



# HYUNDAI

## Technical Service Bulletin

GROUP <b>BODY</b>	NUMBER <b>24-BD-012H</b>
DATE <b>OCTOBER 2024</b>	MODEL(S) <b>IONIQ 5 (NE EV)</b>

**SUBJECT:** TAILGATE RATTLE & FRICTION NOISE REWORK

This TSB supersedes TSB 23-BD-006H-1 to update the parts and Service Procedure.

**Description:** Certain IONIQ 5 (NE EV) vehicles may exhibit rattle and friction noises from the tailgate while driving. This bulletin provides instructions to adjust the gap between the tailgate and vehicle body to eliminate the rattle and friction noise.



Tailgate



Vehicle Body




**Applicable Vehicles:**

- 2022-2025MY IONIQ 5 (NE EV) produced from 10/04/2021 – 05/10/2024

**NOTICE**

To avoid any potential damage to IONIQ vehicles, IONIQ repairs can only be performed at IONIQ certified dealers.

**Parts Information:**

Model	Part Name	Part Number	Figure	Remarks
IONIQ 5 (NE EV)	Guide Bumper Kit	81771-GI501QQH		Washer for Tailgate Side Panel: 6 left, 6 right, 4 extra
				Guide Bumper for Tailgate Side Panel: 2 both sides
				Guide Bumper for Side Outer Side Panel Side: 2 both sides

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

**Warranty Information:**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
IONIQ 5 (NE EV)	40D150R0	Tailgate Rattle & Friction Noise Adjustment	0.4 M/H	81771-GI501QQH	Q55	ZZ1

**NOTE 1:** Submit claim on Claim Entry Screen as “Campaign” type.

**NOTE 2:** If a part is found in need of replacement while performing this campaign 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.

