



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

October 17, 2023

Document Subject	Date
Repair Available – Technical Service Bulletin 23-01-073H-1 published – This TSB supersedes TSB 23-01-073H with updated part tables for 19-20MY vehicles	10/17/2023

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-1** (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 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.

Applicable Vehicles (Certain)

- 2019-23MY Kona Electric (OS EV) produced from 8/28/2018 to 3/8/2023.

Repair Process/Information

- Refer to **TSB 23-01-073H-1** (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):**
 - For BMS software update only: **Hyundai Certified Service Technician** or above.
 - For BSA full assembly replacement: **Hyundai Master Service Technician or above**, and they also must have completed Electric Vehicle Battery R&I Training – Web (# SVCHEVHVBR1W19_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:
 - 0.4 M/H for a DTC check & software update
 - 3.4 M/H for DTC check and BSA replacement
 - 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-1* (or latest version).
- Photos:** Please refer to **TSB 23-01-073H-1** (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-1** (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



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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-1** (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-1** (or latest version)

Were the appropriate picture(s) taken based on the service procedure per **TSB 23-01-073H-1** (or latest version)?

- ☐ Yes
- ☐ **No** – Please ensure appropriate picture(s) are taken. **See TSB 23-01-073H-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 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).

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

A3: Owners of the subject vehicles have been 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?

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 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: 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/	Assistance with Car Care Scheduling: 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	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	

Appendix

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Repair Available – Technical Service Bulletin 23-01-073H-1 published – This TSB supersedes TSB 23-01-073H with updated part tables for 19-20MY vehicles	10/17/2023
Repair Available – Technical Service Bulletin 23-01-073H	08/29/2023