

IONIQ Electric

Emergency Response Guide



HYUNDAI ROADSIDE
1800 186 306



WARNING

- If severe damage causes high-voltage components to become exposed, emergency responders should take appropriate precautions and wear appropriate insulated personal protective equipment.
- Do not attempt to remove the safety plug while standing in the water.
- Never cut or disconnect the high voltage orange cabling and connectors without first disabling the system by removing the safety plug.
- Exposed cables or wires may be visible inside or outside the vehicle. Never touch the wires, cables, connectors, or any electric components before disabling the system, to prevent injury or death due to electrical shock.

Failure to follow any of these instructions may result in serious injury or death by electrocution.

- Do not cut through any component of the Airbag (SRS) system (Supplementary Restraint System)
- SRS components may remain powered and active for up to 3 minutes after the 12V electrical system is shut off or disabled. Disconnect the battery negative cable and wait for at least 3 minutes before beginning work.

Failure to follow any of these instructions may result in serious injury or death from an accidental deployment of the airbag system.

This manual includes information titled as DANGER, WARNING, CAUTION, & NOTICE.

These titles indicate the following;



DANGER

DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury



WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury



CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury

NOTICE

NOTICE indicates a situation which, if not avoided, could result in vehicle damage



WARNING

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Identifying a Hyundai electric vehicle

The electric badge on the boot lid and the Blue Drive badge on side of the vehicle

The Hyundai IONIQ electric can be easily identified by the 'electric' and the 'IONIQ' badge located on the boot lid and the 'BLUE-DRIVE' badge on the left side of the vehicle



DANGER

Electrocution Risk

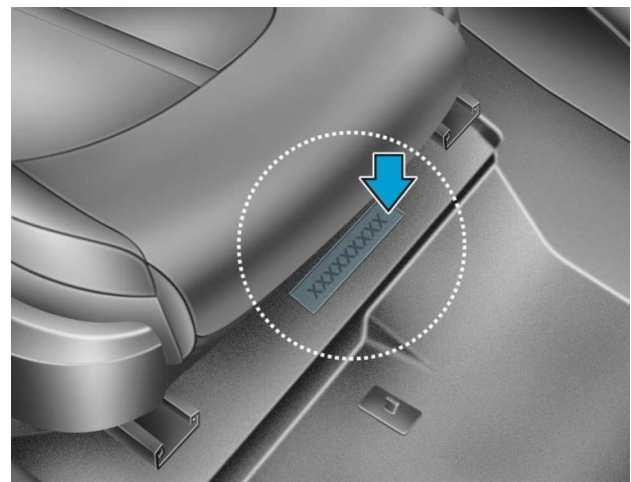
Badging can become hidden after a crash due to damage to the vehicle. Always be sure to utilize additional methods of identification before determining there is no badge present.

VIN number

The Vehicle Identification Number (VIN) identifies the Electric Vehicle with a "H" displayed in the 8th position, as shown in the below drawing.

