

Service Campaign 997: Integrated Charging Control Unit (ICCU) Inspection for DTC P1A9096, ICCU Software update or ICCU/Fuse Replacement - Dealer Best Practice

July 18, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> Repair Available - Technical Service Bulletin (23-01-060H) published 	07/17/2023

IMPORTANT: This service campaign can only be performed at certified IONIQ Hyundai dealers.

Campaign Description

Certain 2022-2023MY IONIQ 5 (NE1) and 2023MY IONIQ 6 (CE1) vehicles may exhibit a condition where low 12V auxiliary battery charging occurs due to an ICCU (Intelligent Charging Control Unit) fault which may set the following DTC P1A9096 – “DC/DC Converter Input Voltage Sensor Fault”. When a fault occurs, the vehicle may enter a reduced power mode while various warning lights, an audible chime will sound, and large messaging in the vehicle’s instrument cluster will appear, instructing the driver to stop the vehicle. The vehicle will be inspected for a DTC P1A9096 and may require either an ICCU software update or ICCU replacement and potential fuse replacement (if fuse is blown when inspected).

Affected Vehicles (Certain):

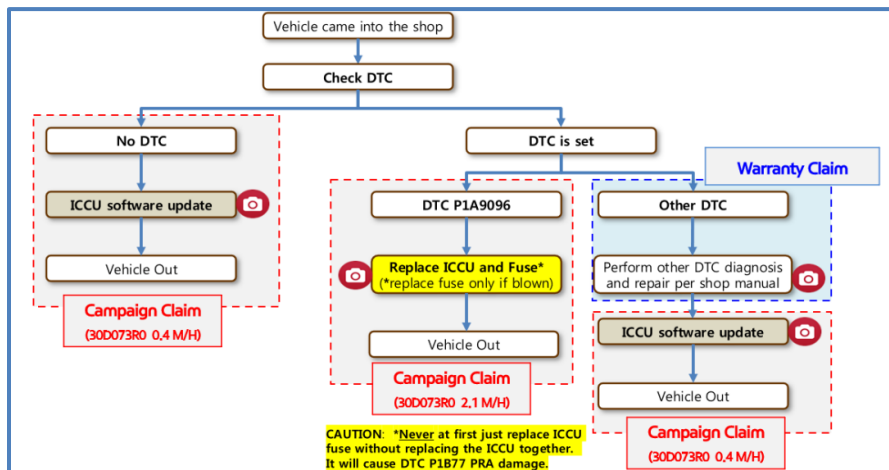
- 2022-2023MY IONIQ 5 (NE1) produced from 10/04/2021 - 06/22/2023
- 2023MY IONIQ 6 (CE1) produced from 12/14/2022 - 06/20/2023

Repair Process/Information

Recommended Service Technician Training Level: **Hyundai Expert Technician** who has completed the Hyundai EV Web Series (SVCHEV26EXAMW22_1176)

IMPORTANT: Follow the inspection process as outlined in **TSB 23-01-060H** (or latest version).

- Service process requires inspection first and ICCU replacement only if DTC P1A9096 appears.
 - If vehicle passes the inspection, will only need a software update.
 - If vehicle does not pass the inspection and has DTC P1A9096, vehicle needs ICCU replacement.
 - **Do not put the vehicle back together with an affected ICCU and send the customer on their way in the interim or just replace the ICCU fuse.**
 - Once ICCU is replaced, need to inspect fuse to confirm if blown or not. If blown, replace fuse.
 - **Never install a fuse before the ICCU is replaced** as it will cause damage to the battery PRA and cause Diagnostic Trouble Code (DTC P1B77).



Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires ICCU replacement. In addition, a SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.

If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

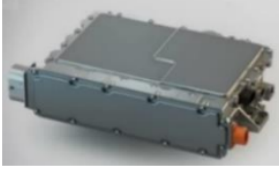
Warranty Information

IMPORTANT: This service campaign can only be performed at certified IONIQ Hyundai dealers. If a non-certified IONIQ Hyundai dealer performs the procedure, they may not be able to be reimbursed for their service technician’s work.

1. **Reimbursement:** This service campaign pay the following :
 - a. Labor
 - i. 0.4 M/H for inspection of the DTC P1A9096 code & performing the software update
 - ii. 2.1 M/H for inspection of the DTC P1A9096 code, replacing the ICCU, & performing the fuse inspection
 - b. Pink Coolant & Fuse Replacement (op code 30D073R1)
 - i. Dealer will be reimbursed for 1 gallon of pink coolant & the fuse when both when ICCU replacement is required.
 - ii. **For fuse ONLY:** Dealers will be reimbursed for the fuse whether they use it is or not. Fuse must only be replaced if confirmed blown after inspection.
2. Only software update/ICCU & fuse replacement due to DTC P1A9096 are to be submitted under the Claim Entry Screen as “Campaign” type. If other DTC than P1A9096 appears during inspection, submit as normal warranty and perform the appropriate diagnosis per shop manual.
3. **Photos:** Please refer to **TSB 23-01-060H** (or latest version) for repair validation sample photos and additional details.

