

## Service Campaign 9C6: Remove/Retain Left Foot Braking (LFB) Feature VCU Software Update January 22, 2026

Document Topic	Date
<ul style="list-style-type: none"> <li>• Technical Service Bulletin (TSB) <b>26-01-009H</b> posted on HMA Tech Info</li> <li>• Please note there is appendix on pages 6-10 referring to the following:               <ul style="list-style-type: none"> <li>○ Service Campaign 9C6 Vehicle Owner Consent Form (page 7)</li> <li>○ Service Campaign 9C6 Owner letter Sample (pages 8-10)</li> </ul> </li> </ul>	01/22/2025

### Campaign Description

Certain IONIQ 5 N (NE EV N) vehicles are equipped with a Left Foot Braking (LFB) feature designed for use on performance roadways, such as race tracks. Some customers may wish to remove this feature. This campaign provides instructions to receive owner’s confirmation through an Owner Consent Form signature and to update the Vehicle Control Unit (VCU) software for customers who either wish to remove the LFB feature or retain it. Regardless of the customer’s choice, the VCU update must be completed to ensure the proper ROM ID path for future VCU updates, and, in the case of LFB removal, a sticker must be applied in the owner’s manual covering the LFB information.

### Affected Vehicles (Certain)

- 2025MY IONIQ 5 N (NE EV N) produced from 12/18/2023 – 03/10/2025

### Repair Process/Information

Follow the service procedure in **TSB 26-01-009H** (or latest version) to update the Vehicle Control Unit (VCU).

- **Technician Certification Requirements:** Hyundai Certified Service Technician (or higher) who has also completed the Electric Vehicle Training (SVCHEVTRAINING223\_1236 or equivalent) instructor led class

### Recommended Alternative Transportation

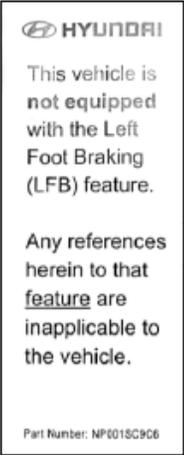
A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, an SRC may be necessary based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the customer’s visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

### Other Notes/Recommendations

- **This service campaign is to be completed on all dealer stock units removing the LFB feature prior to being retailed to a customer. Any customer purchasing a vehicle with the feature removed must be informed during the point of sale. During this time, customer is to complete an Owner Consent Form (see appendix for this notice) to be eligible for \$500 reimbursement.**
- **Regardless of the customer’s choice, the VCU update must be completed to ensure the proper ROM ID path for future VCU updates.**
- If a customer arrives at the dealer with no appointment scheduled, it is recommended the dealer offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure the appropriate tools, equipment, and stickers 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.
- Be honest with customers regarding wait times. Update the customer if the original estimated wait time is exceeded.

### Parts Information

- Refer to **TSB 26-01-009H** (or latest version) for the latest parts information.
- **Service Campaign 9C6 LFB Owner’s Manual Sticker (P/N NP001-SC9C6)** – Dealer may order from its facing PDC.

Model	Part Name	Part Number	Figure	Remarks
IONIQ 5 N (NE EV N)	Service Campaign 9C6 LFB Owners Manual	NP001-SC9C6		<p>Qty: 1 each</p> <p>This sticker is needed if owner elects to <b>REMOVE</b> the LFB feature.</p>

### Warranty Information

Per **TSB 26-01-009H** (or latest version), this service campaign pays the following:

- Labor:
  - 0.4 M/H for VCU Software Update LFB Removal (#1327)
  - 0.4 M/H for VCU Software Update LFB Retention (#1326)
- Digital Documentation:

Claims are subject to review after submission. Please note a picture of the completed and signed vehicle Owner Consent Form is required. **If the submitted pictures are found to be non-compliant with TSB direction, claims are subject to debit.**

### Customer Talk Tracks

1. **For Customers with an appointment, but the campaign is not part of the 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 provides instructions to receive owner’s confirmation through an Owner Consent Form signature and to update the Vehicle Control Unit (VCU) software for customers who either wish to remove the LFB feature or retain it. This service, of course, will be provided at **no cost 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 Customers at a dealership in the service lane:** *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open campaign. This service campaign provides instructions to receive owner’s confirmation through an Owner Consent Form signature and to update the Vehicle Control Unit (VCU) software for customers who either wish to remove the LFB feature or retain it. This service, of course, will be provided at **no cost 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 found that your vehicle has an open campaign. This service campaign provides instructions to*

receive owner’s confirmation through an Owner Consent Form signature and to update the Vehicle Control Unit (VCU) software for customers who either wish to remove the LFB feature or retain it. If time permits,

we can address this campaign during your current appointment, and it will be at **no cost to you**. Should you need it, we can arrange for alternate transportation since this may prolong the stay of your vehicle in for 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 the customer if they would like to have any of the previously declined services performed.



