



Hyundai
Assurance Car Care



Recall 200 - Dealer Best Practice

Date: June 10, 2021

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Recall 200 – 2019MY KONA ELECTRIC (OS EV) BATTERY MANAGEMENT SYSTEM SOFTWARE UPDATE AND BATTERY SYSTEM ASSEMBLY REPLACEMENT (TSB# 21-01-046H) Remedy Now Available

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Updates To This Document	Date
<ul style="list-style-type: none"> Recall 200 Remedy Now Available (TSB# 21-01-046H) for 2019MY Kona Electric (OS EV) 2020MY Kona Electric (OS EV) and 2020MY Ioniq Electric (AE EV) vehicles – REMEDY NOT AVAILABLE YET – Proceed with Campaign P29 in the interim Interim Step to Recall 200, Service Campaign P29, remains in effect for vehicles that are awaiting, or have not completed, the repair for Recall 200. 	06/10/21

IMPORTANT Dealer Stock and Retail Vehicles

Dealers must perform this recall on all affected vehicle prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Vehicle Information Screen (VIS)" screen via WEBDCS to identify open Campaigns.

Affected Vehicles

- Certain 2019MY Kona Electric (OS EV) vehicles – REMEDY AVAILABLE
- Certain 2020MY Kona Electric (OS EV) and 2020MY Ioniq Electric (AE EV) vehicles – REMEDY NOT AVAILABLE YET – Proceed with Campaign P29 in the interim

Customer Handling

Due to the complexity of Recall 200, there are many factors that need to be understood when handling a customer affected by this recall.

Availability of the replacement battery is limited. As a result, **customers will be notified of remedy available in increments**. Once customers are notified, their vehicle is ready for Recall 200 remedy to be performed. Field Representatives will be provided an updated list on a weekly basis. **VINs that also have been flagged to receive a battery will be noted under "Campaign 200X" and have the description of "Customer's Battery and S/W Upd Available"**. This will be displayed as shown below in WebDCS.

Campaign Not Performed (2 Found)				
Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date
200X		CUSTOMER'S BATTERY AND S/W UPD.AVAILABLE	06/08/2021	06/08/2021
200	Y	BATTERY ASSY. REP & S/W UPD (21-01-046H)	03/05/2021	03/05/2021

In the meantime, if a customer comes in with Recall 200 and the dealer does not have the necessary tools readily available to perform the remedy, dealers should follow the instructions to complete [Service Campaign P29](#).

Please read the information below with background information regarding Recall 200 to help you prepare to handle your customer and provide them the best customer experience.

Please note that [Service Campaign P29](#) remains the interim step for vehicles that are awaiting, or have not completed, the repair for Recall 200. DO NOT complete P29 after Recall 200 repair is performed.

The Problem

The subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short. An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.



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Hyundai previously issued Recall 196 which provided Hyundai dealers the ability to update software and inspect the lithium-ion battery, and replace if necessary, for Kona EV.

Customers will receive a second notification letter with remedy available once an EV battery is available for them, and the Battery System Assembly will be inspected, and replaced if necessary and a software update may also be required. If the Malfunction Indicator Light is illuminated in their vehicle, they should seek service at a Hyundai dealer as soon as possible.

Interim Solution (Service Campaign P29)

Service Campaign P29 should continue to be completed on all affected vehicles until the remedy procedures can be performed for Recall 200.

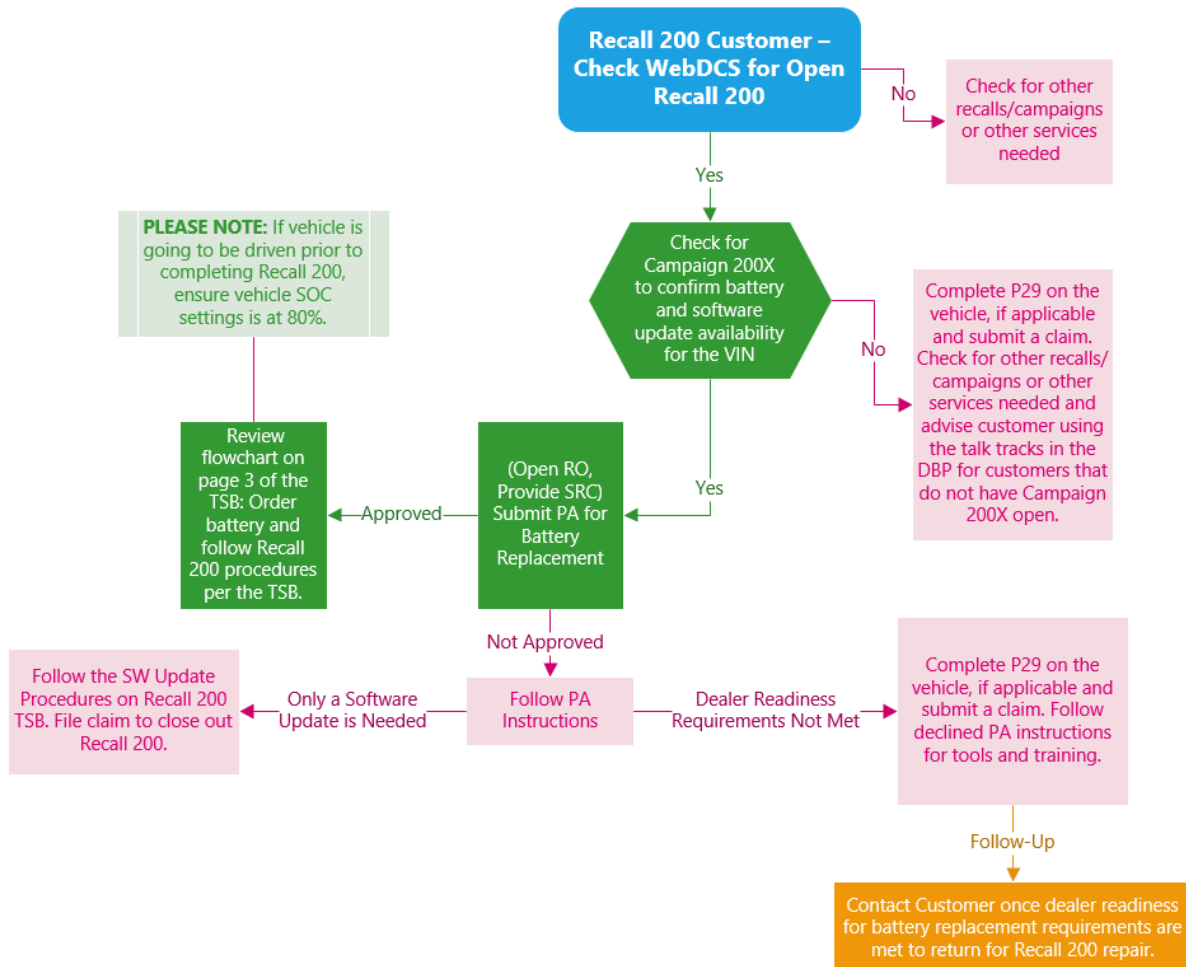
Customers should park and charge outside and away from structures until they can reduce their vehicle's 'Max charge %' level to 80% as described below.

