

Service Campaign 9B9: Key Fob Inspection/Replacement: Dealer Notification

February 14, 2025

| Document Topic | Date |
|--|-------------|
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Campaign Description

Certain IONIQ 5 (NEA EV) vehicles may have come with the incorrect key fob for the trim level. Follow the procedure in this bulletin to inspect and, if necessary, replace with the correct key fobs.

Affected Vehicles (Certain)

- 2025MY IONIQ 5 (NEA EV) produced from 12/10/2024 – 01/24/2025

Repair Process/Information

Follow the service procedure in **TSB 25-01-011H** (or latest version) to inspect and, if necessary, replace with the correct key fobs.

- **Technician Certification Requirements:** 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.

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.
- If customer schedules an appointment in advance, ensure the appropriate tools and equipment are on hand to perform any related repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- 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.

Warranty Information

Per **TSB 25-01-011H** (or latest version), this service campaign pays the following:

- Labor:
 - 0.2 M/H for key fobs inspection
 - 0.6 M/H for key fobs inspection and replacement
- Photos:
 - Refer to **TSB 25-01-011H** for the required pictures to be taken. Includes sample photos.

Parts Information

- Refer to **TSB 25-01-011H** (or latest version) for the latest parts information.
- **Factory has requested recovery of the key fobs initially supplied at the time of retail. Please ensure your Parts Department holds the parts. Do not discard them.** Further instruction on shipment from the Warranty Technical Center (WTC) to the appropriate location will be provided upon claim submission/approval.

| Model | Part Name | Trim Level | Part Number | Image | Remarks |
|------------------|-----------------|---------------|-------------|--|---|
| IONIQ 5 (NEA EV) | FOB – Smart Key | SE | 95440-GI300 |  | <ul style="list-style-type: none"> No Side Buttons Yellow Part Number Label Qty: 2/vehicle |
| | | SEL | 95440-GI120 |  | <ul style="list-style-type: none"> 1 Side Button Gray Part Number Label Qty: 2/vehicle |
| | | XRT & Limited | 95440-GI130 |  | <ul style="list-style-type: none"> 3 Side Buttons Blue Part Number Label Qty: 2/vehicle |

Customer Talk Tracks

- For Customers with an appointment, but campaign is not part of originally scheduled services:** *“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 requires to inspect, and if necessary, replace with the correct key fobs. 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.”*
- 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. This service campaign requires to inspect, and if necessary, replace with the correct key fobs. 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.”*
- 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 requires to inspect, and if necessary, replace with the correct key fobs. 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.”*

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 key fobs in stock to complete this campaign?

- Yes
- No** – Please order the key fobs from your corresponding PDC as necessary. If possible, place order ahead of time if customer has made an appointment in advance.



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.

Reception: Did you explain to the customer the expected repair time based on the repair and set the 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** - Customer should be offered alternative transportation if their vehicle needs 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.



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

- Yes
- No** – Please ensure a technician with the recommended training level requirement(s) completes this repair.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 25-01-011H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. See TSB for sample photo(s). 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 must sign the final invoice upon delivery of the vehicle back to the customer.

Customer FAQs

Q1: What is the issue?

A1: Certain IONIQ 5 (NEA EV) vehicles may have come with the incorrect key fobs for the specified trim level.

Q2: What are the affected vehicles?

A2: The following vehicles include certain 2025 model year IONIQ 5 (NEA EV) produced from 12/10/2024 – 01/24/2025.



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Q3: Why is this campaign being provided to me?

A3: Certain IONIQ 5 (NEA EV) vehicles may have come with the incorrect key fobs for the trim level.

Q4: What will be done during service at the dealer?

A4: The dealer will inspect and, if necessary, replace with the correct key fobs.

Q5: When will affected customer(s) be notified of this campaign?

A5: Customers will be notified via First Class Mail in March 2025.

Contact Reference

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important campaign 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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| AutoLoop Technical Support | Support@autoloop.com 1-877-850-2010 | Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes |
| CDK Technical Support | https://serviceconnect.support.cdk.com/ | Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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(GeneralQuestions) | 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 > DocumentsLibrary > Car Care Scheduling | |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | <ol style="list-style-type: none"> 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 | |