

Dealer Notification

DTC Verification – Integrated Charging Control Unit (ICCU) Replacement

May 12, 2026

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 26-EV-004H posted on HMA Tech Info 	05/12/2026

Warranty Extension Description

Hyundai is extending the warranty coverage for the Integrated Charging Control Unit (ICCU) and ICCU fuse to **15 years/180,000 miles** from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.

Affected Vehicles (Certain)

- 2022-24MY IONIQ 5 (NE EV) produced 10/04/2021 – 11/01/2024
- 2024MY IONIQ 5 ROBOTAXI (NER) produced 10/09/2023 – 10/29/2024
- 2023-25MY IONIQ 6 (CE EV) produced 12/14/2022 – 10/10/2024

Perform Recall 272 first if still open: Before this warranty extension is performed, please ensure that Recall 272 is performed on the vehicle first if it hasn't been already. Recall 272 should always be performed first if open on the vehicle.

Repair Information

Check for an active/stored occurrence of any diagnostic trouble code (DTC) that requires replacement of the ICCU and replace the ICCU and ICCU fuse if necessary. Some vehicles may have an active DTC that requires ICCU replacement.

- Recommended Technician Level:** Specialist Certification

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required 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 should be provided.

Other Notes/Recommendations

- Please note that this is a warranty extension.**
- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer to verify the customer's concern.
- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) 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.
- Update the customer if the original estimated wait time is exceeded.

Parts Information

- Refer to **TSB 26-EV-004H** (or latest version) for the latest parts information.
- These parts will require a VIN before ordering. Please see TSB for full parts list per model.

Warranty Information

Please note that this is an **extended** warranty.

- If the affected parts are within the extended period of 15 years/180,000 miles, submit as a campaign claim type. **Any vehicles under 15 years/180,00 miles are covered by this warranty extension, even if vehicle is within High Voltage Warranty of 10 years/120,000 miles.** Do not submit as warranty.
- **Per TSB 26-EV-004H** (or latest version) – Please see the latest TSB for the parts and labor reimbursement per model.
- Digital Documentation:
 - Claims are subject to review after submission. Please note that justification will come in the form an automatically uploaded DTC via GDS e-report at the time of diagnosis. **If it found that the DTC is not uploaded, claim is subject to debit.**

Best Practice Checklist

- **Reservation:** Has WebDCS been checked for additional campaigns or recalls?
 - Yes
 - No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are all necessary parts, tools, and equipment on-hand and ready to perform the repair procedure?
 - Yes
 - No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
 - Yes
 - No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
 - Has the customer been informed of the expected repair duration and a timeframe for status updates?
 - Yes
 - No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
 - Has the customer been offered alternative transportation?
 - Yes
 - No** - Customers should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, a SRC may be required based on the service 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 to complete this campaign?
 - Yes
 - No** – Please reference the “Repair Information” section on page 1 and ensure a qualified technician performs the service procedure.
- **Return:** Ensure the customer’s contact information is up-to-date for follow-up conversations regarding their vehicle’s status.
 - Yes
 - No** – Please ensure the customer’s latest information is accurately recorded in order to provide future updates.

Anticipated FAQs

Q1: What is the issue?

A1: Some vehicles may exhibit a Diagnostic Trouble Code (DTC) that requires an ICCU replacement and if necessary, the ICCU fuse for DTC P1A9096.

Q2: What are the affected vehicles?

A2: Affected vehicle model years/models include the following:

- 2022-24MY IONIQ 5 (NE EV) produced 10/04/2021 – 11/01/2024
- 2024MY IONIQ 5 ROBOTAXI (NER) produced 10/09/2023 – 10/29/2024
- 2023-25MY IONIQ 6 (CE EV) produced 12/14/2022 – 10/10/2024

Q3: What will be done by the dealer once the vehicle comes in, confirms the customer's concern, and the vehicle is eligible for the warranty extension?

A3: The dealer will confirm if there is a DTC code present or not. If there is a DTC code requiring ICCU replacement, the ICCU will be replaced and if necessary, the ICCU fuse as well depending on the DTC code found. The repairs will be offered at **no cost** to the customer if the condition(s) covered by the warranty extension are confirmed.

Q4: When will affected customer(s) be notified of this warranty extension?

A4: Owners of the subject vehicles are expected to be notified via First Class Mail by June 2026.

Contact Reference

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

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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 recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center	1-800-633-5151	Customers general questions, non-campaign related
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, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails 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	

Appendix

Document Topic	Date
<ul style="list-style-type: none"><li data-bbox="170 304 1036 333">• Technical Service Bulletin (TSB) 26-EV-004H posted on HMA Tech Info	05/12/2026