 HYUNDAI Technical Service Bulletin	GROUP CAMPAIGN	NUMBER 21-01-027H
	DATE April, 2021	MODEL(S) Kona Electric(OS EV)

SUBJECT: SETTING KONA ELECTRIC VEHICLE
MAXIMUM CHARGE LEVEL TO 80% (SERVICE CAMPAIGN P29)

*** IMPORTANT**

***** Dealer Stock and Retail Vehicles *****

Dealers must perform this Service Campaign on all affected vehicles 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)" via WEBDCS to identify open Campaigns.

Description: This service campaign provides information on how to set the maximum EV battery charging level to 80% in the Energy Information screen of the radio head display to prevent excessive battery heat during charging. Although outside charging is preferable, this setting is very important for vehicles that are to be charged inside a building. The campaign requires taking photos by STUI or attaching photo files to the WebDCS claim submission of both the Energy Information Screen and full vehicle instrument cluster to show vehicle is in compliance.

IMPORTANT NOTES:

- All related open campaigns 196, T5V and T6C must be completed prior to this campaign.
- This is an interim action until battery can be replaced in the future by Recall campaign 200 when sufficient battery supply becomes available. Warn customer not to change back to 100% from the 80% setting until the battery is replaced in the future.
- This reduced charge level does not apply to any vehicle that has had the battery replaced already by campaigns 196, 200, T5V, or 960.
- With the 80% Max charge level the vehicle range will be reduced about 20% (for example if customer was getting 250 mile range they will experience ~200 miles after the 80% max level).
- Some DC chargers may indicate a vehicle or station communication error when charging stops at 80%, but these are normal effects and not a problem with either the vehicle or the station.

Applicable Vehicles:

- Certain 2019-2020 Kona Electric (OS EV)

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Causal Code	Nature Code
Kona Electric (OS EV)	10D059R0	Battery Max Charge Setting and Upload	0.3 M/H	37501-K4000	I11	ZZ3

NOTE 1: Submit Claim on Campaign Claim Entry Screen

Service Procedure:

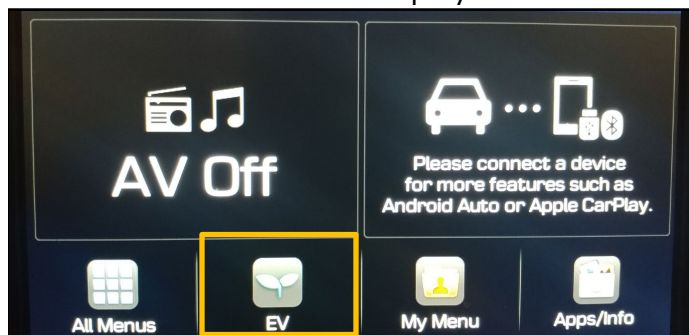
Setting the Max % Charge:

- 1. Turn the vehicle ignition **ON**.

The starting point to select depends on the type of AVN radio display found in the vehicle.

The remaining instructions are similar between both radio AVN.

7-inch AVN Display



10.25-inch AVN Display

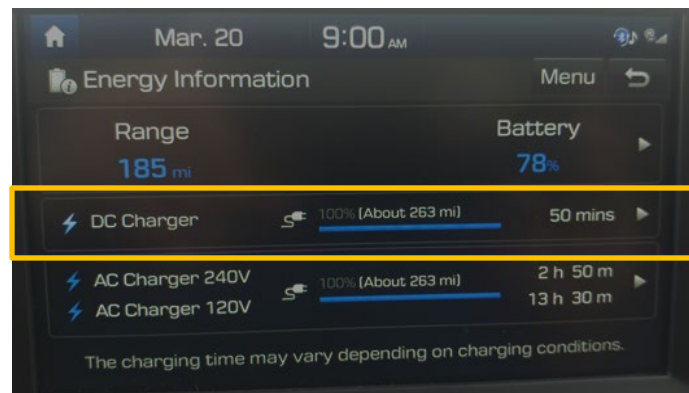


- 2. The Energy Information selection will display the battery charge level and (DC/AC) maximum charge percentage.