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

**Service Procedure:**

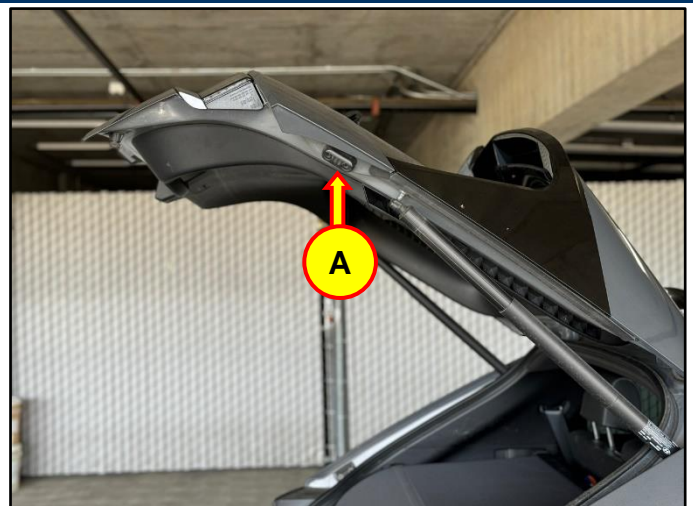
**STUI**



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

**Side Guide Bumper Replacement and Washer Installation – Tailgate Side Panel**

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



**LH Tailgate Side Guide Bumper**

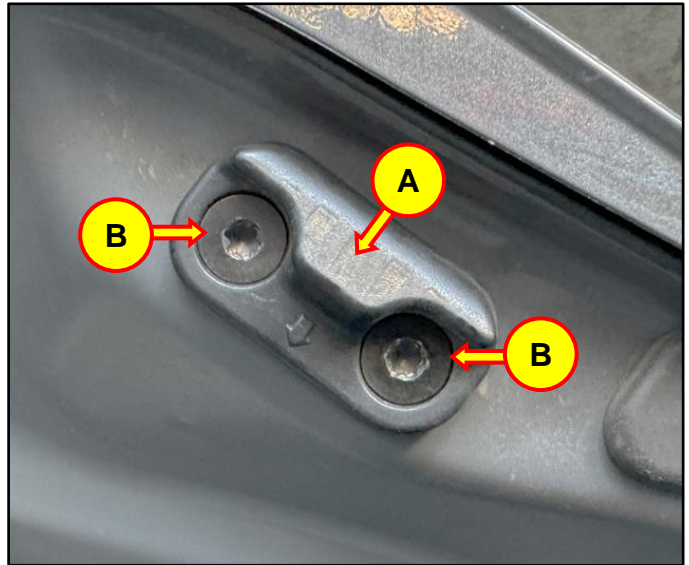
**RH Tailgate Side Guide Bumper**



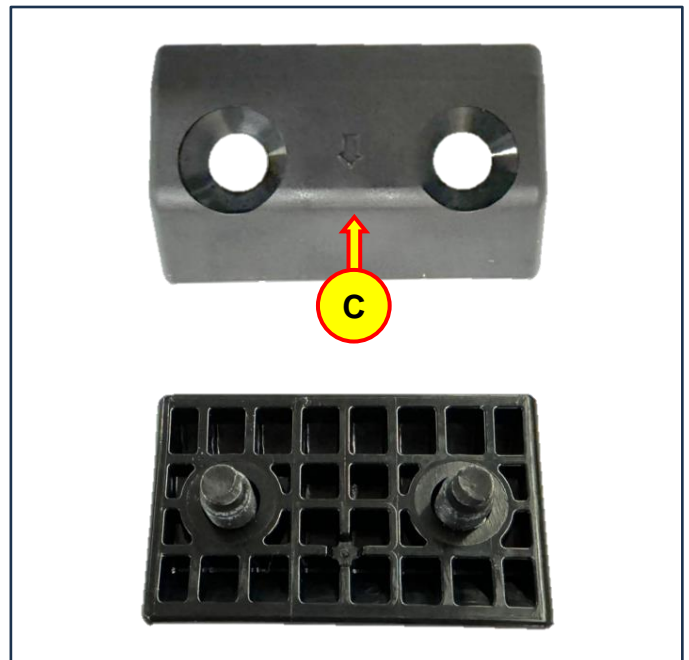
- Remove the bolts (B) and remove the tailgate side guide bumper (A).

**NOTICE**

If one or both bolt heads are damaged, during removal, replace with new bolt(s) (PN: **81456-G8000**).



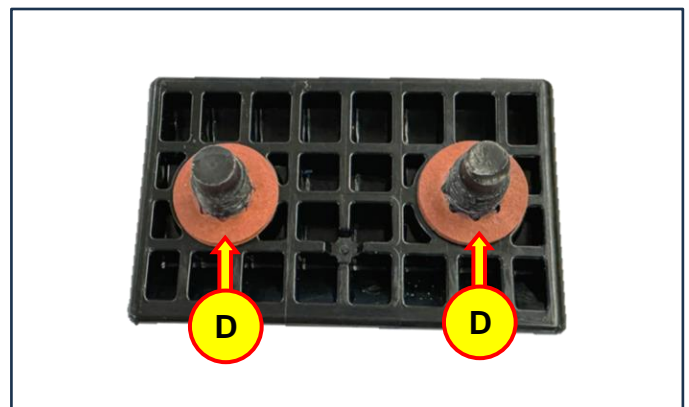
- Transfer the bolts from the old tailgate side guide bumper onto the supplied new tailgate side guide bumper (C).



- Install 3 supplied washers (D) to each bolt on the supplied new tailgate side guide bumper.

**i Information**

Ensure the washers are seated flush against the base of the new tailgate side guide bumper.



5. Install the new tailgate side guide bumper with the installed washers.

**Tightening Torque:**

lb-ft	1.8
lb-in	22
N.m	2.5

***i* Information**

Ensure the new tailgate side guide bumper is oriented as pictured with the arrow pointing down (the direction of the tailgate closing).



