



# Technical Service Bulletin

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| GROUP<br><b>EV SYSTEMS</b> | NUMBER<br><b>23-EV-006H</b>                        |
| DATE<br><b>AUGUST 2023</b> | MODEL(S)<br><b>IONIQ 5 (NE1)<br/>IONIQ 6 (CE1)</b> |

**SUBJECT:** INSPECTION/REPLACEMENT OF EV CHARGING PORT INSULATION CAP

**Description:** This bulletin provides service information on how to inspect the charging port and if needed, replace any missing/damaged insulation cap(s) at the charging port on certain 2022-2023MY Ioniq 5 (NE1) and 2023MY (CE1) . The charging insulation caps are important to ensure proper charger connector orientation and fit to the vehicle charge port.

**Applicable Vehicles:** 2022-2023MY Ioniq 5 (NE1) and 2023MY Ioniq 6 (CE1)

## NOTICE

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

### Parts Information:

| Model                           | Spec. | Part Name                                 | Part Number | Figure | No. | Applied Position |
|---------------------------------|-------|---|-------------|--------|-----|------------------|
| IONIQ 5 (NE1) and IONIQ 6 (CE1) | 5-Pin | Insulation Cap – Inlet Terminal 5P Charge | 91691-GI010 |        | 1   |                  |
|                                 |       | Insulation Cap – Inlet Terminal 5P GND    | 91691-GI020 |        | 2   |                  |
|                                 |       | Insulation Cap – Inlet Terminal 5P DC     | 91691-GI030 |        | 3   |                  |

### Warranty Information:

| MY/MODEL                       | OP CODE  | OP NAME        | OP TIME       | CAUSAL PART                | NATURE | CAUSE |
|--------------------------------|----------|----------------|---------------|----------------------------|--------|-------|
| Ioniq 5 (NE1)<br>Ioniq 6 (CE1) | 91690R00 | Insulation Cap | As per WebLTS | Refer to Parts Table above | I11    | ZZ3   |

**NOTE 1:** Normal warranty applies.

**NOTE 2:** Submit claim on Claim Entry Screen as “Warranty” type.

**NOTE 3:** Refer to the latest Digital Documentation Policy for repair validation requirements.

**NOTE 4:** The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. Claim is subject to debit if the part is not returned.

**NOTE 5:** If a part is found in need of replacement while performing this TSB 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.

**Service Procedure:**

**STUI**



This TSB includes a STUI photo requirement. Refer to the latest Warranty Digital Documentation Policy for requirements.

1. Open the charging port (A).



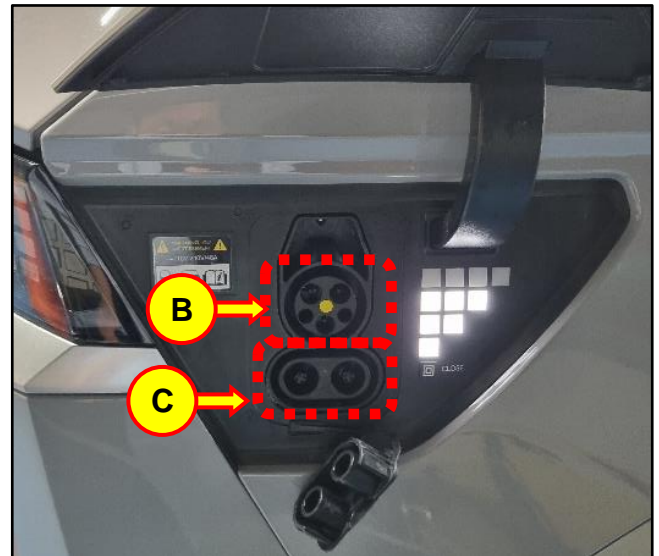
2. **Charging Port Inspection for abnormal condition:**

Inspect both charging areas:

- AC charging terminals (B)
- Quick (DC) charging terminal (C).

a) Check for any missing, damaged or significantly deteriorated insulation caps.

b) Check for any foreign matter found inside the port.