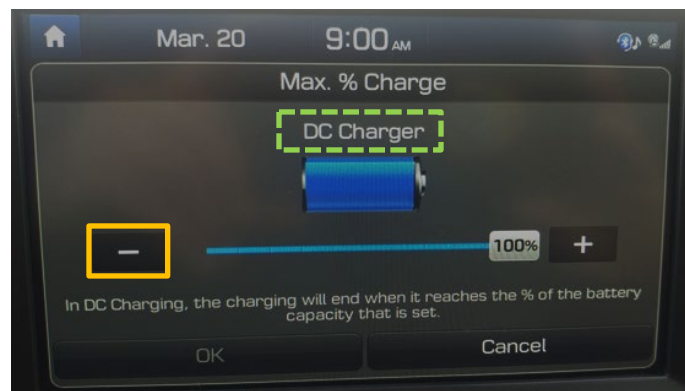
Select **Energy Information**.

NOTE: If both DC Charger and AC Charger Max % Charge were already set to 80% by customer, then skip to page-4 directions to take photo record and submit the Energy Information settings and vehicle instrument cluster to HMA.

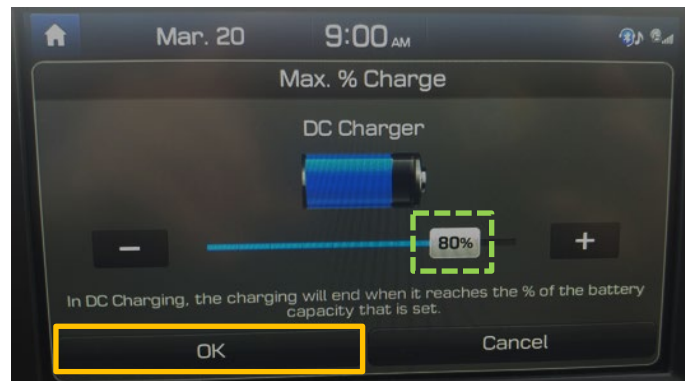
- 3. Select **DC Charger**.



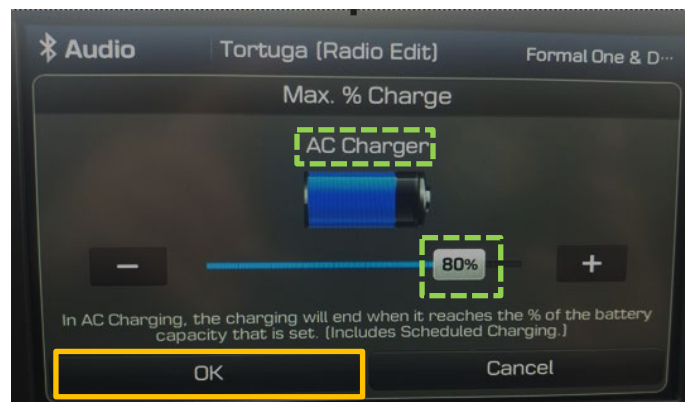
- 4. Press the **minus (-)** sign until the **Max. % Charge** is reduced to **80%**.



Select **OK** when set at **80%**.



- 5. Perform **Steps 3-4** once more after selecting the **AC Charger** and reduce it to **80%**.



- 6. The DC and AC Maximum Charge is confirmed when **both display 80%**.



SUBJECT:

**SETTING KONA ELECTRIC VEHICLE
MAXIMUM CHARGE LEVEL TO 80% (SERVICE CAMPAIGN P29)**

Recording and Submitting Customer Vehicle Information to prove customer compliance to the Max Charge settings at 80%:

Either of these 2 methods are to be used to record and submit the 2 photos:

- A. STUI Camera capture by GDS Tablet
- B. Camera photo files attached to the WebDCS claim.
(Refer to Hyundai Claims Processing Manual located in Hyundaidealer.com->Service tab->Documents Library->Warranty for procedure how to attach to the claim)

Both of the following screens are to be recorded by photo one after the other from the vehicle:

- 1. Energy Information Screen from the Radio head



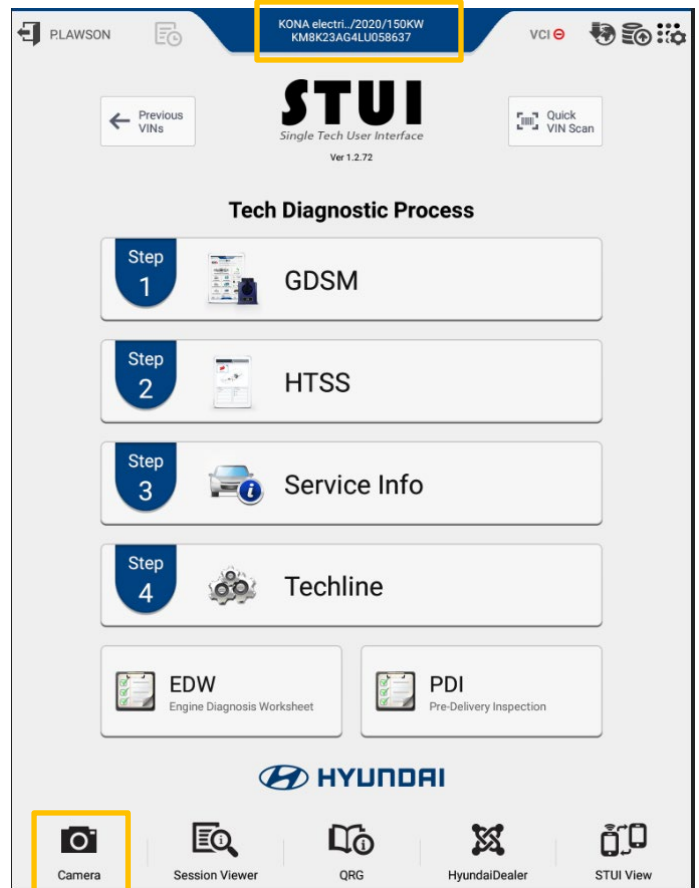
- 2. Full Vehicle Instrument Cluster



The next 4 pages provide instructions to record and submit photos by STUI on GDS Tablet:

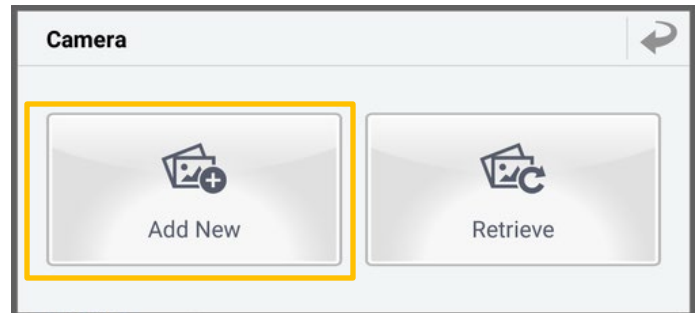
- 7. Connect VCI to the vehicle and launch STUI on the GDS Tablet to connect VCI and auto capture vehicle VIN.

NOTE: Confirm the correct VIN was captured at the top of the screen. This is important to ensure the claim can be paid as the recordings will be found by VIN.

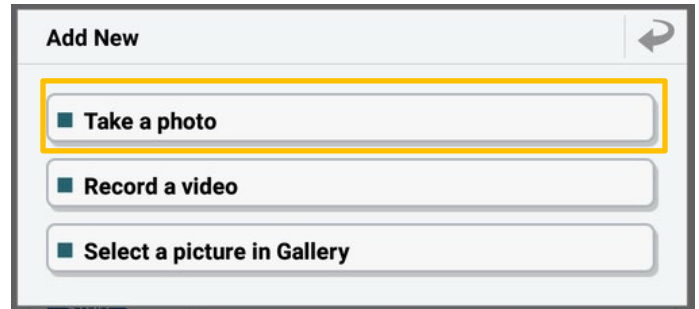


Then select the **Camera** function.

- 8. Select **Add New**.



- 9. Select **Take a Photo**.