**Readiness:** Are the required tools, parts, and materials on hand to complete the repair procedure?

- Yes
- No** – It is highly recommended to order the necessary tools, parts, and materials ahead of time to save time perform repair efficiently for the optimal customer experience.



**Reception:** Did the customer provide authorization to perform repairs and also sign the consent form?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any services 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 their 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, an SRC may be required based on the duration of the repair procedure and any other additional work on the vehicle that may need to be addressed during the customer’s visit.



**Repair:** Does the Technician meet the recommended training requirements (noted 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 pictures taken as outlined in **TSB 26-01-009H** (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 have the customer’s signature on all warranty lines in addition to the final RO?



Yes

**No** – Customer must sign the final invoice upon delivering the vehicle back to the customer.

## **FAQs**

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

**A1:** Certain IONIQ 5 N (NE EV N) vehicles are equipped with a Left Foot Braking (LFB) feature designed for use on performance roadways, such as racetracks. Some customers may wish to remove this feature.

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

**A2:** The following vehicles include the following:

- Certain 2025 IONIQ 5 N (NE EV N) produced from 12/18/2023 - 03/10/2025

### **Q3: Why is this campaign being provided to me?**

**A3:** This campaign is to update the Vehicle Control Unit (VCU) software to the latest version for customers who either wish to remove the LFB feature or retain it. Regardless of the customer's choice, the VCU update must be completed to ensure the proper ROM ID path for future VCU updates, and, in the case of LFB removal, a sticker must be applied in the owner's manual covering the LFB information.

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

**A4:** The dealership will update the Vehicle Control Unit (VCU) software, **at no cost** to the customer, and will also record the customer's decision with the LFB feature.

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

**A5:** Customers are expected to be notified via First Class Mail starting February 2026.

### **Q6: What if the owner has questions regarding the status of their \$500 reimbursement submission for removal of the LFB feature under Service Campaign 9C6?**

**A6:** Please contact Hyundai Customer Care at 1-844-475-2215 for the latest status.

## **Contact Reference**

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important emissions 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>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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>TSR:</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>	



## Appendix

1. **Vehicle Owner Consent Form (page 7) – For dealer to print out for owner if owner does not provide to dealer in advance**
2. **Campaign 9C6 Customer Letter Sample (pages 8-10)**

# Hyundai Service Campaign 9C6: Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form

Please complete the following information:

VIN: \_\_\_\_\_

Vehicle Owner Name: \_\_\_\_\_

Dealer Code\*: \_\_\_\_\_

Dealership Address\*: \_\_\_\_\_

Date\*: \_\_\_\_\_

*\*Your Hyundai IONIQ Certified dealer will fill it in after the repair procedure is completed.*

**This document provides two choices regarding the Left Foot Braking (LFB) feature as part of the Hyundai service campaign.**

**Choice 1: Remove the LFB feature**

You agree and acknowledge that the purchase price of the vehicle fairly reflects the value of the vehicle with the LFB feature removed. If agreeing to removal, customer is eligible for reimbursement of \$500.00 USD under the terms of the mailed customer letter (see dealer notification for a copy of customer letter).

Note: Dealer has removed the feature.

By agreeing with Choice 1, you acknowledge that removal of the feature is irreversible and cannot be reinstalled on the vehicle.

**Choice 2: Retain the LFB feature**

You acknowledge that the feature use is intended for track-use, and it will stay installed on the vehicle.

Customer Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Service Manager Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

**Note to Dealer:** As part of Hyundai Motor America's digital documentation policy, please upload a copy of this form per the designated Technical Service Bulletin (TSB) and retain the repair order for your records.

# Owner Letter sample



Hyundai Motor America  
P.O. Box 2704  
Huntington Beach, CA 926

Hyundai Campaign Number: 9C6  
[MM/DD/YYYY]

## This is an important Manufacturer's Service Campaign.

- Please contact your nearest Hyundai dealer to schedule this procedure.
- The service campaign will be performed on your vehicle at **NO CHARGE** to you.
- To locate your nearest Hyundai IONIQ certified dealer and schedule your appointment please call or visit:

[1-855-371-9460](tel:1-855-371-9460) or [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)

This notice applies to your [Model Year] Hyundai IONIQ 5 N vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

Hyundai is conducting a service campaign to update the Vehicle Control Unit (VCU) software in **certain 2025 model year IONIQ 5 N vehicles**. Our records indicate that your vehicle, with the VIN listed above, is affected by this service campaign.

### What is the problem?

Certain IONIQ 5 N vehicles are equipped with a Left-Foot Braking (LFB) function designed for use on performance roadways, such as racetracks. Affected customers will be offered two options- either to remove or to retain the LFB feature.

