

# **Service Campaign 9A1: VCU Update for IONIQ 5 (NE1) & IONIQ 6 (CE1) and Owner’s Manual Supplement for 22MY IONIQ 5 ONLY – Dealer Best Practice**

October 9, 2023

Document Subject	Date
<ul style="list-style-type: none"> <li>Technical Service Bulletin (TSB 23-01-067H-1) published – Adding IONIQ 6 (CE1) vehicles</li> </ul>	10/09/2023

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

## **Campaign Description**

Updated Vehicle Control Unit (VCU) software relating to the brake light logic for regenerative braking on certain IONIQ 5 Electric (NE1) & IONIQ 6 (CE1) vehicles is now available to improve the vehicle’s system logic and performance. An “Owner’s Manual Supplement” leaflet is also to be provided to 2022MY IONIQ 5 vehicle customers to explain the change & application of the Electronic Parking Brake (EPB) system of their vehicle.

### **Key VCU improvements of this VCU software update the following:**

- Brake light logic update for regenerative braking:
  - Improved logic to enable brake light actuation during regenerative braking at certain deceleration speeds and during i-Pedal mode driving without the need to press the brake pedal.
- Enhanced i-Pedal mode operation:
  - Improved i-Pedal operation logic.
- EPB (Electronic Parking Brake) auto engagement when shift into Park/auto disengagement shift out of Park when shifting to D or R while brake pedal is engaged:
  - Improved EPB logic for automatic engagement when placed in Park and disengagement when placed in Drive or Reverse when the proper conditions are met (Door Closed, Seat Belt Latched, etc.)
- DTE (Distance to Empty) strategy:
  - Improves the frequency with which DTE calculations are made using your most recent week of driving to calculate your average miles per kWh; previously utilizing the previous 2 weeks.
- Snow road surface performance:
  - Improved vehicle traction under snowy conditions.
- Air conditioning performance during AC slow charging:
  - Air conditioning can be remotely turned on or scheduled during A/C charging. Previously, there was logic to place higher priority in achieving and maintaining full battery state of charge during A/C charging which limited remote/scheduled air conditioning operation.
- Enhanced charging sequence:
  - Improved charging sequence to re-enter battery charging when it reaches a battery state that is 1.5% lower than target state of charge. Previously, it re-entered charging when battery state of charge decreased by 0.5% which resulted in excessive charging re-entry/completion notifications sent to customers.

**NOTE:** IONIQ 6 & 2023MY vehicle Owner’s Manual for IONIQ 5 already contains the EPB supplement content.

## **Applicable Vehicles (Certain)**

- 2022-2023MY IONIQ 5 Electric (NE1) vehicles produced from 10/04/2021 – 07/19/2023.
- 2023-2024MY IONIQ 6 Electric (CE1) vehicles produced from 12/14/2022 – 08/21/2023.



## Repair Process/Information

- **NOTE 1:** This service campaign can only be performed at certified IONIQ Hyundai dealers.
- **NOTE 2:** Refer to **TSB 23-01-067H-1** (or latest version) for repair process information. This is a standard software update through the Hyundai GDS.
- **Recommended Service Technician Training Level:** [Hyundai Certified](#) or higher.

## 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 0.7 M/H for performing the GDS S/W VCU update and providing a leaflet to the customer, if necessary.
- The included labor operation will reimburse dealer for 1 owner’s manual supplement if vehicle is a 22MY IONIQ 5.
- **NOTE:** Refer to **TSB 23-01-067H-1** (or latest version) for repair validation sample photos and additional details.

## Parts Information

- Please refer to **TSB 23-01-067H-1** (or latest version) for required Parts information.
- This owner’s manual supplement part number is initially on Campaign Parts Management (CPM) until further notice. Dealers can keep ordering needed parts as long as they submit their corresponding campaign claims. Please ensure corresponding claims are submitted to avoid any delays in ordering. If the restriction is lifted, HMA will communicate to the field/dealers.

Part Name	Image	Part Number	Remarks.
OWNER'S MANUAL SUPPLEMENT (EPB)		PGIOE-U32A QQH	Use only for 2022MY vehicles

## Customer Talk Tracks

### For 2022MY IONIQ 5 Electric (NE1) Vehicles ONLY:

*“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 regenerative braking system and will update the systems Vehicle Control Unit (VCU) software. We will also provide you with an “Owner’s Manual Supplement” for you that further explains the changes to & application of the Electronic Parking Brake (EPB) system of your vehicle. This service, of course, will be provided at no charge to you.”*

### For 2023MY IONIQ 5 Electric (NE1) and 2023-24MY IONIQ 6 (CE1) Vehicles:

*“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 regenerative braking system and will update the system*

Vehicle Control Unit (VCU) software. This service, of course, will be provided at no charge to you.”

## 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:**

Does your dealership have the owner’s manual supplement (for 22MY ONLY) and all related equipment (i.e. GDS & accessories) to complete the procedure mentioned in **TSB 23-01-067H-1** (or latest version)?

- Yes – Ensure the customer has an appointment.
- No – Order the owner’s manual supplement and any related necessary equipment.



**Reception:** Did the customer provide authorization to perform repairs on the vehicle?

- Yes
- No** – Dealership should not perform unauthorized repairs; please obtain authorization from customer before proceeding.
- 

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 review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and an adjusted promise time based on any additional services?

- Yes
- No** – Service Consultant should review with MPI with customer.

Is the Technician performing the procedure a **Hyundai Certified Technician** or higher?

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

Were the appropriate picture(s) taken based on the service procedure per **TSB 23-01-067H-1** (or latest version)?

- Yes
- No** - Please ensure appropriate picture(s) are taken. **See TSB 23-01-067H-1** (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 should be signing the final invoice upon delivery of the vehicle.



## **Customer FAQ**

### **Q1: What is the issue?**

A1: Certain IONIQ 5 Electric (NE1) & IONIQ 6 Electric (CE1) vehicles require a software update related to the vehicle's regenerative braking system to improve system logic and performance.

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

A2: This service procedure will update the vehicle's Vehicle Control Unit (VCU) software relating to the brake light logic for regenerative braking on certain IONIQ 5 Electric (NE1) & IONIQ 6 (CE1) vehicles. Further, an "Owner's Manual Supplement" leaflet is to be provided to 2022MY vehicle customers to explain the current application of the Electronic Parking Brake (EPB) system.

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

A3: Owners of the subject vehicles will be notified via First Class Mail in November 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 important matter and continued commitment to Hyundai customers. Please see the list of commonly referred to contacts shown below.

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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b><u>recall or service campaigns</u></b>
<b>Hyundai Recall /Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	
<b>Campaign Central</b>	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>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	