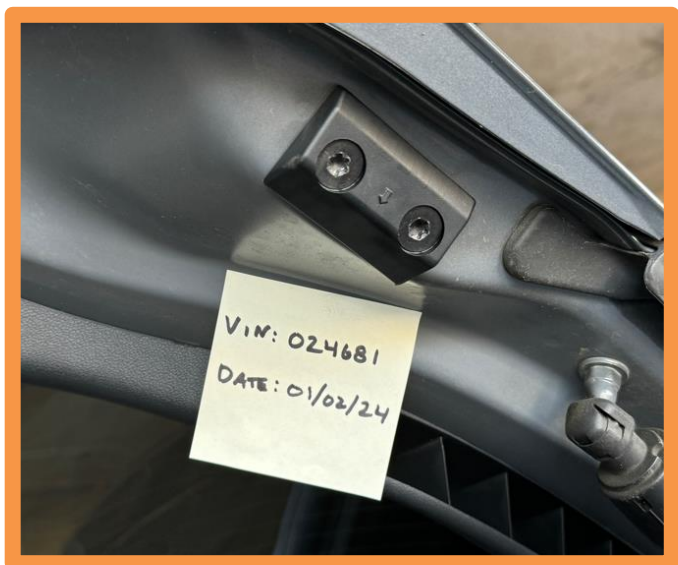
- 6.

**STUI**



Using STUI, take a photo of the new tailgate side guide bumper installed with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



7. Repeat Steps 1 – 6 for the opposite tailgate side guide bumper.



**Guide Bumper Replacement – Outer Side Panel**

1. Locate the outer side panel guide bumper (A).



**LH Outer Side Panel Guide Bumper**

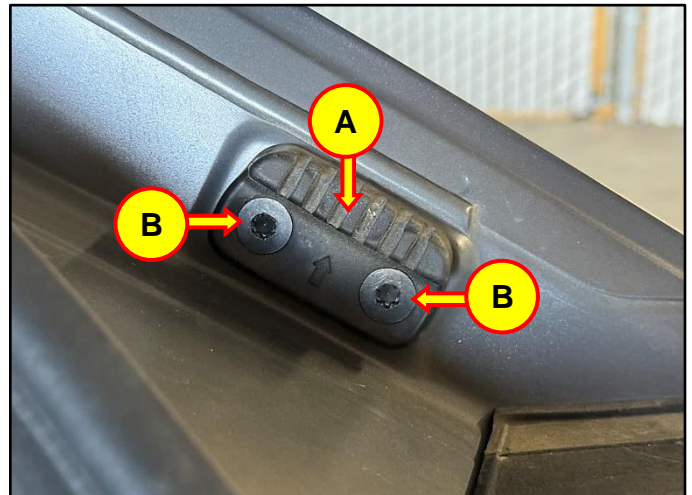
**RH Outer Side Panel Guide Bumper**



2. Remove the bolts (B) and remove the outer side panel guide bumper (A).

**NOTICE**

If one or both bolt heads are damaged, during removal, replace with new bolt(s). (PN: **81456-G8000**).



3. Swap the bolts to the supplied new outer side panel guide bumper (C) and install onto the outer side panel.

**Tightening Torque:**

lb-ft	1.8
lb-in	22
N.m	2.5



**i Information**

Ensure the new outer side panel guide bumper is oriented as pictured with the arrow pointing up.



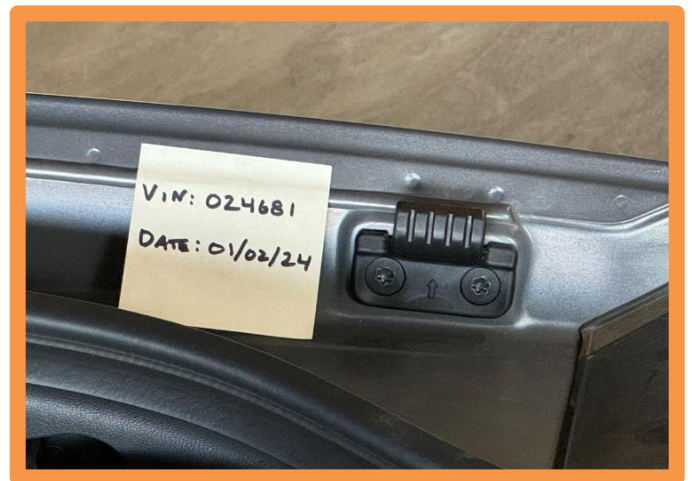
- 4.

