Service Campaign 9A4: Kona EV DTC Inspection, BMS Update, and BSA Replacement – Dealer Best Practice
August 29, 2023

Date: 08/29/2023

Campaign Description
Certain 19-23MY Kona Electric (OS EV) vehicles may experience a condition of EV warning light ON with Diagnostic Trouble Code (DTC) P1AA6 to P1AAF found stored. The Battery Management System (BMS) software update will be performed to enhance battery diagnostics logic. The service procedure contained in TSB 23-01-073H (or latest version) is summarized as follows:
• Vehicles that do not have EV Warning Light “ON” will only need the BMS software update.
• Certain vehicles incurring EV Warning Light “ON” and DTC P1AA6 found stored with Freeze Frame Data Information Code I=128 will only require the BMS Update.
• Certain other DTC P1AA6 Information Code 1-2 values or DTC P1AA7 to P1AAF will require the Battery System Assembly (BSA) to be replaced and then the BMS Update to be performed.

Applicable Vehicles (Certain)

Repair Process/Information
• Refer to TSB 23-01-073H (or latest version) for repair process information.
• GDS Information: Select BMS Event #999 or latest Event # that displays in GDS.
• Recommended Service Technician Training Level(s):
  o For BMS software update only: Hyundai Certified Service Technician or above.
  o For BSA full assembly replacement: Hyundai Master Service Technician or above, and they also must have completed Electric Vehicle Battery R&I Training – Web (# SVCHEVHVBRIW19_811).

Recommended Alternative Transportation
A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires to be kept overnight. 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
• This service campaign pays for the following scenarios:
  o 0.4 M/H for a DTC check & software update
  o 3.4 M/H for DTC check and BSA replacement
  o 3.6 M/H for DTC check, BSA replacement, and software update
• The scenarios above include taking a repair validation photo of the software update (if necessary) and the DTC freeze frame data if BSA replacement is required and uploading to STUI.
• Each BSA replacement labor op code will include reimbursement for bolts, washers, and coolant.
• Please see BSA replacement op codes at end of TSB 23-01-073H (or latest version).
• Photos: Please refer to TSB 23-01-073H (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.
Parts Information

- Please refer to TSB 23-01-073H (or latest version) for required Parts information, if necessary, based on the repair.

Customer Talk Tracks

1. “I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign relates to the vehicle’s Battery Management System whereby the vehicle may experience a condition that results in the instrument cluster displaying “EV Warning Light On.” We will inspect your vehicle and either update the vehicle’s Battery Management System (BMS) software and/or replace your vehicle’s Battery System Assembly (BSA). This service, of course, will be provided at no charge to you. If replacement of the Battery System Assembly is required, 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.”

2. “For Walk-In Customer: During your visit today, I checked your vehicle for any open campaign or recalls and found that your vehicle has an open campaign that relates to the vehicle’s Battery Management System. The campaign is to inspect the vehicle for a diagnostic trouble code (DTC) and update the vehicle’s software and/or replace your vehicle’s Battery System Assembly (BSA). If replacement of the Battery Assembly is necessary, we may need your vehicle longer than anticipated and would like to offer you an SRC. This service, of course, will be provided at no charge to you. We apologize for the severe inconvenience.”

Best Practice Checklist

Reservation: Did you check WebDCS for additional campaigns or recalls? Did you check for any declined services from previous visits?
- Yes
- No – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership. Also ask customer if he/she would like to have any of the previous declined services performed.

Readiness: Are tools in stock to perform battery replacement (if necessary)?
- Yes
- No – Dealers should refer to TSB 23-EV-001H (or latest version) to ensure the dealership has the appropriate special tools/equipment (lift table, fixture, etc.) to perform a battery replacement.