In an effort to maintain high customer satisfaction, Hyundai is doing the following:

- Providing an **interim solution** that limits the electric battery's state of charge capacity to 80%. This can be easily done by adjusting the settings in the navigation head unit.
 - By adjusting the capacity, it can reduce the risk of a vehicle fire caused by the lithium-ion battery.
 - This can be performed by the dealer or at the convenience of the customer at their home.
 - **Please refer to TSB# 21-01-027H for step-by-step instructions on how to adjust these settings.**
- Hyundai is providing a \$200 gift card to customers who adjust these settings in the interim, as verified by their local dealer, to compensate them for the inconvenience of reduced mileage range. Refer to [TSB# 21-01-027H](#).

Recall 200 Flowchart

The flowchart below provides basic steps on the process/procedures that should be performed based on each customer's individual situation.





EV Battery Handling

Ensure the team is ready to receive the EV batteries that are arriving at the dealership. Ensure that all safety and precaution steps are followed each time the EV battery arrives. See below for a high-level summary of the process. For details of the EV Battery Handling Process for Recall 200, please [CLICK HERE](#).

1. Parts Information and Parts Ordering

- Contact Warranty PA prior to ordering an EV Battery for Recall 200. Dealer can order EV Battery and associated parts for Recall 200 only after PA approval.
Note: For Recall 196 or Campaign T5V, please contact Techline prior to ordering EV Battery
- Place parts order for EV Battery and associated parts after PA Approval through HyundaiDealer.com/Parts>WebDCS> Order Entry. Follow the normal CSP ordering process (VIN and PA Approval are required).

2. Receiving and Handling of EV Battery at the Dealership

- **Receiving:** The preferred way to remove an arriving battery container from a delivery truck is by forklift by the dealership. In event the dealership does not have access to a forklift, the delivery truck driver is responsible to remove the battery container by pallet jack from the delivery truck using its lift gate.
 - Check equipment used to move the EV Battery.
 - Inspect the battery packaging to ensure it has not been damaged in a manner that could have caused harm to the battery.
- **Handling:** EV Dealer is responsible to move the battery container from the delivery truck drop point over to a holding area in the shop.
 - A holding area of 45 square feet is needed for each EV Battery container.
 - Handle EV Batteries with caution and safety to avoid damage.

3. Storing and Stacking EV Battery

- Store the battery container under a covered storage area if possible.
- Battery containers may be stacked 2-3 high assuming there is no structural metal frame damage to the battery containers as received and is in its original container.
- Keep original packaging for repurpose to return a used EV battery for proper recycling.

4. Used EV Battery Return

- Follow the TSB as noted below for information on how to return a Hyundai HEV/PHEV/EV/Fuel Cell Lithium Battery for proper disposal and safe environmental recycling using Hyundai's authorized vendor.
 - TSB 19-EE-001H-1: USED HEV/PHEV/EV/FUEL CELL LITHIUM BATTERY RETURN
- **IMPORTANT:** Hazmat Shipping Certification Regulation
 - Per strict Hazmat shipping regulations, you must accurately declare whether your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
 - If your facility's personnel does not have the proper certification, please proceed to www.HazMatU.org to sign up and complete the hazardous materials training prior to submitting a request to pick up the used EV Battery.

5. Submitting a return/claim for a Damaged EV Battery

- Verify and complete Hazardous materials training
- Submit damaged DCD claims in a timely manner with thorough documentation and photos of the damage.

Please review the detailed instructions [HERE](#).