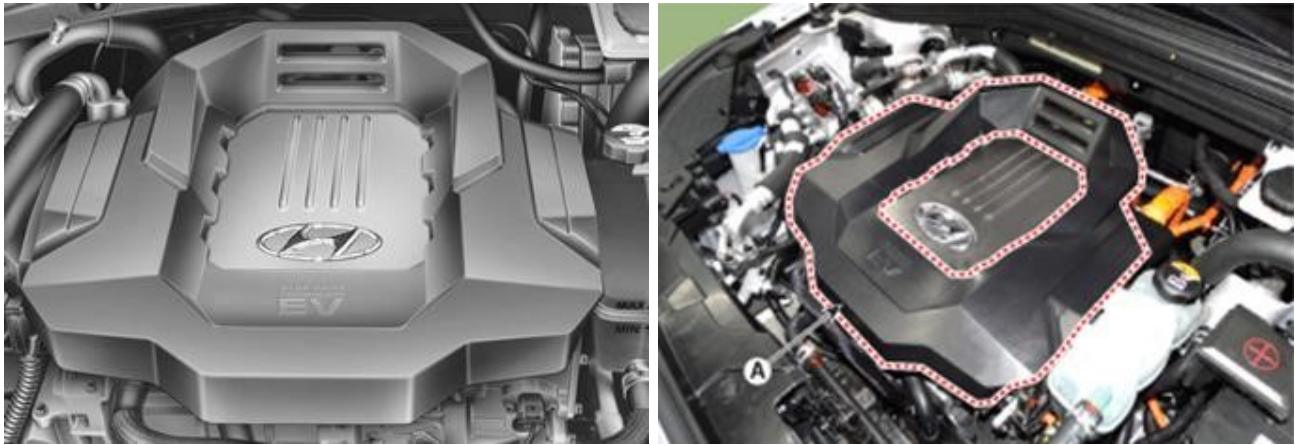
The VIN is punched on the floor under the passenger seat. The letter H in the 8th character of the VIN indicates that it is an electric vehicle with a battery [LiPB 360 V, 78 Ah] + Motor [3-phase AC 88 kw].

XXXXXXXX**H**XXXXXXXX



EV Motor Compartment

The IONIQ electric has a plastic power electric cover with “EV” clearly shown on it. Additionally, there are orange coloured high-voltage electrical cables in the motor compartment.



WARNING

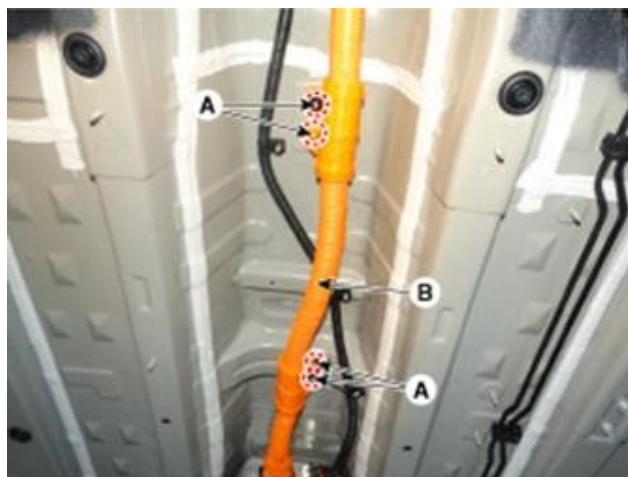
Electrocution Risk

- Never cut or disconnect the high voltage orange cabling and connectors without first disabling the system by removing the safety plug.
- Exposed cables or wires may be visible inside or outside the vehicle. Never touch the wires, cables, connectors, or any electric components before disabling the system, to prevent injury or death due to electrical shock.

Failure to follow these instructions can lead to death by electrical shock.

Vehicle Underside

An orange coloured cable covered by the undertray is also visible on the underside of the vehicle. This cable runs from the rear of the vehicle to the motor compartment.



Charging Port

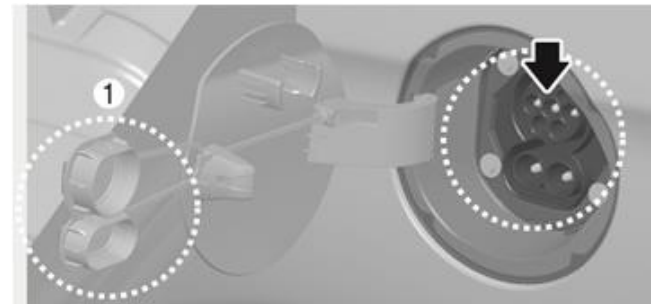
The Charging Port is located on the rear fender covered by the charging port cap and it has one port for AC trickle, normal, and DC fast charging.

