



HYUNDAI Technical Service Bulletin

GROUP BODY	NUMBER 23-BD-006H-1
DATE SEPTEMBER 2023	MODEL(S) IONIQ 5 (NE1)



SUBJECT: TAILGATE NOISE RATTLE REPAIR

This TSB supersedes 23-BD-006H by adding the body guide bumper replacement.

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.

Applicable Vehicles (Certain): 2022 – 2023MY IONIQ 5 (NE1) vehicles produced from 1/1/2022 to 2/21/2023.

Parts Information:

Part Name	Part Number	Figure	Remarks
Tailgate Guide Bumper Pad Kit	81738-GI000FFF		16 washer pads included (12 required, 4 extra)
Body Guide Bumper	81779-CV000		Quantity of 2 required. Same part number used for both sides

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
IONIQ 5 (NE1)	81738F02	Tailgate Rattle & Friction Noise Rework	0.4 M/H	81738-GI000FFF	Q55	ZZ1

NOTE 1: Normal warranty applies.

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

NOTE 3: This TSB includes Repair validation photos. Op times including VIN, Mileage, and Repair validation photos as outlined in the Digital Documentation Policy.

NOTE 4: 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

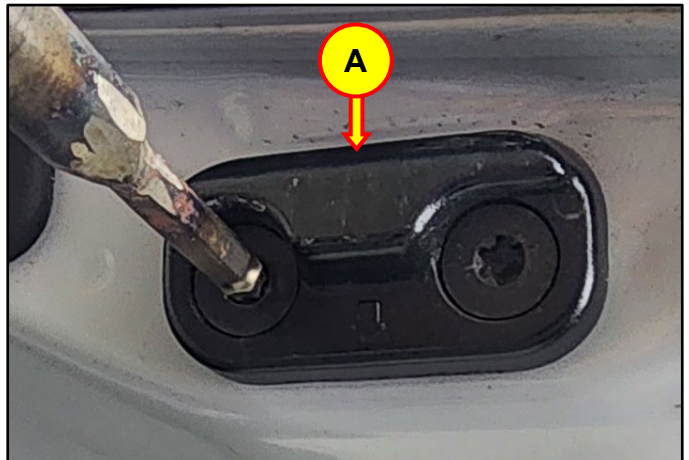
This TSB includes Repair validation photos. Refer to the latest Digital Documentation Policy for requirements.

Guide Bumper Washer Installation & Replacement

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



2. Remove the mounting screws and remove the tailgate guide bumper (A).



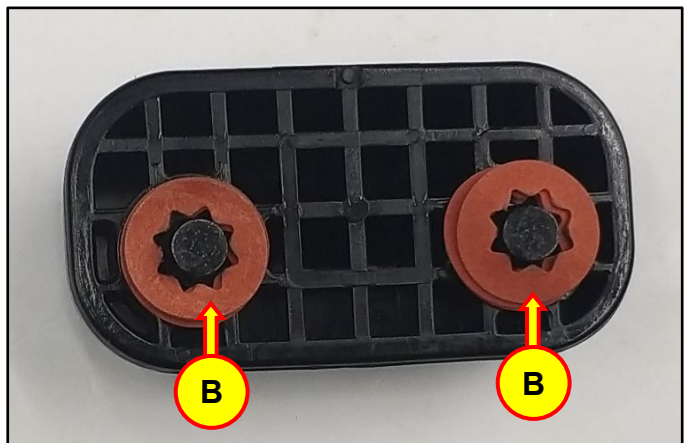
Tightening Torque:

lb-ft	18
N.m	25

3. Install 3 washer pads (B) on each screw on the backside of the tailgate guide bumper.

i Information

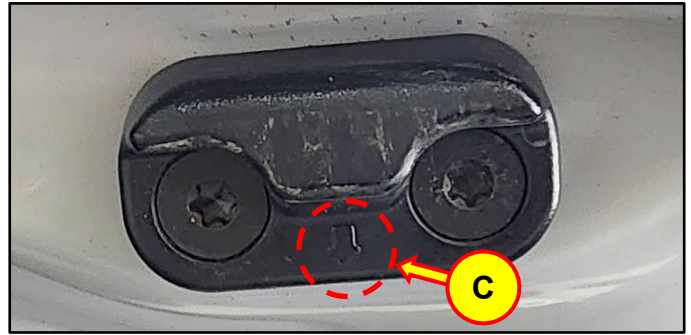
Push the washer pads down completely until they are touching the backside of the tailgate guide bumper.