### What will Hyundai do?

Hyundai will update your vehicle's VCU based on your decision. This procedure will be performed at **NO CHARGE** to you.

#### [Choice 1: Remove the LFB feature + \\$500 USD](#)

Hyundai will update the VCU software, remove the LFB feature from your vehicle, and reimburse you with \$500.00 USD.

*Please note that the removal of the LFB feature is irreversible, and the feature cannot be reinstalled on the vehicle.*

#### [Choice 2: Retain the LFB feature](#)

Hyundai will update the VCU software to lock the LFB feature into the vehicle and prevent accidental removal during any future VCU software updates.

*Please note that this feature is intended for track-use **ONLY**, and it will remain installed on the vehicle.*

### What should you do?

Please bring the **Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form** on this letter with you when you visit your Hyundai dealership for service.

**Please contact your nearest Hyundai IONIQ certified dealer to schedule the service campaign.**

The actual time required to perform this software update on your vehicle will take less than 30 minutes, however, your vehicle may be needed longer. To schedule an appointment with your preferred Hyundai IONIQ certified dealer, please call **1-855-371-9460** or visit:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit Vehicle Identification Number ("VIN") from the top of this letter and click the "Search" button.
3. Click "Schedule Appointment", enter your zip code in the Dealership Locator tool, click "Find a Dealer" button, and follow the onscreen prompts to schedule your service appointment.

## **Additional Information**

If you have any questions or require further assistance, you may contact the Hyundai Customer Care Center at **1-855-371-9460**. To better assist you during your call, please use the last 8 characters of your VIN (the bold characters in the VIN at the top of this letter).

Thank you for your attention to this important service procedure. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

### **Customer Reimbursement — \$500 USD (ONLY if selecting Choice 1)**

Once your vehicle completes the VCU Software update that removes the LFB feature, you will be eligible to receive a payment in the amount of \$500 USD.

#### **To submit for your reimbursement:**

1. Schedule an appointment with your nearest Hyundai dealer to have the revised VCU Software update to remove the LFB feature installed.
2. Visit <https://owners.hyundaiusa.com/us/en/contact-us> and select the Campaign Reimbursement tile.
3. Follow the onscreen prompts to input your contact information and upload the necessary documents:
  - Select Campaign 9C6 from the drop-down menu when submitting.
  - Copy of your final invoice repair details indicating campaign 9C6 has been completed.
  - Copy of your proof of ownership during the time of repair (example, vehicle registration).
  - Copy of the completed and signed **Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form** below.
4. The \$500 USD reimbursement will be issued within 30 days if the claim form has been properly submitted as described above.

\*The final invoice copy of the repair order must include VIN (vehicle identification number), owner name and contact information. For more information, please contact Hyundai Motor America at **1-844-475-2215**.

## **Hyundai Service Campaign 9C6: Left Foot Braking (LFB) Feature for IONIQ 5 N Vehicle Owner Consent Form**

### **Please complete the following information:**

VIN: [VIN]

Vehicle Owner Name: [FirstName LastName]

Dealer Code\*: \_\_\_\_\_

Dealership Address\*: \_\_\_\_\_

Date\*: \_\_\_\_\_

*\*Your Hyundai IONIQ Certified dealer will fill it in after the repair procedure is completed.*

**This document provides two choices regarding the Left Foot Braking (LFB) feature as part of the Hyundai service campaign.**

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Note: Dealer has removed the feature.

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You acknowledge that the feature use is intended for track-use, and it will stay installed on the vehicle.

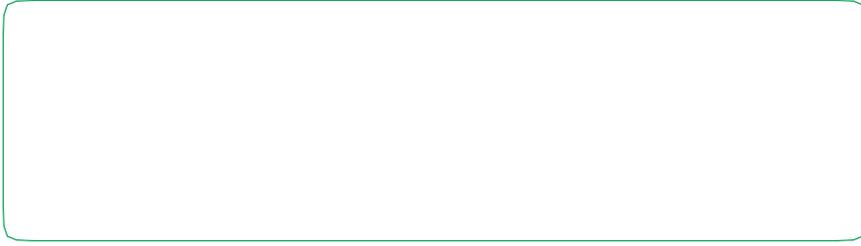
Customer Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Service Manager Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Note to Dealer: As part of Hyundai Motor America's digital documentation policy, please upload a copy of this form per the designated Technical Service Bulletin (TSB) and retain the repair order for your records.



## **IMPORTANT SERVICE CAMPAIGN**

If you are a vehicle lessor, please ensure that you forward a copy of this notice to the lessee within a timely manner.

### **No longer own this vehicle?**

You received this notification because our records indicate you are the current owner of this vehicle. These records are based primarily on state registration and title data.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

*Importante Campaña de Servicio — Si tienes preguntas, llama al 1-800-633-5151 y oprima "1"*