

Dealer Notification

Service Campaign 9C5: BMS Battery Logic Improvement – Dealer Notification

August 13, 2026

Document Topic	Date
• Technical Service Bulletin (TSB) 26-01-065H published on Hyundai Tech Info	08/13/2026

Campaign Description

Certain Kona Electric (OS EV) and Ioniq Electric (AE EV) vehicles are eligible for a Battery Management System (BMS) software update. This update to the BMS software improves the system's diagnostic capability.

Affected Vehicles (Certain)

- 2019-23MY Kona Electric (OS EV) produced from 08/28/2018 – 07/26/2023
- 2020-21MY Ioniq Electric (AE EV) produced from 11/01/2019 – 05/17/2021

Repair Process/Information

Follow the service procedure in **TSB 26-01-065H** (or latest version) to perform a software update for the BMS.

- **Recommended Technician Level/Requirement(s):** Hyundai Certified (or higher)

Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership for an extended period of time. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer's visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Other Notes/Recommendations

- If a customer arrives at the dealership without an appointment, it is recommended that the dealer offer alternative transportation.
- Always confirm whether the customer has time for additional services if they were originally scheduled for a different repair or maintenance item.

SST Information

Refer to **TSB 26-01-065H** (or latest version) for the latest tool information.

Warranty Information

Per **TSB 26-01-065H** (or latest version), the service procedure pays the following:

- Labor:
 - 0.3 M/H - BMS Software Update
- **Digital Documentation:**
 - This TSB includes a repair validation photo. Op times include VIN, mileage, and repair validation photo(s) as outlined in the Digital Documentation Policy. A photo of the ECU Update "Success" screen of the GDS event being completed is required.

Customer Talk Tracks

1. For Customers over the phone: "I reviewed your vehicle for any open campaigns or recalls and found that there is an open campaign for your vehicle. This service campaign requires a software update for the Battery Management System (BMS). If time permits, we can address this campaign during your current appointment, and it will be **at no cost to you**. If you do not feel comfortable operating your vehicle until the repair is completed, we can offer you a loaner vehicle or other alternative transportation options **at NO cost to you**. Please let me know if I can assist you in scheduling an appointment for this campaign to be completed."

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 requires a software update for the Battery Management System (BMS). This service will be provided **at NO cost to you**. If you do not feel comfortable operating your vehicle until the repair is completed, we can offer you a loaner vehicle or other alternative transportation options **at NO cost to you**."*

3. For Customers concerned with the performance of their vehicle:

"If you experience any concern(s) related to the performance of your vehicle, reach out to your nearest Hyundai dealer for assistance. If you do not feel comfortable operating your vehicle, we can offer alternative transportation."

Best Practice Checklist**• Reservation:**

Has WebDCS been referenced for additional open campaigns or recalls?

- ☐ Yes
- ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.

• Readiness:

Are the applicable parts, tools, and equipment on-hand and ready to perform the service procedure?

- ☐ Yes
- ☐ **No** – Please ensure any 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 offered alternative transportation?

- ☐ Yes
- ☐ **No** – Please provide the customer a loaner vehicle (if available) and if necessary, alternative transportation, while the remedy is being implemented.

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.

• Repair:

Does the Technician meet the recommended training requirements to complete this campaign?

- ☐ Yes
- ☐ **No** – Please reference the "Remedy Information" section on this document 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: Certain Kona Electric (OS EV) and Ioniq Electric (AE EV) vehicles are eligible for a Battery Management System (BMS) software update. This update to the BMS software improves the system's diagnostic capability.

Q2: What are the affected vehicles?

A2: The following vehicles include the following:

- Certain 2019-23MY Kona Electric (OS EV) produced from 08/28/2018 – 07/26/2023
- Certain 2020-21MY Ioniq Electric (AE EV) produced from 11/01/2019 – 05/17/2021

Q3: Why is Hyundai providing this campaign?

A3: This campaign is being provided to ensure the vehicle has the latest diagnostic capability related to the BMS.

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

A4: The dealer will update the BMS software to the latest version.

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

A5: Customers are planned to be notified of this campaign via First Class Mail in September or October 2026.

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
Special Service Tools	hyundaistools@hmausa.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	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	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

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