- Reinstall the tailgate guide bumper with the washer pads installed on the screws.

i Information

Ensure the tailgate guide bumper is oriented correctly by verifying that the arrow (C) is pointing downwards.

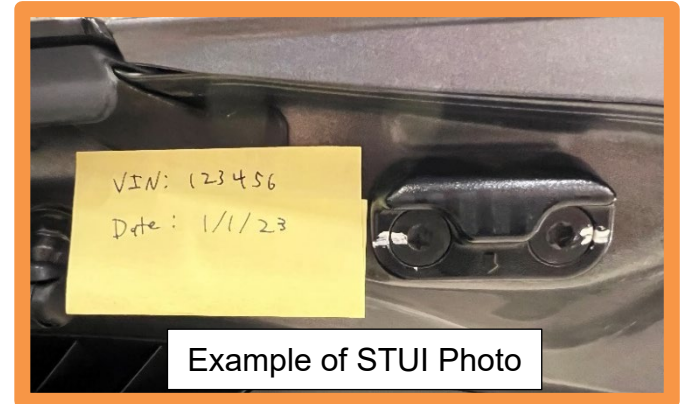


STUI



Using STUI, take photos of the side guide bumpers on both sides 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.

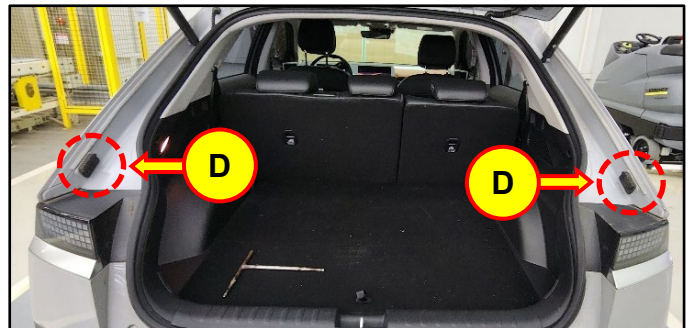


- Repeat steps 2-4 on the opposite side of the tailgate.

- Remove the body guide bumpers (D) on both sides and replace them with new parts.

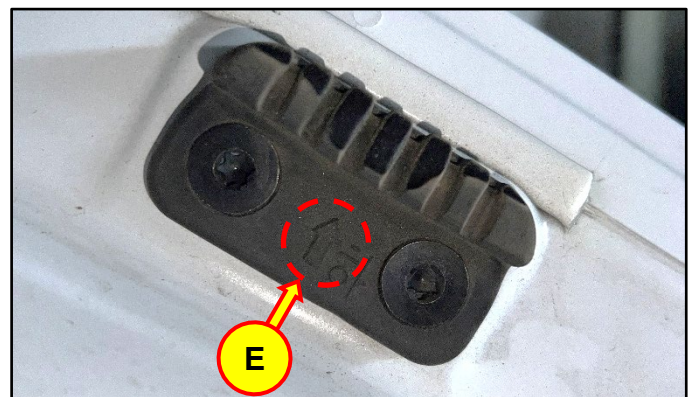
Tightening Torque:

lb-ft	18
N.m	25



i Information

Ensure the body guide bumper is oriented correctly by verifying that the arrow (E) is pointing upwards.

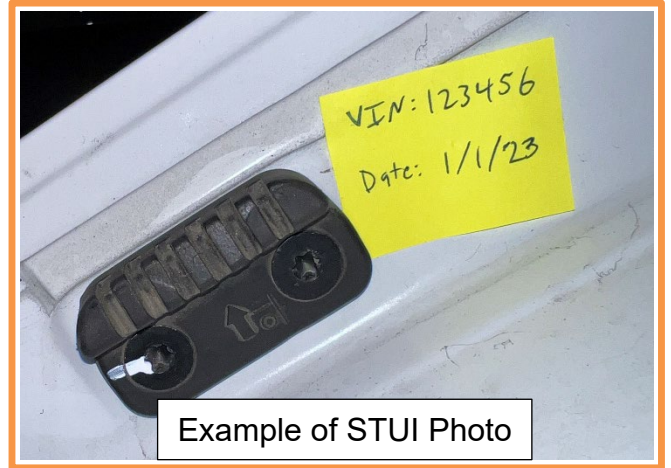


STUI



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Upload the photos to STUI.