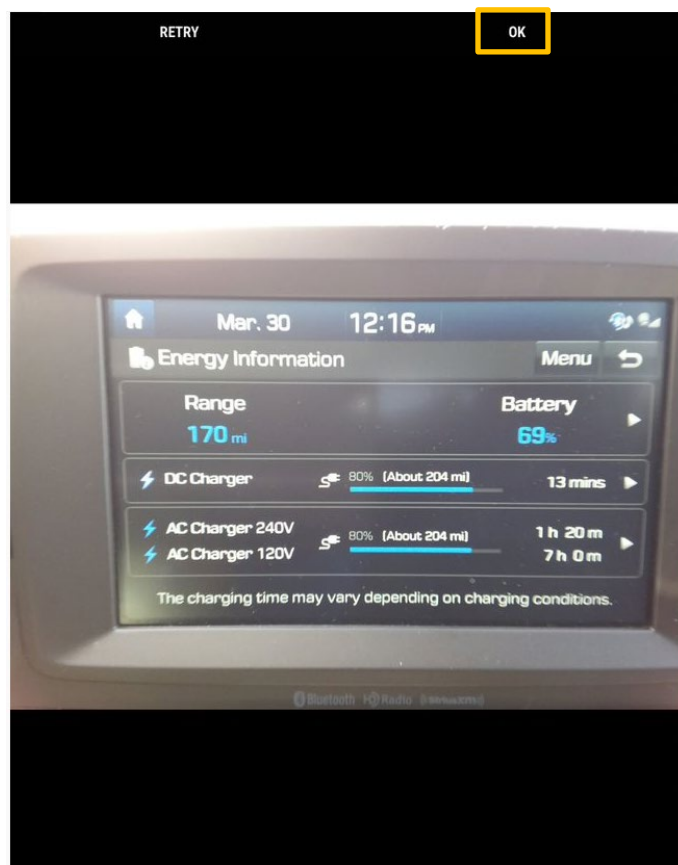


SUBJECT:

**SETTING KONA ELECTRIC VEHICLE
MAXIMUM CHARGE LEVEL TO 80% (SERVICE CAMPAIGN P29)**

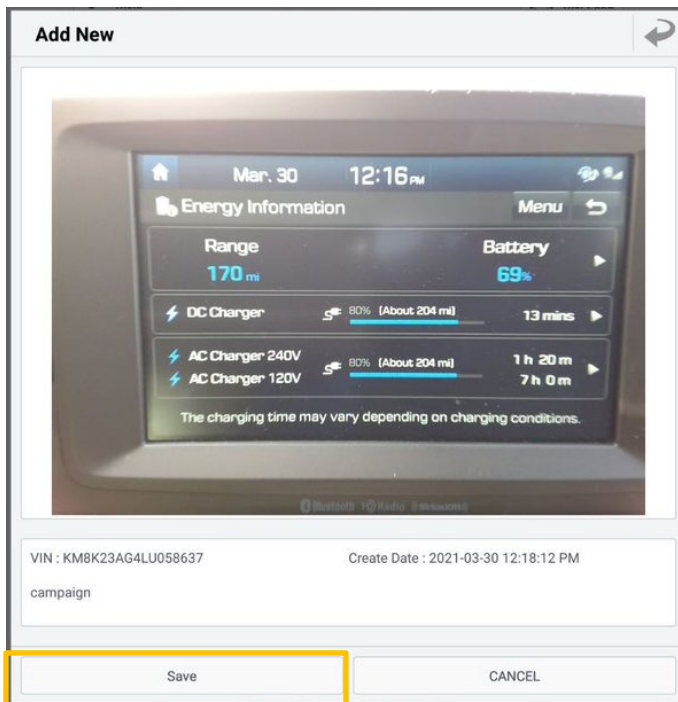
- 10. Capture photo of the full Energy Information Screen showing the DC/AC Charger settings at 80% Max Charge.

Then select **OK**.



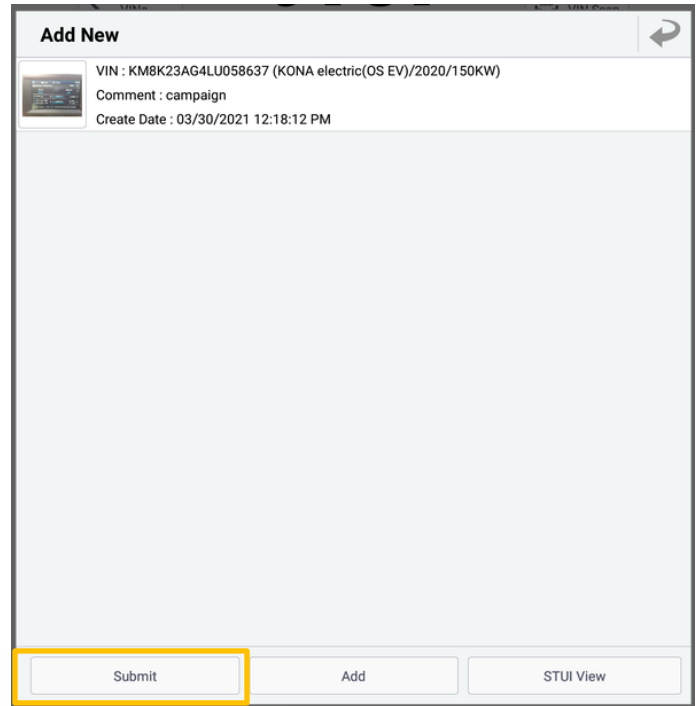
- 11. Type in the comment field "**Campaign P29**"

Then select **Save**.



