



HYUNDAI

Technical Service Bulletin

GROUP BODY	NUMBER 24-BD-012H-1
DATE DECEMBER 2024	MODEL(S) IONIQ 5 (NE EV) IONIQ 5 N (NE EV N)

SUBJECT: TAILGATE RATTLE & FRICTION NOISE REWORK

This TSB supersedes TSB 24-BD-012H to include the IONIQ 5 N (NE EV N) in the description and other applicable sections.

Description: Certain IONIQ 5 (NE EV) and IONIQ 5 N (NE EV N) 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 Side Panel



Outer Side Panel




Applicable Vehicles:

- 2022-2025MY IONIQ 5 (NE EV) produced from 10/04/2021 – 05/10/2024
- 2025MY IONIQ 5 N (NE EV N) produced from 12/18/2023 – 03/25/2024

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		Washers for Tailgate Side Panel: 6 left, 6 right, 4 extra
IONIQ 5 N (NE EV N)				Guide Bumper for Tailgate Side Panel: 2 both sides
				Guide Bumper for Outer Side Panel: 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) IONIQ 5 N (NE EV N)	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:

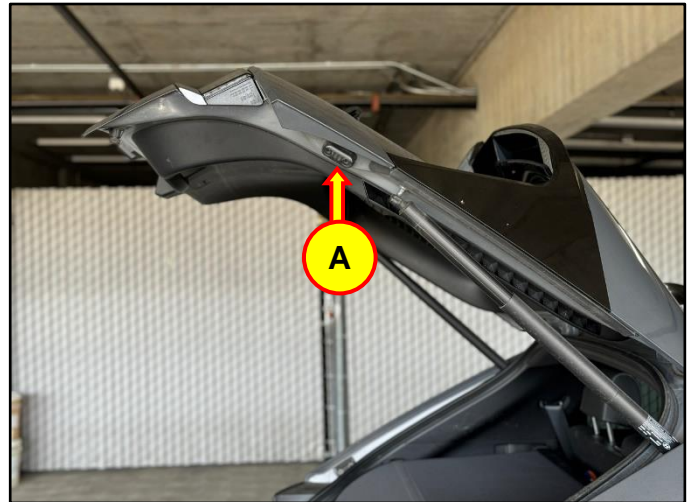
STUI



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



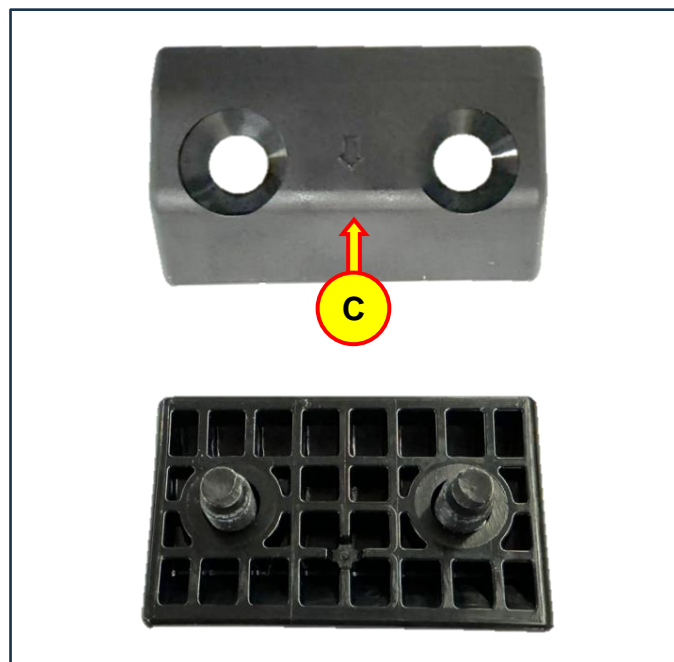
- Remove the bolts (B) and tailgate side guide bumper (A).

NOTICE

Replace damaged bolt heads if needed (PN: **81456-G8000**).



- Transfer the bolts to the new tailgate side guide bumper (C).

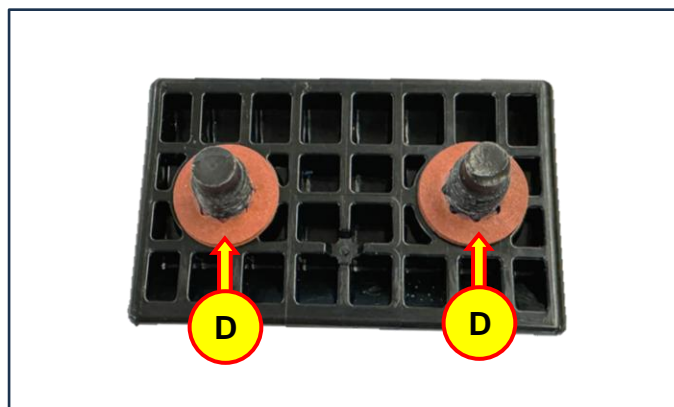


- Install 3 new washers (D) to each bolt on the new tailgate side guide bumper.