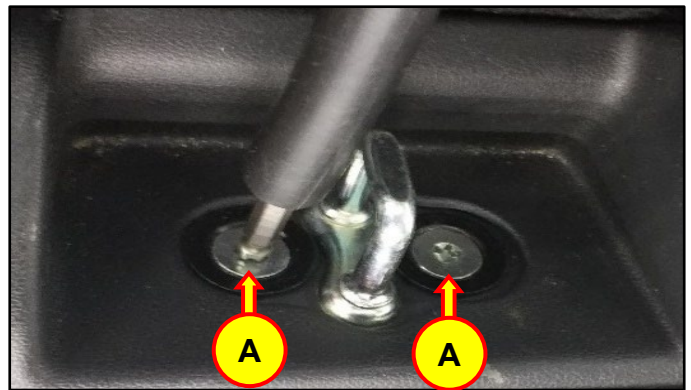


Tailgate Striker & Overslam Bumper Adjustment

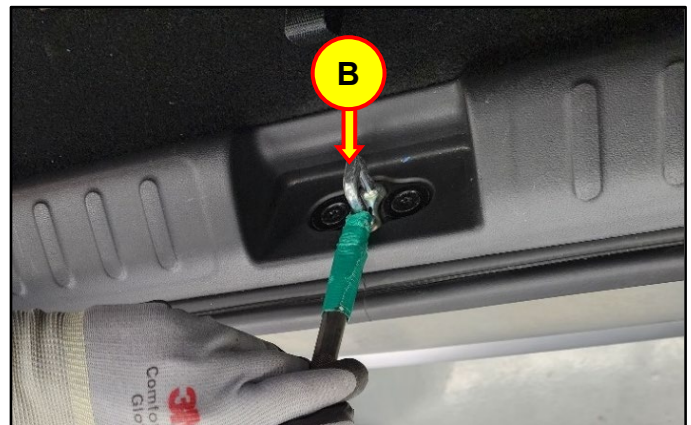
1. Loosen the tailgate striker mounting screws (A) by half a turn.

NOTICE

Avoid loosening screws more than half a turn to prevent damage during striker adjustment.



2. Place a striking pry bar against the tailgate striker (B).



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

CAUTION

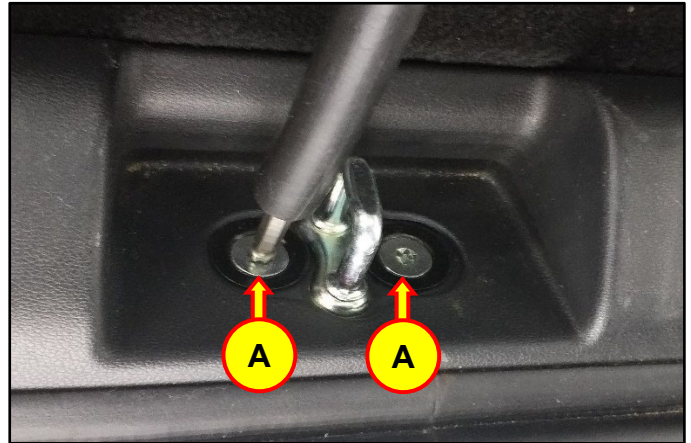
Ensure the pry bar is positioned correctly on the tailgate striker to avoid hand injury or bumper/trim damage.



- Tighten the tailgate striker mounting screws (A).

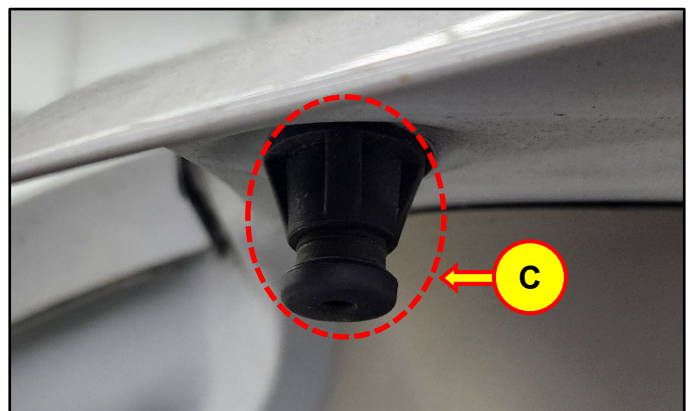
Tightening Torque:

lb-ft	18
N.m	25



- Verify that the tailgate opens and closes normally.

If necessary, adjust the gap between the tailgate and body by twisting the tailgate overslam bumpers (C).



- The service procedure is now complete.