Reception: Did you explain to the customer the expected repair time and an expectation for a status update?
- 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 if requested?
- Yes
- No

Repair: Did you provide the customer with an eMPI?
- Yes
- No

Does the Technician meet the recommended training requirements to complete this campaign, based on
the type of repair needed?
- Yes
- No

- **BMS software update only**: Please ensure a Technician with a **Certified level (or higher)** completes the repair according to **TSB 23-01-073H** (or latest version)
- **BSA full assembly replacement**: Please ensure a Technician with a **Master level (or higher)** & EV Battery R&I Training completes this repair according to **TSB 23-01-073H** (or latest version)

Were the appropriate picture(s) taken based on the service procedure per **TSB 23-01-073H** (or latest version)?
- Yes
- No – Please ensure appropriate picture(s) are taken. See **TSB 23-01-073H** (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: Some Kona Electric (OS EV) vehicles may experience a condition of EV warning light ON with DTC P1AA6 to P1AAF found stored.

**Q2: What will be done during service at the dealer?**
A2: This service procedure will update the vehicle’s Battery Management System software and/or replace the BSA (battery system assembly). The actual service procedure performed will be dependent on the following:
- Vehicles that do not have EV Warning Light ON will only need the BMS software update.
- Certain vehicles incurring EV Warning Light ON and DTC P1AA6 found stored with Freeze Frame Data Information Code 1=128 will only require the BMS Update.
- Certain other DTC P1AA6 Information Code 1-2 values or DTC P1AA7 to P1AAF will require the Battery System Assembly (BSA) to be replaced and then the BMS Update to be performed.

**Q3: When will owners be notified of this service campaign?**
A3: Owners of the subject vehicles will be notified via First Class Mail in October 2023.

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

**Contact Reference**
Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers. Please see the list of commonly referred to contacts below.
### Key Contact Information

<table>
<thead>
<tr>
<th>Dealer Support</th>
<th>Contact Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parts</td>
<td><a href="mailto:HyundaiPartsHotline@MobisUSA.com">HyundaiPartsHotline@MobisUSA.com</a> 1-800-545-4515</td>
<td>Parts ordering hotline</td>
</tr>
<tr>
<td>Techline</td>
<td>1-800-325-6604</td>
<td>Vehicle Technical Support for Hyundai Dealer Technicians</td>
</tr>
<tr>
<td>Warranty HELPREP Line</td>
<td>1-877-446-2922</td>
<td>Warranty Claim questions for Hyundai Dealers</td>
</tr>
<tr>
<td>Warranty Prior Approval (PA) Center</td>
<td><a href="mailto:PA@hmausa.com">PA@hmausa.com</a></td>
<td>Warranty Prior Approval (PA) Center for Hyundai Dealers</td>
</tr>
</tbody>
</table>
| Xtime Technical Support | Support@xtime.com 1-866-984-6355 | Assistance with Car Care Scheduling:  
  * Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| AutoLoop Technical Support | Support@autoloop.com 1-877-850-2010 | Assistance with Car Care Scheduling:  
  * Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| CDK Technical Support | [https://serviceconnect.support.cdk.com](https://serviceconnect.support.cdk.com) | Assistance with Car Care Scheduling:  
  * Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |

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<tr>
<td>Hyundai Customer Care Center (Recall/Campaign Questions)</td>
<td>1-855-671-3059</td>
<td>Customer questions or concerns related to <a href="#">recall or service campaigns</a></td>
</tr>
<tr>
<td>Hyundai Recall/Campaign Website</td>
<td><a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a></td>
<td>Updated information related to the specific recall or service campaign</td>
</tr>
<tr>
<td>Hyundai Customer Care Center (General Questions)</td>
<td>1-800-633-5151</td>
<td>Customers general questions, non-campaign related</td>
</tr>
<tr>
<td>Hyundai Roadside Assistance</td>
<td>1-800-243-7766</td>
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<tr>
<td>Campaign Central</td>
<td>Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a></td>
<td></td>
</tr>
<tr>
<td>Car Care Scheduling (Xtime) - Tutorials</td>
<td><a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> &gt; Service &gt; Dealer Resources &gt; DocumentsLibrary &gt; Car Care Scheduling</td>
<td></td>
</tr>
</tbody>
</table>
| Car Care Scheduling (Xtime) - Recall Appointment Notification | 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](http://www.HyundaiDealer.com) > Parts > Documents Library > Campaign Parts Management |                                            |
| 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](http://www.hyundaiusa.com/recall) |                                            |
| NHTSA Website                                  | [www.safercar.gov](http://www.safercar.gov) |                                            |