

# **Service Campaign 9B7: IEB Software Update for Improved EBD Operation – Dealer Best Practice**

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Document Topic	Date
<ul style="list-style-type: none"> <li>Technical Service Bulletin (TSB) <b>24-01-064H</b> published</li> </ul>	08/23/2024

## **Campaign Description**

Certain 2025MY IONIQ 5 N (NE N) vehicles' Integrated Electronic Booster (IEB) software logic may disable the operation of the Electronic Brake Force Distribution (EBD) system when there is a malfunction with the steering angle, yaw sensor or lateral acceleration sensor and illuminate the ESC warning lamp in the instrument cluster, instead of the ABS and BRAKE warning lamps.

## **Affected Vehicles (Certain)**

- 2025MY IONIQ 5 N (NE N) produced 12/18/2023 – 4/18/2024

## **Repair Process Information**

The procedure in **TSB 24-01-064H** (or latest version) refers to, updating the IEB software to change the logic to enable the normal operation of the EBD System with those sensors and display the proper ABS and Brake warning lamps.

- GDS Information:** System Selection – ABSESC | Brake
  - NOTE:** See **TSB 24-01-064H** (or latest version) for complete GDS information.
- ROM ID Information:** Event #1114 - NE N IMPROVEMENT OF EBD NON-OPERATION ISSUES DUE TO NE N IEB S/W ERRORS
  - NOTE:** See **TSB 24-01-064H** (or latest version) for complete ROM ID information.
- Recommended Technician Certification Level:** Hyundai Expert (or higher).
  - Have Hyundai Learning Portal (HLP) IEB Online Training Completed
  - NOTE:** Service campaign requires IONIQ Certified Dealers to perform this repair potential damage to IONIQ vehicles.

## **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.

## **Other Notes/Recommendations**

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Please note that all vehicles must be updated with the latest software version.**
- The software update takes less than 30 minutes; ensure the appropriate expectations for completion are set with the customer in advance.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide help.

## Warranty Information

Per TSB 24-01-064H (or latest version), this service campaign pays the following:

- **Labor:**
  - 0.3 M/H for updating the IEB software.
- **Parts:**
  - There are no parts involved for this repair.
- **Photos:**
  - The time above includes taking a picture of the 'ECU Complete Screen' showing '100% Success' as shown in the TSB.

## Customer Talk Tracks

1. For customers in the service drive: *"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 calls for updating the vehicle's Integrated Electronic Brake Force Distribution System to ensure it operates normally as the Electronic Stability Control (ESC) lamp illuminate erroneously. We would update the vehicles' software to ensure the correct Anti-Lock Brake System (ABS) and Brake warning lamps in case of a malfunction. This service, of course, will be provided at no charge to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience."*
2. For walk-in customers: *"During your visit today, I checked your vehicle for any open campaign or recalls and found that your vehicle has an open campaign. This service campaign calls for updating the vehicle's Integrated Electronic Brake Force Distribution System to ensure it operates normally as the Electronic Stability Control (ESC) lamp illuminate erroneously. We would update the vehicles' software to ensure the correct Anti-Lock Brake System (ABS) and Brake warning lamps in case of a malfunction. This service, of course, will be provided at no charge to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience."*
3. For customers over the phone: *"While I have you on the line and verifying your current appointment, I ran your VIN and see that your vehicle has an open campaign. This service campaign calls for updating the vehicle's Integrated Electronic Brake Force Distribution System to ensure it operates normally as the Electronic Stability Control (ESC) lamp illuminate erroneously. We would update the vehicles' software to ensure the correct Anti-Lock Brake System (ABS) and Brake warning lamps in case of a malfunction. If time permits, we can address this campaign during your current appointment, and it will be at no cost to you. Should you need, we can arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience."*
- 4.

## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls? Did you check for any decline 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 GDS tools available to complete this recall?

- Yes
- No** – Please ensure that the GDS tool is available to perform the repair.



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



- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

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.

**Reception:** Did you offer the customer Alternative Transportation if requested?

- Yes
- No



**Repair:** Does the Technician meet the recommended training requirements (Expert level or above) to complete this campaign?

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

**Repair:** Is the software update being performed at an IONIQ Certified Dealer?

- Yes
- No** – Please ensure the software update is performed at only an IONIQ Certified Dealer per **TSB 24-01-064H** (or latest version) to avoid potential damage to IONIQ vehicles.

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 24-01-064H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage and appropriate picture(s) are taken for the dealership to be paid. Refer to the latest Warranty Digital Documentation Policy for requirements.

**Repair:** Did you provide the customer with an eMPI and review with him/her?

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



**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 FAQs**

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

A1: Certain 2025MY IONIQ 5 N (NE N) vehicles' Integrated Electronic Booster (IEB) software logic may disable the operation of the Electronic Brake Force Distribution (EBD) system when there is a malfunction with the steering angle, yaw sensor or lateral acceleration sensor and illuminate the ESC warning lamp in the instrument cluster, instead of the ABS and BRAKE warning lamps.

### **Q2: What are the affected vehicles?**

A2: Certain 2025MY IONIQ 5 N (NE N) vehicles produced 12/18/2023 – 4/18/2024.

### **Q3: What will be done during service at the dealer?**

A4: The dealer will update the Integrated Electronic Booster (IEB) software to change the logic to enable the normal operation of the EBD when there is a malfunction with the steering angle, yaw rate, and/or acceleration sensor.

### **Q4: When will affected customer(s) be notified of this campaign?**

A4: Customers will be notified via First Class Mail in September 2024.

## **Contact Reference**

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

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 HELP Line	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
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	<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	
Campaign Central	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>	