Parts Information

- Please refer to the Service Campaign 997 Parts Bulletin for the latest parts information; posted on (Hyundaidealer.com/Parts/Documents Library/Reference Materials/Parts Bulletin).
- **If ICCU replacement is required, please make sure to order both the ICCU and fuse.** Dealer will require a valid **service campaign 997 VIN** to order the parts.

Part Name	Model	Part Number	Remark
Integrated Charge Control Unit (ICCU)	Ioniq 5 (NE1)	36400-1XAA0QQH	As needed only if DTC P1A9096 stored: 
	Ioniq 6 (CE1)	36400-1XEA0QQH	
Fuse**	Both	375F2-GI040QQH	Order this fuse with an ICCU. **However, per section-E only install the fuse after ICCU is replaced, should inspection of the fuse confirm it is blown/open.
**CAUTION: Do not install fuse before ICCU replace. DTC P1B77 Battery PRA damage will occur.			
Coolant (LLC-10)	Both	00232-19098	Pink coolant. Up to 1 Gallon.

Sample Customer Talk Tracks

1. “If your vehicle experiences any concern(s) related to low battery charging, reduced drive power, and/or various warning lights with messaging appearing in the instrument cluster stating to stop the vehicle, please immediately stop your vehicle and have it towed to the nearest Hyundai dealer. Do not attempt to drive the vehicle until the repair has been applied.”
2. “We will inspect your vehicle’s Integrated Charging Control Unit (ICCU). If inspection passes, we will only need to perform a software update on your vehicle at no cost to you. If inspection does not pass and the diagnostic trouble code P1A9096 is found, we will need to replace the ICCU and potentially the ICCU fuse at no cost to you and may need to down your vehicle. We would like to offer you an SRC while we obtain the necessary parts to complete your vehicle’s repair. We apologize for the severe inconvenience.”
3. Walk-in customer: “I checked your vehicle for open campaign and see that your vehicle has an open one that needs to be addressed during your visit today. It is related to Integrated Charging Control Unit (ICCU) and may affect the charging of your vehicle. Because of this, we will inspect your vehicle’s ICCU system and depending on the result, update the ICCU software or replace the ICCU and fuse. This service will be performed at no charge to you. If requested, we will provide a Service Rental Car (or alternate transportation) while repairs are being performed and apologize for the inconvenience in advance.”

Best Practice Checklist



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

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – It is highly recommended to have parts on-hand for when the customer arrives to the dealership with a subject vehicle outlined in **TSB #23-01-060H** (or latest version), especially if customer has made appointment beforehand and to minimize dealership traffic. Order parts and obtain an estimated time of arrival (ETA) as soon as possible.



Reception: For subject vehicles as outlined in **TSB #23-01-060H** (or latest version), did you explain to the customer the expected inspection and repair time?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if requested while repairs are being performed and/or if their vehicle needs ICCU replaced.



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements (Expert level or higher) to complete this campaign?

- Yes
- No** – Please ensure a technician with an Expert level (or higher) completes this repair.



Repair: Were the VIN/mileage captured and appropriate picture(s) taken based on the inspection and/or repair need as outlined in **TSB #23-01-060H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. **See TSB #23-01-060H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No

Customer FAQ

Q1: What is the issue?

A1: Subject vehicles vehicle may experience low battery charging and potentially enter a reduced power mode. If this occurs, warning lights, an audible chime and large messaging in the vehicle’s instrument cluster will appear, instructing the driver to stop driving the vehicle.

Q2: What will be done during service at the dealer?

A2: The ICCU will be inspected. If the inspection passes, only a software update to the ICCU is needed. If the inspection does not pass, the ICCU will need to be replaced and also potentially the ICCU’s fuse. If the ICCU will need to be replaced, your vehicle may be needed longer than expected to secure the parts and repair the vehicle.

Q3: When will owners be notified of this service campaign?

A3: Owners of the subject vehicles will be notified via First Class Mail in August 2023.

Q4: What if I already paid for a part replacement/repair out-of-pocket already related to this condition or service campaign?

A4: Please file a claim at <https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html> or contact Hyundai Motor America at 1-855-371-9460.

Contact Reference

Thank you for your prompt attention to this critical matter and continued commitment to Hyundai customers. Please see next page for list of commonly referred to contacts.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREPLine	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	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / 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 <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	