Customer Talk Tracks

The following talk tracks can help you navigate a difficult conversation with any customer affected by this recall. Please use the appropriate talk track based on the type of customer interaction.

Scenarios			Customer Talk Tracks	
Vehicle Has Recall 200	Vehicle has Campaign 200X	Dealer Has Tools Required/Training Completed	Dealer Actions	
			In-Person	Over-the-Phone
All Customers requesting information on Recall 200			<p><i>"Hello Mr/Mrs Customer,</i></p> <p><i>Thank you for coming in today for the safety recall on your [insert vehicle model]. First, I am going to double check and confirm if your vehicle is affected by this recall or if there are any other open recalls. Also, are you experiencing any issues with your vehicle or have any malfunction light indicators currently on you would like to get looked at today?"</i></p>	<p><i>"Hello Mr/Mrs Customer,</i></p> <p><i>Thank you for contacting us about the safety recall on your [insert vehicle model]. May I have your contact information and your vehicles VIN# to confirm your vehicle is affected by this recall? Also, are you experiencing any issues with your vehicle or have any malfunction light indicators currently on?"</i></p>
✓	✓	✓	<p>Recall 200 and Campaign 200X is active and dealer has tools available and training completed.</p> <p>Action: Recall 200 remedy should be completed if possible. If not, P29 should be completed until Recall 200 remedy procedures can be performed.</p>	<p><i>"I have confirmed your vehicle is affected by this recall and I am happy to hear you currently are not experiencing any issues. Hyundai has implemented the recall remedy. We can make an appointment for you to come in to get the Battery System Assembly to be inspected and replaced if necessary and may include a software update. If the malfunction indicator light comes on, you should bring your vehicle in to a Hyundai Dealership as soon as possible."</i></p> <p><i>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly on your vehicle's infotainment system. We can send you step by step instructions to your email, so you can do it from the convenience of your home until your appointment. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction has been verified at the dealership. We will have to plug in our scan tool to your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</i></p> <p><i>"Can I schedule an appointment for you today to bring in your vehicle?"</i></p> <p><i>"Also, if you like, I can email you the step-by-step instructions provide by Hyundai?" "Instructions you can copy and paste can be found on page 8."</i></p> <p><i>"We apologize for the inconvenience and if you require further assistance you may contact Hyundai Customer Care at 1-855-371-9460"</i></p>

Scenarios			Customer Talk Tracks		
Vehicle Has Recall 200	Vehicle has Campaign 200X	Dealer Has Tools Required/Training Completed	Dealer Actions		
			In-Person	Over-the-Phone	
✓	✓	✗	<p>Recall 200 and Campaign 200X is active but Dealer does not have tools available and training completed.</p> <p>Action: Complete P29 on the customer's vehicle. Set up a tentative appointment, at least 1 month out, with the customer to complete Recall 200. Follow the Special Tools section in TSB 21-EE-002H, or latest, to complete the Special Tools Acknowledgment Form and email HyundaiTools@hmausa.com and/or complete the Electric Vehicle Battery R&I Training WBT on HLP.</p>	<p>"I have confirmed your vehicle is affected by this recall. Hyundai has implemented the recall remedy. I will set up a tentative appointment with you pending the arrival of the necessary tools required to get the Battery System Assembly to be inspected and replaced if necessary and may include a software update. If the malfunction indicator light comes on, you should bring your vehicle back in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly and we can adjust this setting today. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction results have been received. We have to plug our scan tool into your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p> <p>Can you please confirm your current email address? I have listed _____. This email is how we'll send you the \$200 gift card, and we want to make sure you receive it!"</p>	<p>"I have confirmed your vehicle is affected by this recall and I am happy to hear you currently are not experiencing any issues. I will set up a tentative appointment with you pending the arrival of the necessary tools required to get the Battery System Assembly to be inspected and replaced if necessary and may include a software update. If the malfunction indicator light comes on, you should bring your vehicle in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly on your vehicle's infotainment system. We can adjust this setting for you at our dealership or I can send you step by step instructions to your email, so you can do it from the convenience of your home. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction has been verified at the dealership. We will have to plug in our scan tool to your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p> <p>"Can I schedule an appointment for you today to bring in your vehicle?"</p> <p>"Also, if you like, I can email you the step-by-step instructions provide by Hyundai?" "Instructions you can copy and paste can be found on page 8."</p> <p>"We apologize for the inconvenience and if you require further assistance you may contact Hyundai Customer Care at 1-855-371-9460"</p>
✓	✗	✓	<p>Recall 200 is active, Campaign 200X is not active, and Dealer has tools available and training completed.</p> <p>Action: Complete P29 on the customer's vehicle. Set up a tentative appointment, at least 3 weeks out. For dealers not on Xtime: Submit DCM for Customer Escalation to HMA and in the Concern Field, add "Add VIN to next Recall 200 List for Battery". A few days prior to the appointment, check the vin for Campaign 200X. If active, keep the appointment. If not active, reschedule the appointment.</p>	<p>"I have confirmed your vehicle is affected by this recall. Hyundai has implemented the recall remedy. I will set up a tentative appointment with you pending the arrival of the necessary parts required to get the Battery System Assembly to be inspected and replaced if necessary and may include a software update. If the malfunction indicator light comes on, you should bring your vehicle back in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly and we can adjust this setting today. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction results have been received. We have to plug our scan tool into your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p> <p>Can you please confirm your current email address? I have listed _____. This email is how we'll send you the \$200 gift card, and we want to make sure you receive it!"</p>	<p>"I have confirmed your vehicle is affected by this recall and I am happy to hear you currently are not experiencing any issues. Hyundai has implemented the recall remedy. I will set up a tentative appointment with you pending the arrival of the necessary parts required to get the Battery System Assembly to be inspected and replaced if necessary and may include a software update. If the malfunction indicator light comes on, you should bring your vehicle back in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly on your vehicle's infotainment system. We can adjust this setting for you at our dealership or I can send you step by step instructions to your email, so you can do it from the convenience of your home. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction has been verified at the dealership. We will have to plug in our scan tool to your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p> <p>"Can I schedule an appointment for you today to bring in your vehicle?"</p> <p>"Also, if you like, I can email you the step-by-step instructions provide by Hyundai?" "Instructions you can copy and paste can be found on page 8."</p> <p>"We apologize for the inconvenience and if you require further assistance you may contact Hyundai Customer Care at 1-855-371-9460"</p>