**STUI**



Using STUI, take a photo of the new outer side panel guide bumper with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



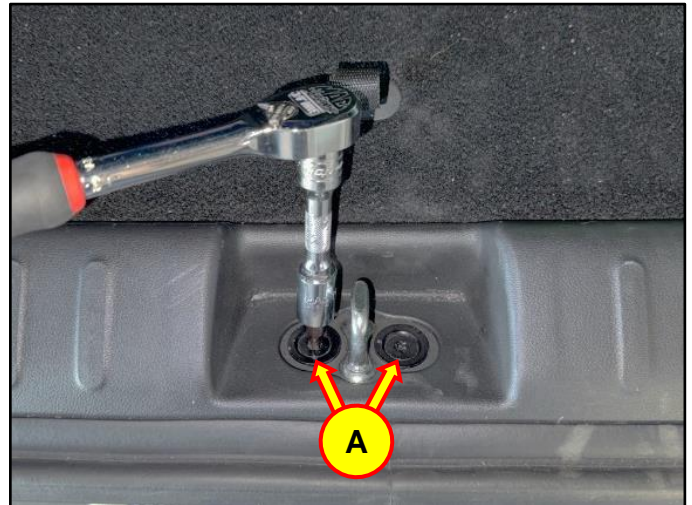
5. Repeat Steps 1 – 4 for the opposite outer side panel guide bumper.
6. If further adjustment is required, proceed to the “Tailgate Striker & Overslam Bumpers Adjustment” section.

## Tailgate Striker &amp; Overslam Bumpers Adjustment

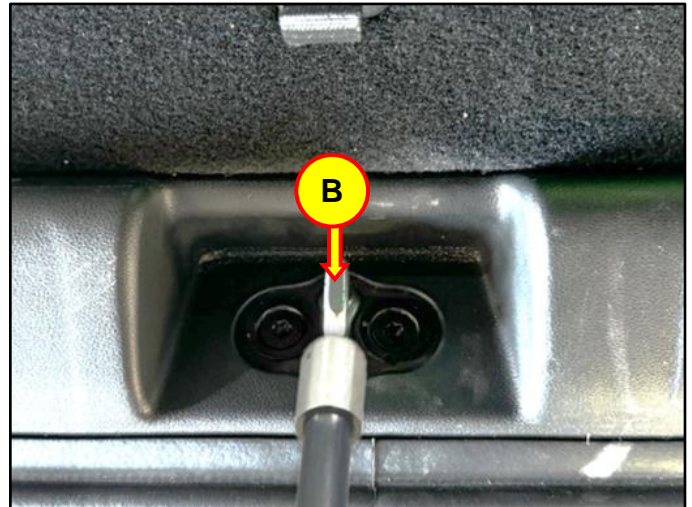
1. Loosen the bolts (A) of the tailgate striker by one quarter turn.

**Information**

Ensure the vehicle is parked on a flat surface.



2. Position a striker bar against the tailgate striker (B).



3. Hit the striker bar with a hammer 5 times using moderate force.

**CAUTION**

Hand injury or damage to the bumper/trim may occur if the striking bar is not properly positioned on the tailgate striker.





- Tighten the bolts (A) of the tailgate striker.

**Tightening Torque:**

lb-ft	18
N.m	24

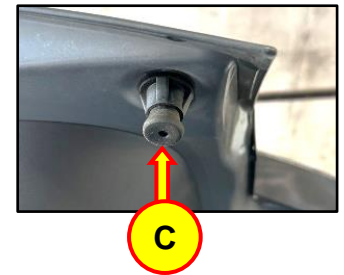
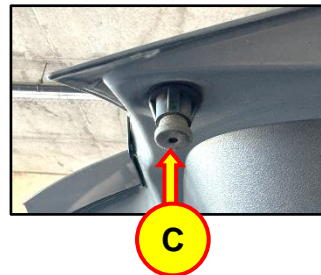


- Adjust the gap between the tailgate and body by turning the tailgate overslam bumpers (C).



**LH Overslam Bumper**

**RH Overslam Bumper**



- Ensure the tailgate opens and closes properly.
- If further adjustment is required, adjust the striker and overslam bumpers as necessary.
- The service procedure is now complete.