Information

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



- Install the new tailgate side guide bumper.

Tightening Torque:

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

***i* Information**

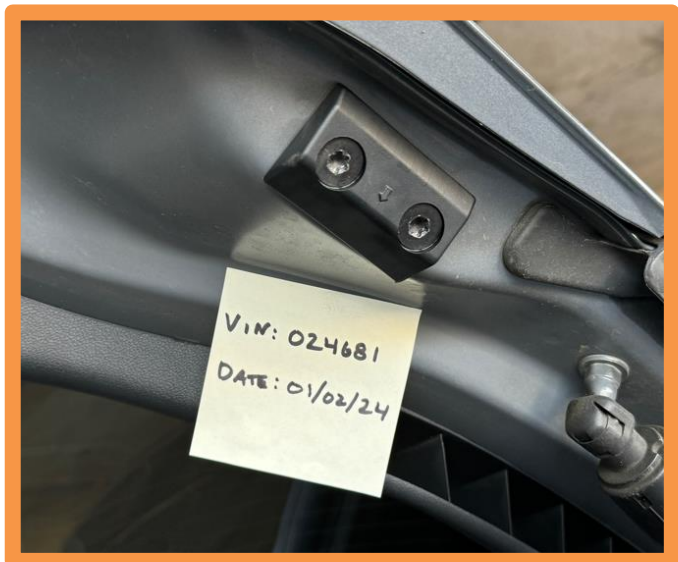
Ensure the new tailgate side guide bumper is oriented as shown, with the arrow pointing down (tailgate closing direction).



- 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.

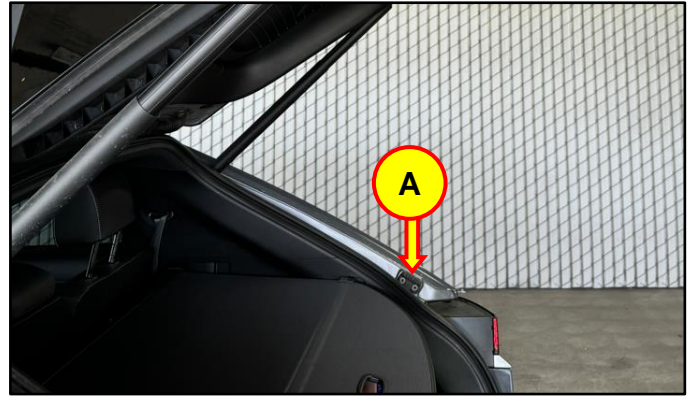
Upload the photo to STUI.



- 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

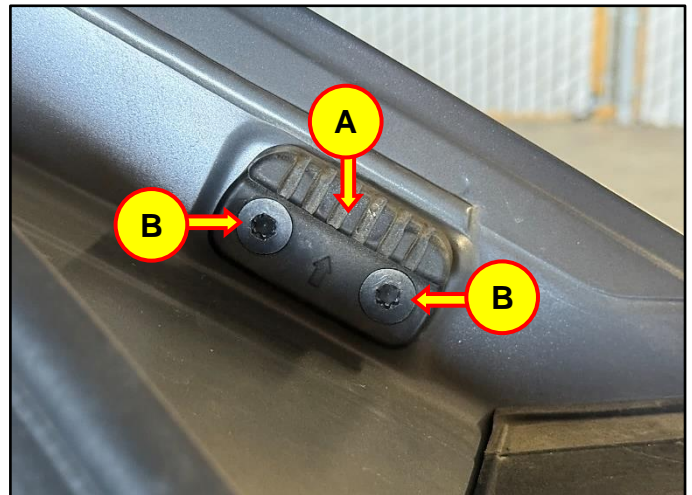
RH Outer Side Panel Guide Bumper



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

NOTICE

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



- Reuse the bolts to install the new side panel guide bumper (C).

Tightening Torque:

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



***i* Information**

Ensure the arrow on the bumper points upward as shown.



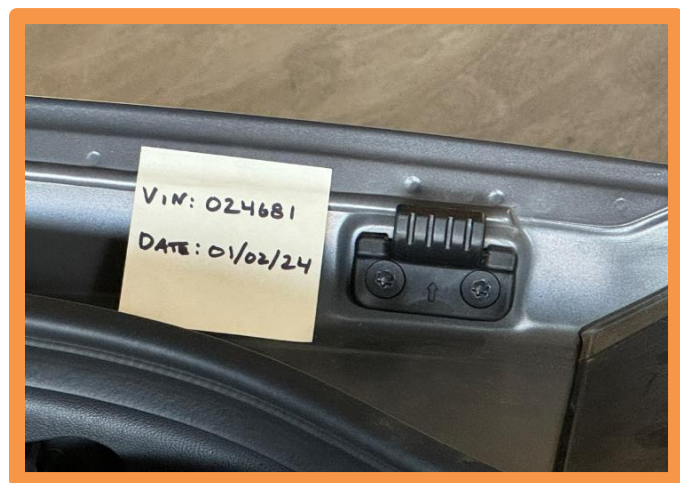
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STUI



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.