Scenarios			Dealer Actions	Customer Talk Tracks	
Vehicle Has Recall 200	Vehicle has Campaign 200X	Dealer Has Tools Required/Training Completed		In-Person	Over-the-Phone
✓	✗	✗	<p>Recall 200 is active, Campaign 200X is not active, and Dealer does not have tools available and training completed.</p> <p>Action: Complete P29 on the customer's vehicle. Customers are to return once they receive a remedy available notification from Hyundai and your dealership has received all the tools necessary to perform Recall 200 remedy procedures.</p>	<p>"I have confirmed your vehicle is affected by this recall. Hyundai will notify you directly when the remedy is available for your vehicle. Once you receive notification please contact us to schedule your appointment. If the malfunction indicator light comes on, you should bring your vehicle back in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly and we can adjust this setting today. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction results have been received. We have to plug our scan tool into your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days.</p> <p>Can you please confirm your current email address? I have listed _____. This email is how we'll send you the \$200 gift card, and we want to make sure you receive it!"</p>	<p>"I have confirmed your vehicle is affected by this recall and I am happy to hear you currently are not experiencing any issues. Hyundai will notify you directly when the remedy is available for your vehicle. Once you receive notification please contact us to schedule your appointment. If the malfunction indicator light comes on, you should bring your vehicle in to a Hyundai Dealership as soon as possible."</p> <p>"In the meantime, Hyundai is recommending parking your vehicle and charging outside until you adjust the Max Charge percentage level to 80%. Adjusting this setting can be done quickly on your vehicle's infotainment system. We can adjust this setting for you at our dealership or I can send you step by step instructions to your email, so you can do it from the convenience of your home. It is important to know, by adjusting the Max Charge percentage level to 80%, it will reduce the mileage range of your vehicle. Due to this inconvenience of reduction of range, Hyundai would like to offer a \$200 gift card that will be provided to you once the reduction has been verified at the dealership. We will have to plug in our scan tool to your vehicle and record the adjusted settings. Once this is complete, Hyundai will send a gift card to your verified email address within 10 business days."</p> <p>"Can I schedule an appointment for you today to bring in your vehicle?"</p> <p>"Also, if you like, I can email you the step-by-step instructions provide by Hyundai?" <u>*Instructions you can copy and paste can be found on page 8.</u></p> <p>"We apologize for the inconvenience and if you require further assistance you may contact Hyundai Customer Care at 1-855-371-9460"</p>
✗	-	-	<p>Recall 200 is not active.</p> <p>Action: Complete any other recalls/campaigns as needed or other services requested by the customer.</p>	<p>"Great News! After looking up your vehicle's information, I have confirmed your vehicle does not require the recall and no further action is required. There is no need to bring it in to the dealership and you should have no issues. If you need assistance with any current service needs or would like to schedule your next service visit, I would be happy to assist!"</p>	



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Setting Max Charge Instructions for Service Campaign P29

Instructions you can copy and paste into email to send to customer

- Adjust or confirm your vehicle's 'Max charge %' level to 80%. This can be done manually at home using the infotainment system with these steps:
 - Turn the vehicle ignition ON without starting the engine.
 - Depending on radio select: EV on display screen (7 in) or battery display (10.25 in)
 - Select Energy Information.
 - Select DC Charger.
 - Press the Minus (-) Sign until the charger percentage reaches 80%.
 - Select OK when complete.
 - Perform the same steps once more for the AC Charger.
 - Both the DC and AC charge percentage will now be set and displayed at 80%.
 - See instructional video www.youtube.com/watch?v=dk-FrxW5bRM
- If your vehicle is currently subscribed to Bluelink, Hyundai will attempt to remotely set your 'Max Charge %' to 80% within the next week. You can verify the setting following the steps above.
- **You must go to the dealership** to verify or adjust 'Max battery %' level reduced to 80%. Once verified at the dealership you will receive a \$200 gift card due to the inconvenience of reduction of range. Please provide the dealer with a valid email address and allow 10 business days for processing.
- **If you cannot adjust or go to the dealership to achieve 'Max charge %' level to 80%, park and charge your vehicle outside and/or away from structures until the 'Max battery %' level has been reduced to 80%.**





Service Actions



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls and advise the customer on time requirements.