**Record the abnormal condition found:**

**STUI**



Using STUI, take a photo of the charge port abnormal condition and upload the photo to STUI.



3. **When foreign material is observed inside the port:**
  - Blow out any foreign material with shop air.
  - When it is necessary to assist in removing any stubborn dirt that can't be removed by air, spray in a common electrical contact cleaner. Blow out after with shop air again.
4. **Missing/Removing and Replacing an Insulation Cap:**

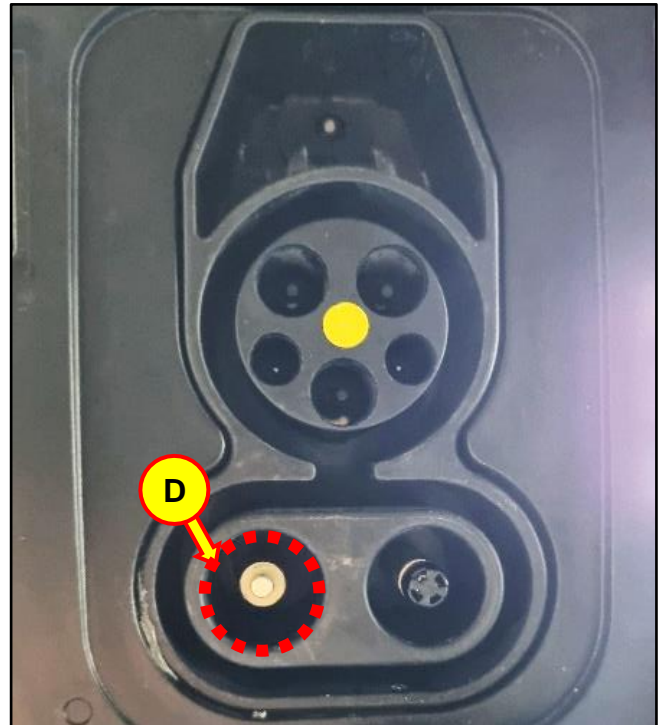
Remove the insulation cap if it is damaged, and/or significantly deteriorated.

Use needle nose pliers and gently grab and pull up the cap.

**i Information**

The photo shown at right is an example is of a DC charging insulation cap missing/removed at the left terminal (D).

The remaining steps show how to replace a missing DC charging cap of this example. Replacing an AC charging insulation cap would be similar.

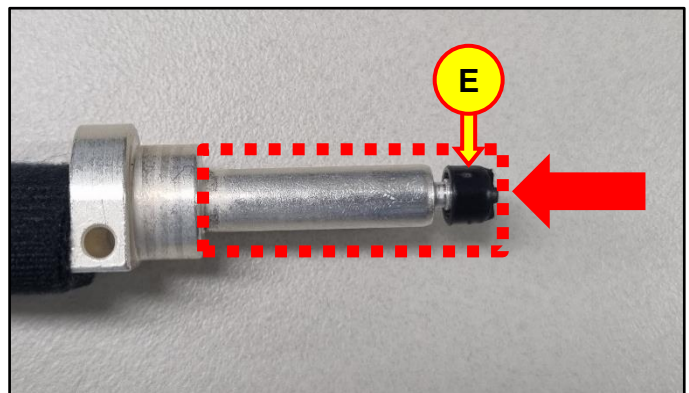


5. Temporarily mount the replacement insulation cap (E) on the DC terminal by pressing in firmly by hand.



**i Information**

In example at right, insulation cap is in temporarily mounted position.  
The DC terminal is shown removed for demonstration purposes only.



6. To fully mount the insulation cap, press firmly against the cap with a rod or similar object with a flat tip.

**i Information**

Example shown using the back of a screwdriver.

7. Service Procedure is complete.

