



**Hyundai**  
Assurance Car Care



# **Recall 215: VCULDC LOGIC UPDATE AND 3 PHASE MOTOR GROUND CABLE KIT INSTALLATION - Dealer Best Practice** **(TSB 22-01-003H)**

**January 18, 2022**

Updates to this Document	Date
<ul style="list-style-type: none"> <li>TSB 22-01-003H – Remedy Available</li> </ul>	01/18/2022

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

## **Description of Campaign:**

The subject vehicles may enter a “fail-safe” mode causing the EV Ready lamp to flash, accompanied with reduced acceleration and overall power output. In rare instances, while in this “fail-safe” mode, a slow, unintended acceleration event can occur following full accelerator pedal release, if, a specific set of sequences are met. The sequence steps being (1) the accelerator pedal is rapidly cycled at the moment the “fail-safe” mode is initially engaged, (2) followed by a sustained period of 100% accelerator pedal application and lastly (3) an abrupt release of the accelerator pedal. The braking and steering systems are fully functional during the “fail-safe” mode.

Follow the **TSB 22-01-003H** to perform the VCULDC logic update and install the 3 Phase Motor GND Cable KIT for the subject vehicles.

## **Affected Vehicles:**

- Certain 2017-2019 Ioniq Electric (AE EV) produced from 01/21/2016 - 06/29/2019
- To check vehicle specific recall and campaign applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no vehicles currently in dealer stock.

## **Remedy Information:**

Hyundai dealers will perform the VCULDC logic upgrade and install the 3 Phase Motor GND Cable KIT per the procedures outlined in **TSB 22-01-003H**.

- **Estimated Repair Time (Based on Warranty Op Time):** 1.1 hours
- **Recommended Technician Training Level:** Expert with the following classes completed:
  - Hybrid Vehicle Training - Classroom (SVCHHYBVEHTRN218\_800) or equivalent course
  - Electric Vehicle Service Safety - Web (SVCEVSVCSFTYW19\_825) or equivalent course

## **Recommended Alternative Transportation:**

This update and kit can be completed while customers wait. However, it is recommended to plan and schedule a SRC as needed to meet the customers’ alternative transportation needs.



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## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



**Readiness:** Are parts in stock to complete this campaign?

- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA



**Reception:** Did you explain to the customer the expected repair time based on the repair?

- ☐ Yes
- ☐ No



**Reception:** Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No



**Repair:** Does the Technician meet the recommended training requirements to complete this recall/campaign?

- ☐ Yes
- ☐ No



**Return:** Did you get the customer's signature on all warranty lines in addition to the final RO?

- ☐ Yes
- ☐ No

## Additional Training & Resources

### Hyundai Learning Portal



- Applicable Course(s) related to this TSB:
  - Hybrid Vehicle Training - Classroom (SVCHHYBVEHTRN218\_800) or equivalent
  - Electric Vehicle Service Safety - Web (SVCEVSVCSTYW19\_825) or equivalent

### Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of a remedy available for this recall for the affected vehicles mentioned above.

## Parts

- 1 kit per vehicle

Part Name	Part Number	Diagram			
3 PHASE MOTOR GROUND CABLE KIT	91885-G7365QQH	3 PHASE MOTOR GND CABLE		LENGTH : 600mm	1EA
		BOLT	11273-06167K		1EA
		TIE BAND		200mm	3EA



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## Warranty

- Submit claim on Campaign Claim Entry screen
- If a part that is not covered by this Recall campaign is found in need of replacement while performing this campaign and the affected part is still under warranty, submit a separate warranty claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

Model	Op Code	Operation	Op Time	Causal Part	Nature Code	Causal Code
Ioniq Electric (AE EV)	11D138R0	VCULDC UPGRADE AND 3 PHASE MOTOR GND CABLE KIT INSTALLATION	1.1 M/H	91885-G7365QQH	D33	ZZ1

## Customer FAQ

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

**A1:** During operation, the subject vehicles may enter a “fail-safe” mode causing the EV Ready lamp to flash, accompanied with reduced acceleration and overall power output. In rare instances, while in this “fail-safe” mode, a slow, unintended acceleration event can occur following full accelerator pedal release, if, a specific set of sequences are met. The braking and steering systems are fully functional during the “fail-safe” mode.

### **Q2: What is the safety concern?**

**A2:** The unexpected continuation of acceleration following accelerator pedal release may increase the risk of a crash.

### **Q3: What will be done during the recall service at the dealer?**

**A3:** All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have cable kit installed and the EPCU (Electric Power Control Unit) software updated.

This remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

## Customer Notification

Owners will be notified beginning in early February 2022 regarding a remedy available. NHTSA has posted this recall.

## Contact Reference

Please see the following page for commonly referred to contacts.

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



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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 HELPREP 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
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b><u>recall or service campaigns</u></b>
<b>Hyundai Recall / Campaign Website</b>	<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	
<b>Campaign Central</b>	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>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. 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>TSD:</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>	



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## Appendix

Updates to this Document		Date
• Remedy Not Available		12/13/2021