- Use talk tracks above before scheduling an appointment for this recall



Readiness - Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- Please read the above description and talk tracks prior to discussing this recall with the customer.
- Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed.
- Technician Training Recommendation:
Expert Certified and has completed EV Safety, 2019 Kona EV new model course, and the EV Battery R&I course.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.

- Use the talk tracks above before performing any repairs.
- Confirm the customer's current email address that they want the \$200 gift card sent to after completion of P29, if needed. The Customer Connect team will use the email address listed on the RO from the Campaign Claim to distribute the gift card.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Reviews the procedures for Recall 200 on the TSB.
- **NOTE: Once Recall 200 is fully completed, Campaigns T5V and P29 (if open) do not need to be completed.**
- **IMPORTANT:**
 - Refer to TSB 21-EE-002H for EV Battery Approval and Replacement Procedure.
 - Parts CSP order of a replacement BSA requires Warranty PA approval and VIN.
 - Dealer Tools and Tech Training requirements must be satisfied for PA approval.
 - An Incident Vehicle received with warning light on and DTC P1AA600 found stored in the BMS must have the BSA replaced. Contact Techline if the BSA had already been replaced in the past for a DTC P1AA600.



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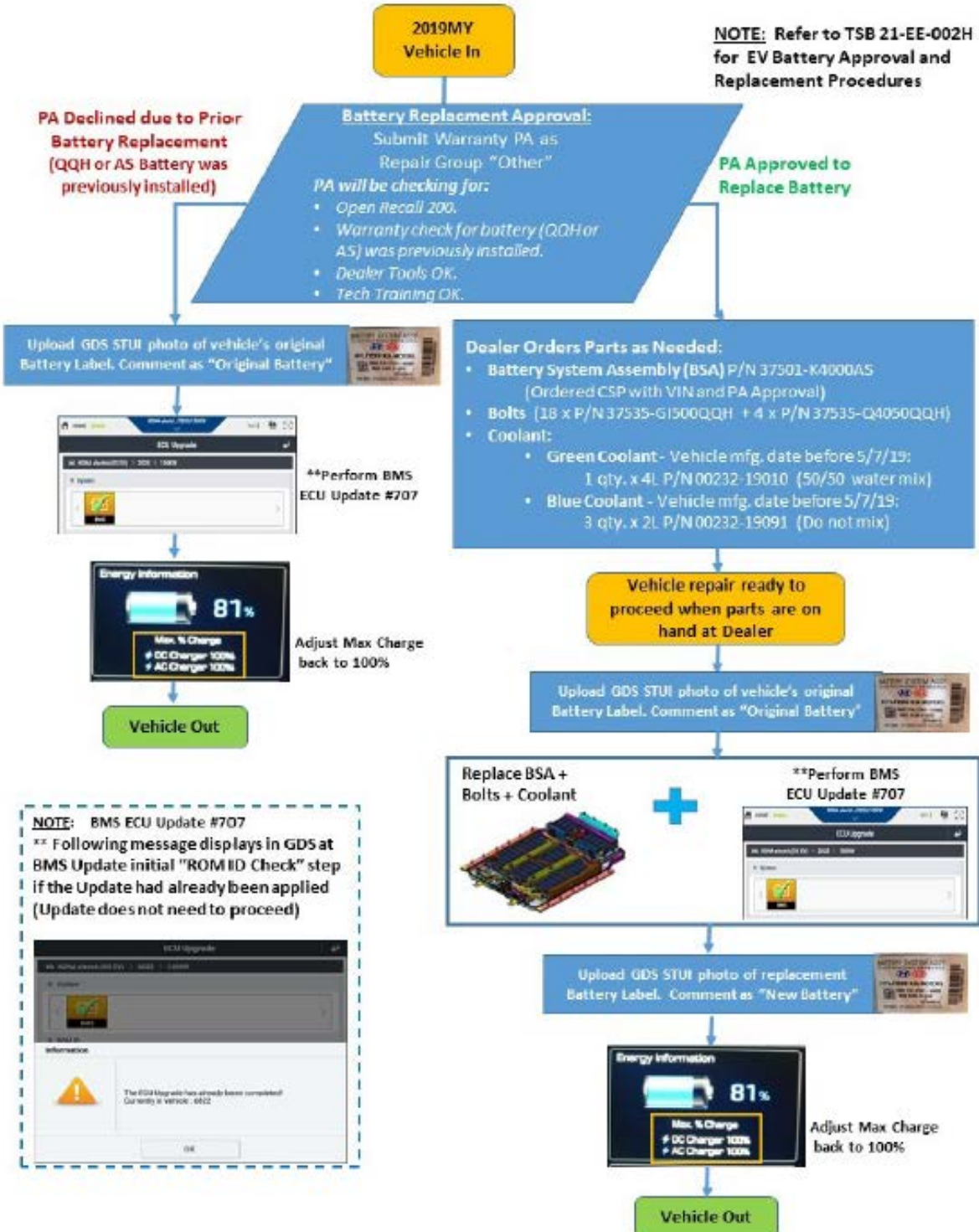


- Review the Service Procedure Summary Chart on Page 3 of the TSB.

