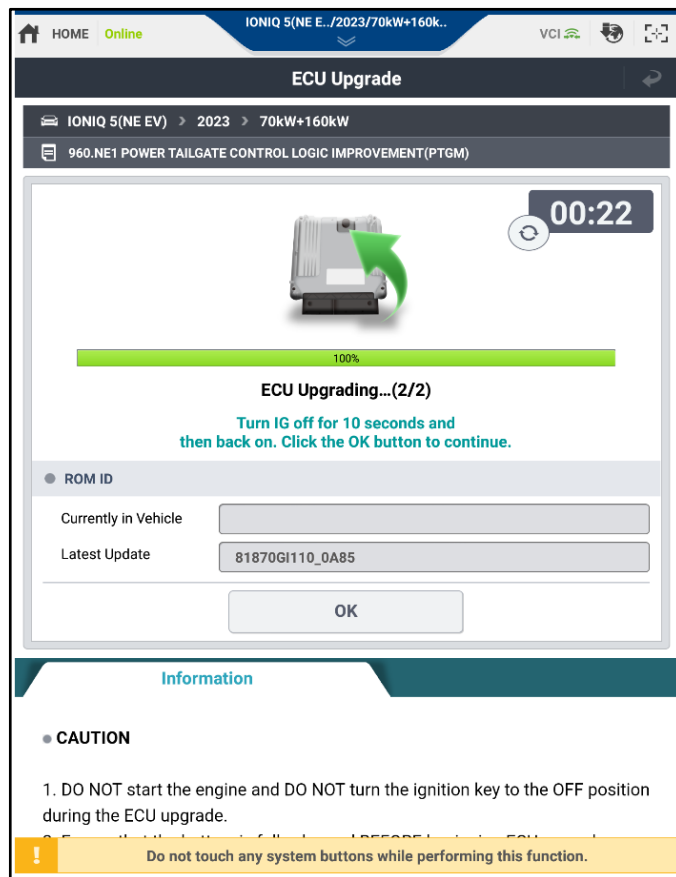

7.   Upgrade (1/2) will begin, and the progress of the upgrade will appear on the bar graph.

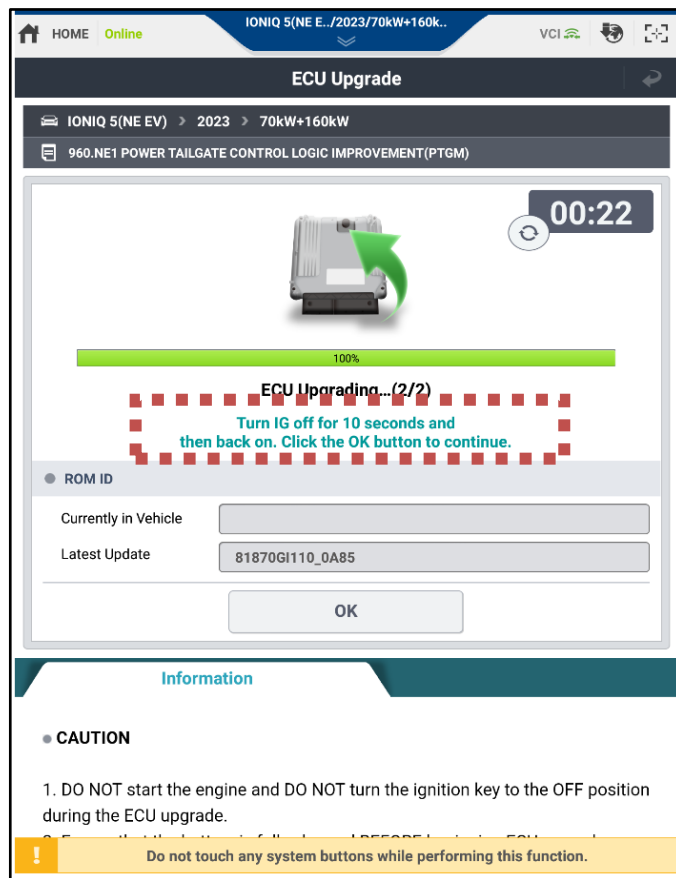Upgrade (1/2) will occur until 100% is reached on the bar graph.

8.   Upgrade (2/2) will begin, and the progress of the upgrade will appear in the bar graph.

Upgrade (2/2) will occur until 100% is reached on the bar graph.

9.   When upgrade reaches 100%, follow GDS instructions to "Turn IG off for 10 seconds and then back on. Click the OK button to continue."
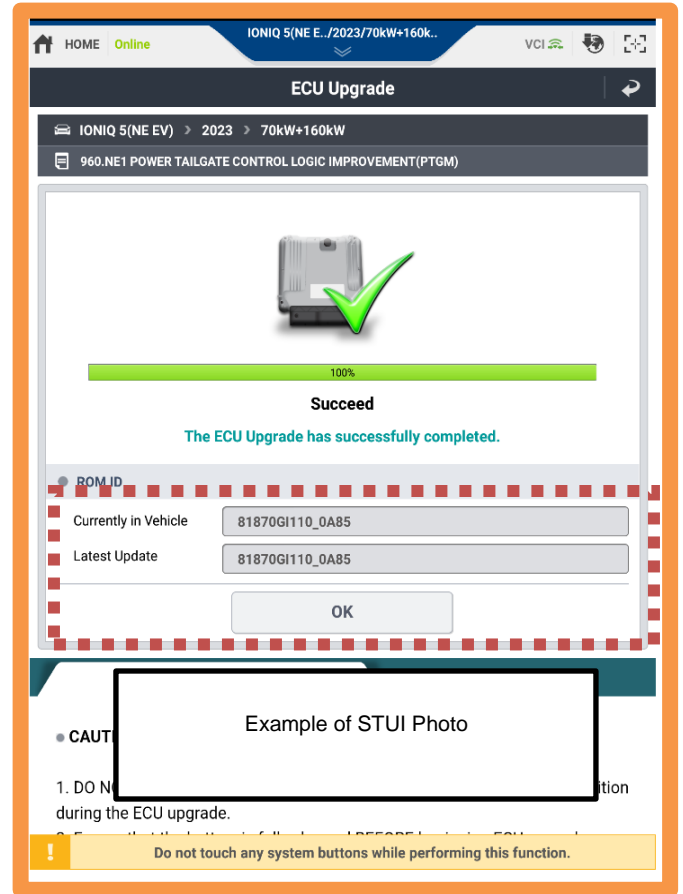
10. Click OK on the final screen, which indicates upgrade is complete.

STUI

Take a screenshot of the ECU Update Complete screen using your particular tablet's screenshot save method. Please save this picture and upload to STUI.

11. Check if any incidental Diagnostic Trouble Codes (DTC) have been created by the upgrade and clear the DTC(s) present.

   Start the engine to confirm proper operation of the vehicle and check power tailgate is operational.

12. **IONIQ 6 (CE1):** Repeat steps 1-11 in order to complete the second Upgrade on the IONIQ 6 (CE1).

   2-2) #943.CE1 POWER TAILGATE CONTROL LOGIC IMPROVEMENT(PTLM)_UNIT2 (PORT)