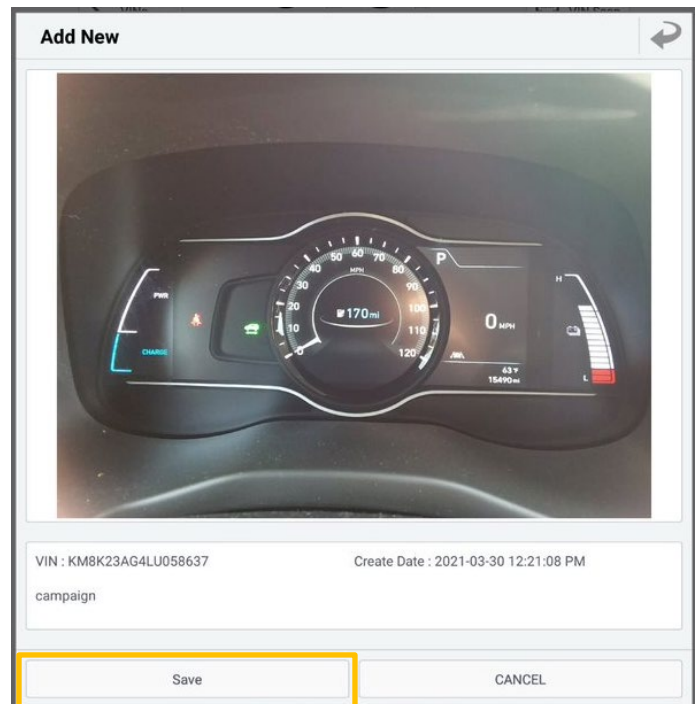
12. Confirms the VIN and photo recording.

Then select **Submit**.

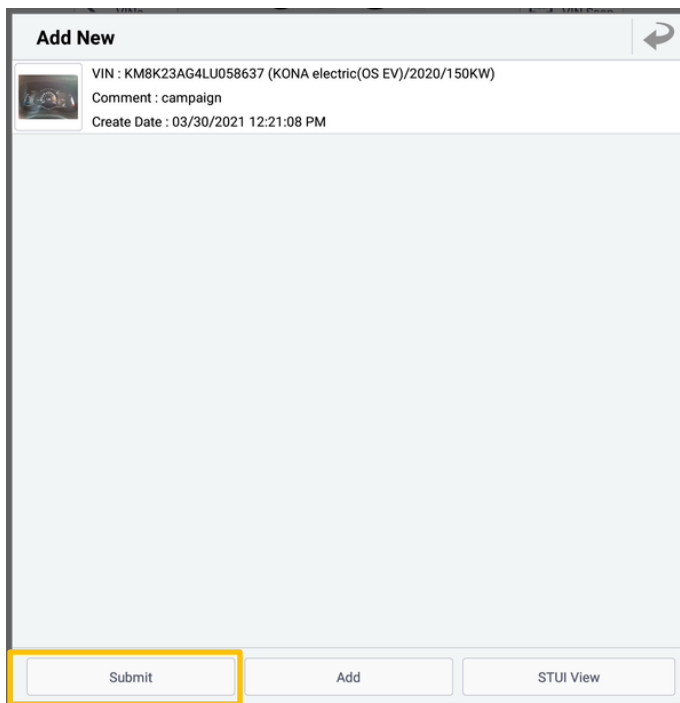


13. Repeat steps 8-11 capturing a photo of the full vehicle instrument cluster.

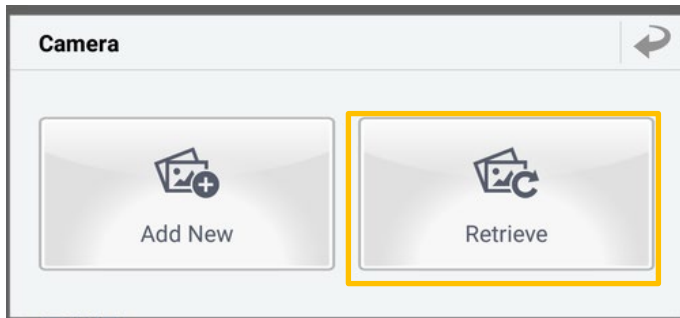
Select **Save**.



- 14. Confirms the VIN and photo recording.
Then select **Submit**.



- 15. Past submissions on the GDS tablet can be confirmed by selecting **Retrieve**.



The past submissions can be viewed from this screen.