SUBJECT: BATTERY MANAGEMENT SYSTEM SOFTWARE UPDATE AND BATTERY SYSTEM ASSEMBLY REPLACEMENT (RECALL 200)

Service Procedure:

2019MY KONA EV RECALL 200 TSB PROCEDURE SUMMARY:





- The following photos are required to be submitted to HMA by GDS STUI camera upload of the Battery System Assembly label (see TSB 21-01-046H for more detail)
 - Original Battery Label in vehicle as received
 - Replacement Battery Label
- If the vehicle will be driven while waiting for the EV battery shipment, ensure the vehicle has been set at 80% Battery SOC.
- The manual upgrade should only be performed if the automatic upgrade fails.
 - If automatic upgrade fails, turn the ignition key off for about 10 seconds, then place it back to the on position to reset the control unit before performing manual upgrade.
- Please refer to details for EV Battery Handling Process for Recall 200 [HERE](#).



Return – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

- Battery System Assembly replacement must have Warranty PA approval prior to ordering and replacing the BSA.
- NOTE: Confirm the color of the coolant in the subject vehicle. Do not mix colors of coolant.
- Please refer to details for EV Battery Handling Process for Recall 200 [HERE](#).

Part Number	Year	Description	Photo	Quantity	Remarks
NOTE: Battery System Assembly (BSA) replacement must have Warranty PA approval prior to ordering and replacing the BSA. Order CSP with VIN and PA Approval.					
37501-K4000AS	2019MY	Battery System Assembly (BSA)		1	IMPORTANT: Do not use in 20MY vehicle
NOTE: Technician should confirm color of coolant in the subject vehicle. Do not mix coolant colors.					
00232-19010	Vehicle built <u>before</u> 5/7/19.	Green Coolant (standard coolant)		1 qty. x 4L bottle	Mix 50/50 with water
00232-19091	Vehicle built 5/7/19 or later.	Blue Coolant (low conductivity type)		3 qty. x 2L Bottle	Do <u>not</u> mix with water
37535-GI500QQH	2019MY	Bolt & Washer Assembly		18	Must replace and discard the old bolts.
37535-Q4050QQH				4	

Warranty

Model	Op. Code	Operation	Op. Time	Causal Part	Nature	Cause
Kona Electric (OS EV)	11D043R0	BSA REPLACEMENT	3.4 M/H	37501-K4000AS	D22	ZZ3
	11D043R1	BSA REPLACEMENT AND BMS UPDATE	3.7 M/H	37501-K4000AS		
	11D043R5	BMS UPDATE AND BATTERY LABEL PHOTO	0.4 M/H	375A0-K4000		

Customer Notification

Owners were mailed interim notification letters in April 2021 regarding a remedy not yet available. 19MY owners will begin receiving remedy available notification beginning in late June 2021 as battery supply becomes available for their vehicle. 20MY owners will receive a remedy not yet available letter until further notice.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.



Q&A

Q1: What is the issue?

A1: The subject vehicles are equipped with battery cells manufactured in the LG Energy Solutions China (Nanjing) plant in which the Anode (Negative) tab can be folded. A folded Anode tab in the battery cell could allow the Lithium plating on the Anode tab to contact the Cathode resulting in an electrical short.

Q2: What are the affected vehicles?

A2: The subject vehicles include:

- Approximately 4,694 model year 2019-2020 Hyundai Kona Electric vehicles produced from August 28, 2018 through March 2, 2020.
- Approximately 2 model year 2020 Hyundai Ioniq Electric vehicles produced from November 8, 2019 through November 11, 2019.

Q3: What is the safety concern?

A3: An electrical short internally within battery cell(s) increases the risk of a vehicle fire while parked, charging and/or driving.

Q4: Have there been any accidents or injuries?

A4: To date, Hyundai is not aware of any fires or injuries/fatalities in the U.S. attributable to this condition.

Q5: What will be done during the recall service at the dealer when the remedy is available?

A5: Remedy is currently available for 19MY Kona EV vehicles. Customers will be notified once their vehicle is ready for Recall 200 remedy procedures to be performed for a BMS software update and/or battery replacement.

Q6: When will owners be notified?

A6: Owners were mailed interim notification letters in April 2021 regarding a remedy not yet available. 19MY owners will begin receiving remedy available notification beginning in late June 2021 as battery supply becomes readily available. 20MY owners will receive a remedy not yet available letter until further notice.

Q7: Should customers park these vehicles outside until the recall repair is completed?

A7: Out of an abundance of caution, owners of these vehicles should park them outside until the recall repair is completed. If needed, the customer will be provided a rental vehicle. If battery SOC has been set to 80% (Service Campaign P29) the vehicle can be safely charged and operated, including parking inside.

Q8: Why should customers park their vehicles outdoors?

A8: Customer safety is our top priority. After further review, it was determined that out of an abundance of caution customers should park the vehicles outside until the recall is completed.

Q9: If a customer has had the P29 completed is the vehicle safe to charge and operate?

A9: Yes. If the P29 has been completed the vehicle can be safely charged and operated.