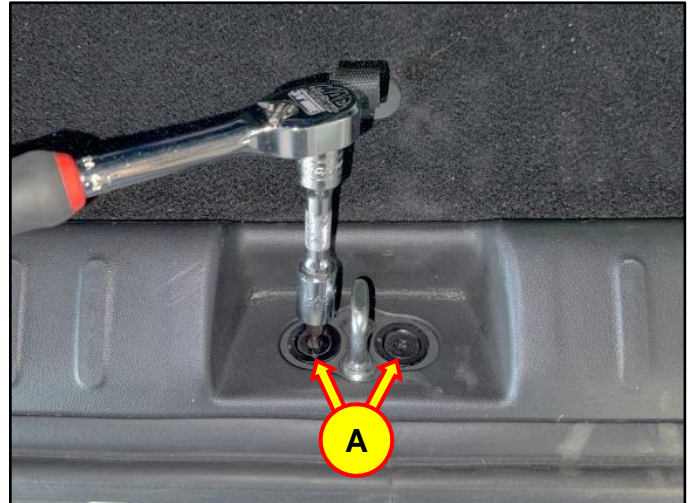
- Repeat **steps 1 – 4** for the opposite outer side panel guide bumper.
- If additional adjustment is needed, refer to the **“Tailgate Striker & Overslam Bumpers Adjustment”** section.

Tailgate Striker & Overslam Bumpers Adjustment

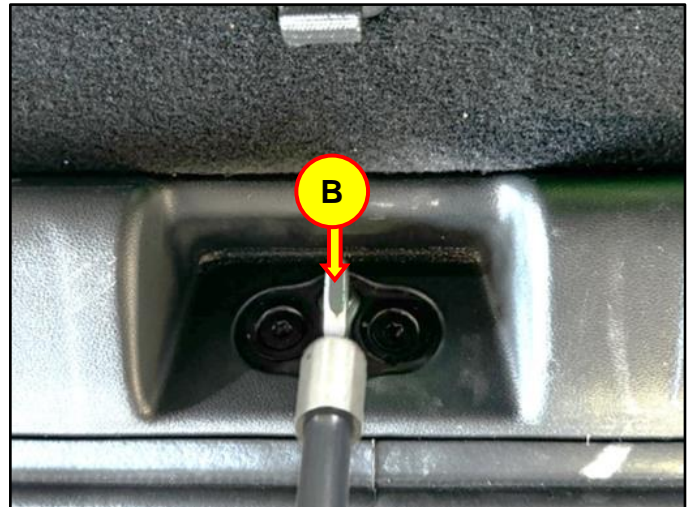
1. Loosen the bolts (A) of the tailgate striker by one quarter turn.

i 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

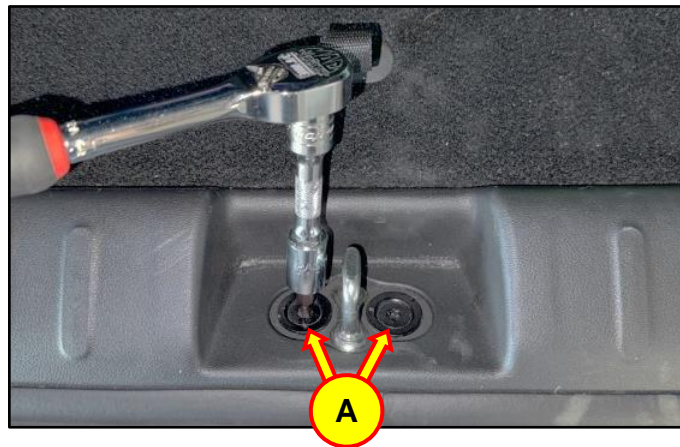
Improper placement of the striker bar may cause hand injury or bumper damage.



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

Tightening Torque:

lb-ft	18
N.m	24

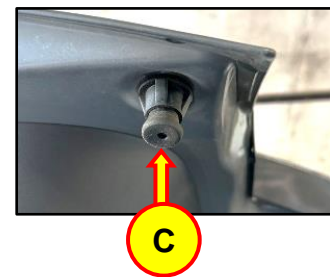
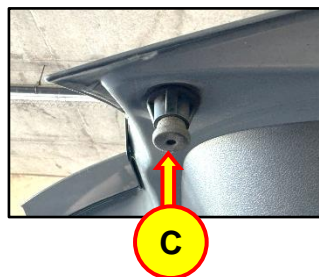


- Turn the tailgate overslam bumpers (C) to adjust the gap between the tailgate and body.



LH Overslam Bumper

RH Overslam Bumper



- Ensure the tailgate opens and closes properly.
- If needed, continue adjusting the striker and overslam bumpers until noise is eliminated.
- The service procedure is now complete.