



Recall 228: Shifter Control Unit – Remedy Available - Dealer Best Practice

May 13, 2022

Updates to this Document

Date

- TSB 22-01-049H - Remedy Available

05/13/2022

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:

Hyundai is initiating a safety recall to address a condition involving the parking actuator system in certain 2022 model year Hyundai Ioniq 5 vehicles in the U.S. and Canada. Hyundai is initiating this action to ensure the safety of its vehicles for Hyundai customers.

The shift-by-wire system in the subject vehicles contains a Shifter Control Unit (“SCU”) and electronic parking pawl actuator. A voltage fluctuation may occur with the vehicle off and in the Park (P) position, which could impact the command signal from the SCU to the parking actuator, resulting in momentary disengagement of the parking pawl and potential vehicle rollaway.

Vehicle rollaway after parking increases the risk of a crash and/or injuries.

Affected Vehicles:

- Certain 2022MY Ioniq 5 (NE1) vehicles produced from 10/04/2021 – 04/26/2022 by Hyundai Motor Company (“HMC”) and sold in the U.S. Market
 - To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
 - For this recall, please note that there are vehicles currently in dealer stock.

Remedy Information:

Update the SCU with enhanced logic via the GDS:

- Estimated Repair Time: 0.3 M/H
- **Recommended Technician Training Level: Certified**
 - With 6 months or more experience repairing Hyundai vehicles with the GDS

Recommended Alternative Transportation: Alternate transportation is not needed unless the update is performed with other repairs that would require it

Best Practice Checklist:



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

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No



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

- ☐ Yes
- ☐ No



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Repair: Did you provide the customer with an eMPI?

- ☐ Yes
☐ No



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

- ☐ Yes
☐ No



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

- ☐ Yes
☐ No

Warranty

- NOTE 1:** Submit claim on Campaign Claim Entry Screen.
- NOTE 2:** If a part that is not covered by this recall is in need of replacement while performing this recall, and the affected part is still under warranty, please submit a separate claim using the same repair order. If the part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.

VEHICLE	OP CODE	OP NAME	OP TIME	CAUSAL PART	NATURE	CAUSE
Ioniq 5 Electric (NE1)	21D064R0	SCU UPGRADE	0.3 M/H	42951-18110	I73	ZZ3

Parts

No physical parts needed. Refer to ROM Information Table in TSB for applicable ROM ID during update.

Customer Notification

As of 05/13/2022, NHTSA has been notified of this recall. Owners are expected to be notified in July 2022.

Customer FAQs:

Q1: What is the issue?

A1: The shift-by-wire system in the subject vehicles contains a Shifter Control Unit ("SCU") and electronic parking pawl actuator. A voltage fluctuation may occur with the vehicle off and in the Park (P) position, which could impact the command signal from the SCU to the parking actuator, resulting in momentary disengagement of the parking pawl and potential vehicle rollaway.

Q2: What is the safety concern?

A2: Vehicle rollaway after parking increases the risk of a crash and/or injuries.

Q3: Have there been any accidents or injuries?

A3: As of 05/11/22, there are no confirmed crashes, injuries, or reported incident in the U.S.; however, Hyundai has confirmed four (4) rollaway incidents in the South Korean Market.

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

A4: 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 the SCU software updated. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai's New Vehicle Limited Warranty.

Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.



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Q5: What does Hyundai recommend owners to do before the recall campaign is performed?

A5: Hyundai recommends all affected owners to use their Electronic Parking Brake (“EPB”) when parking their vehicles to mitigate the risk of vehicle rollaway.

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.



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"> 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 (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 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 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	



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Appendix

Updates to this Document		Date
<ul style="list-style-type: none">Remedy Not Available		05/12/2022