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
WarrantyHELPREP 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 > Documents Library > 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 TSR: 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	
NHTSAWebsite	www.safercar.gov	



Appendix

Updates to This Document	Date
Key Note in Repair 'Section': All related open campaigns 196, T5V, and T6C, if applicable, must be completed prior to completing campaign P29.	04/01/21
P29 Dealer Best Practice Launched – Interim Step to Recall 200 <ul style="list-style-type: none">Table of contents, customer handling section, talk tracks and more added!P29 is the Interim Step to Recall 200 – Adjust SOC to 80% for affected vehicles that come inInformation about \$200 gift card	03/31/21
<ul style="list-style-type: none">Remedy not available	03/05/21



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Parts Bulletin

TSB No. Ref: **TSB: 21-01-046H**

Model: **Certain 2019MY Kona Electric (OS EV) vehicles**

Date: **June xx, 2021**

P/N: Refer to **TSB: 21-01-046H**

BATTERY MANAGEMENT SYSTEM SOFTWARE UPDATE AND BATTERY SYSTEM ASSEMBLY REPLACEMENT (RECALL 200)

Detailed EV Battery Parts Procedures for Recall 200

1. Parts Information and Parts Ordering

Review the following TSBs prior to ordering an Recall 200 EV Battery:

- **TSB: 21-01-046H:** BATTERY MANAGEMENT SYSTEM SOFTWARE UPDATE AND BATTERY SYSTEM ASSEMBLY REPLACEMENT (RECALL 200)

Part Information

Part Number	Year	Description	Photo	Quantity	Remarks
NOTE: Battery System Assembly (BSA) replacement must have Warranty PA approval prior to ordering and replacing the BSA. Order CSP with VIN and PA Approval number.					
37501-K4000AS	2019MY	Battery System Assembly (BSA)		1	IMPORTANT: Do not use in 20MY vehicle
NOTE: Technician should confirm color of coolant in the subject vehicle. Do not mix coolant colors.					
00232-19010	Vehicle built <u>before</u> 5/7/19.	Green Coolant (standard coolant)		1 qty. x 4L bottle	Mix 50/50 with water
00232-19091	Vehicle built 5/7/19 or later.	Blue Coolant (low conductivity type)		3 qty. x 2L Bottle	Do <u>not</u> mix with water
37535-GI500QQH	2019MY	Bolt & Washer Assembly		18	Must replace and discard the old bolts.
37535-Q4050QQH				4	

- **TSB 21-EE-002H:** ELECTRIC VEHICLE (EV) BATTERY APPROVAL RECEIVING AND REPLACEMENT PROCEDURES

Action Item(s):

- Contact Warranty PA prior to ordering an EV Battery for Recall 200. Dealer can order EV Battery and associated parts for Recall 200 only after PA approval.
Note: For Recall 196 or Campaign T5V, please contact Techline prior to ordering EV Battery
- Place parts order for EV Battery and associated parts after PA Approval through HyundaiDealer.com/Parts>WebDCS> Order Entry. Follow the normal CSP ordering process (VIN and PA Approval are required).



2. Receiving and Handling of EV Battery at the Dealership




The preferred way to remove an arriving battery container from a delivery truck is by forklift by the dealership.

In event the dealership does not have access to a forklift, the delivery truck driver is responsible to remove the battery container by pallet jack from the delivery truck using its lift gate.

Action Item(s):

- Check equipment used to move the EV Battery. Verify and inspect that all equipment required for moving EV Battery are available and in working condition.



Logistics equipment specifications(handling BSA)

Logistic Equipment	Equipment	Characteristic	Remarks
	 Fork-Lift	<ul style="list-style-type: none"> Place of use: in/outbound area, Floor Equipment Specifications <ul style="list-style-type: none"> ① Power type (loadable weight) <ul style="list-style-type: none"> - Electric(2.5t), Diesel(3.5t) ② Fork : <ul style="list-style-type: none"> - Length : more than 1800mm/70.87 inches - Width : less than 130mm / 5.12 inches - Thickness : less than 90mm / 3.54 inches ↳ Based on the thickest part of the fork 	<p>The fork must be long and wide enough to withstand the weight of item.</p> <p>The forklift fork extensions are not recommended because of thickness.</p>
	 Rack truck	<ul style="list-style-type: none"> Place of use: Floor/Shelf rack area Equipment Specifications <ul style="list-style-type: none"> ① Power type (loadable weight) <ul style="list-style-type: none"> - Electric(1.8t, 2.0t, 2.5t) ② Fork : <ul style="list-style-type: none"> - Length : more than 1800mm/70.87 inches - Width : less than 130mm / 5.12 inches - Thickness : less than 90mm / 3.54 inches ↳ Based on the thickest part of the fork 	<p>The thickness must be thinner the fork tube(100mm).</p>
	 VNA(3WAY)		



- Inspect the battery packaging to ensure it has not been damaged in a manner that could have caused harm to the battery.

Receiving and Inspecting of EV Battery upon Delivery

EV Battery Delivery	Examples	Details
		■ Example of a battery container received in good condition
		■ It is possible some cardboard may rip away during transportation and handling, this is OK so long as there is no evidence that something protruded in to make contact with the battery

NOTE: In event of any significant damage that may have compromised the battery, halt delivery and do not sign receiving document until you have taken arrival photos. Indicate damages onto the receiving document and take delivery, store battery container outside and file an MPA dealer return claim.

Action Item(s):

- File any EV Battery claim (Damage, Shortage, Wrong Part, etc.) through HyundaiDealer.com >Parts>WebDCS. Follow the normal return/claim process.
- For new Damaged EV batteries, Carrier inspection will occur at the Dealer prior to returning the damaged battery.
- Schedule an EV Battery Pickup Request via the EV Battery Return Portal: Hyundaiadealer.com > Parts > HEV/PHEV/EV/Fuel Cell Battery Return Program.





EV Dealer is responsible to move the battery container from the delivery truck drop point over to a holding area in the shop.

Action Item(s):

- Verify capacity is sufficient for storing EV Batteries. A holding area of 45 square feet is needed for each EV Battery container.
- Handle EV Batteries with caution and safety to avoid damage.

EV Battery Handling precautions

Precautions	Examples	Details
		<ul style="list-style-type: none"> ■ Please handle just one battery at a time. - The center of gravity is shifted to one side because of the weight biased shape. - Handling a multi level of parts poses a safety risk due to the danger of weight bias.
		<ul style="list-style-type: none"> ■ Handle the forklift by pushing the fork all the way to the innermost part of the pallet. - Especially, when forking in the longitudinal direction, the heavy side should come toward the machine.

3. Storing and Stacking EV Battery

Store EV Batteries safely inside the facility. In the event it is not possible to store the battery container inside due to facility constraint:

- Store the battery container under a covered storage area if possible.
- If it has to be left in an exposed area, avoid constant high sun exposure areas.
- Cover the battery container with a waterproof tarp secured in place to protect the battery from being exposed to the elements.








Battery containers may be stacked 2-3 high assuming there is no structural metal frame damage to the battery containers as received.



Action Item(s):

- Verify EV Battery is not stored under direct sunlight.
- Do not store EV Battery near water or conductive materials.
- EV Batteries should not be stacked if it is not in the original battery containers.
- Do not dispose of the packaging that the EV battery was shipped in. Packaging should be retained and repurposed to return a used EV battery for proper recycling.

EV Battery storage precautions (Floor)

Precautions	Examples		Details
	  <div> <div>CORRECT</div> <div>WRONG</div> </div>		<p>■ Stacking</p> <ul style="list-style-type: none"> - Stack in 3 or less - Stack only with same part packed with same package material - Load by aligning the slot of pallets  
	  <div> <div>Weight biased</div> <div>Example of stacking</div> </div>		<p>■ Stack up by changing directions</p> <ul style="list-style-type: none"> - Weight biased risk due to battery shape - Stack up boxes with weight balance (Change the direction of the boxes stacking up) ※ It is weight biased toward the side with the HEAVY label attached 

4. Used EV Battery Return

Follow the TSB as noted below for information on how to return a Hyundai HEV/PHEV/EV/Fuel Cell Lithium Battery for proper disposal and safe environmental recycling using Hyundai's authorized vendor.

- TSB 19-EE-001H-1: USED HEV/PHEV/EV/FUEL CELL LITHIUM BATTERY RETURN

IMPORTANT: Hazmat Shipping Certification Regulation

- Per strict Hazmat shipping regulations, you must accurately declare whether or not your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
- If your facility's personnel does not have the proper certification, please proceed to www.HazMatU.org to sign up and complete the hazardous materials training prior to submitting a request to pick up the used EV Battery.



Action Item(s):

- Verify and complete the Hazardous materials training.
- Schedule an EV Battery Pickup Request via the EV Battery Return Portal: Hyundaiadealer.com > Parts > HEV/PHEV/EV/Fuel Cell Battery Return Program.
- Inspect the condition of the used EV Battery. Note any physical damages or odor. Take photos of any damages.
- Inspect EV Battery packaging in which the replacement battery was received. Indicate any significant physical damage to the packaging when scheduling a pickup of the used EV Battery.
- Use the original packaging that the EV battery was shipped in to return a used EV battery.

5. Submitting a return/claim for a Damaged EV Battery

Create a new claim for any damaged EV Battery through HyundaiDealer.com >Parts>WebDCS. Follow the normal Damage (DCD) claim process.

The dealership staff must be HazMat certified in order to return HazMat Parts back to the PDC.

- Per strict Hazmat shipping regulations, you must accurately declare whether or not your facility personnel handling the battery shipment has been certified by an approved Hazmat shipping training program.
- If your facility's personnel does not have the proper certification, please proceed to www.HazMatU.org to sign up and complete the hazardous materials training.

The disclaimer below will appear when submitting a DCD claim for HazMat Parts. Dealer must enter personnel name at the dealership that is HazMat Certified.

Disclaimer

DOT requires the shipper of HAZARDOUS MATERIALS to be trained and tested according to the training requirements in CFR 49_Section 172.704.

You can only return these parts if you have been tested and certified to prepare and ship HAZARDOUS MATERIALS according to these requirements.

Are you certified to prepare and ship HAZARDOUS MATERIALS?

Hazmat Certified Personnel Name Required:

* First Name

JOHN

* Last Name

SMITH

Acknowledgement Date

01/01/2021

Submit

Cancel



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Follow additional key tips below to ensure that your damaged claims are reviewed and processed in a timely manner:

- Photo documentation is required on all DCD claims. Provide several photos of the damaged part and the external packaging that best illustrates the issue on hand. A total of 9 photos can be uploaded with a claim.
- Make sure that all photos being submitted are clear. For the pick or Case ID label, the photo should be clear enough where all the information is legible.
- Indicate in the comments the type of damage: Visible or Concealed.
- Provide comments detailing the type of damage and the potential cause of the damage (i.e., poor packaging, poor handling, etc.)



Action Item(s):

- Verify and complete Hazardous materials training
- Submit damaged DCD claims in a timely manner with through documentation and photos of the damage.

If you have any questions regarding this bulletin, please refer to the Mobis Parts Portal or contact the Parts Help desk at: 1-800-545-4515.

Thank you.

HMA/MPA