How to open the charging port

1. Depress the brake pedal and apply the parking brake.
2. Turn OFF all switches, shift to P (Park), and turn OFF the vehicle.
3. Press the charging door open switch to open the charging door. Charging door open switch can be operated only when the vehicle is turned off

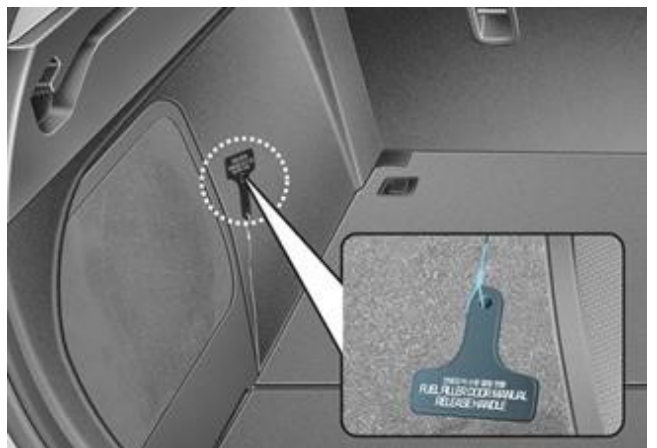


4. Open the charging inlet cover (1)



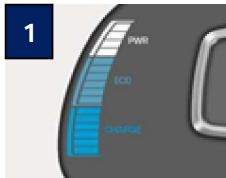
Unlock Charging Door in Emergency

If the charging door does not open due to battery discharge and failure of the electric wires, open the tailgate and slightly pull the emergency cable as shown left. The charging door will then open.



Electric Vehicle Cluster Instrument Panel

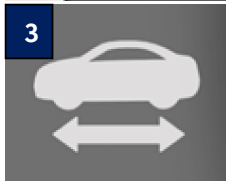
The Electric Vehicle Instrument Cluster Panel displays the electric vehicle specific features that identify the IONIQ as an electric vehicle.



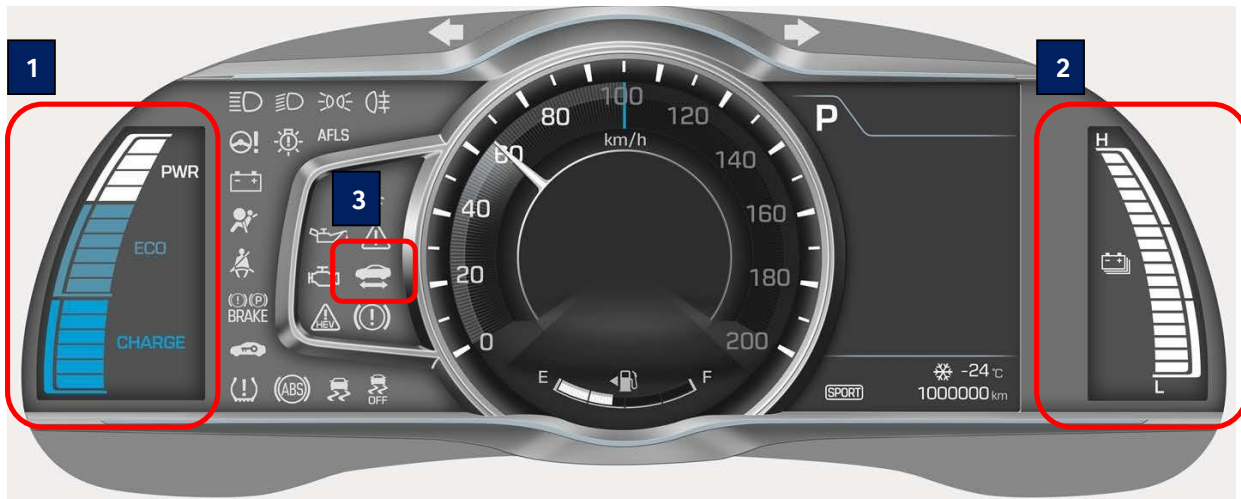
1
Regeneration
Brake/ECO/Power Gauge



2
SOC (High Voltage battery).
The gauge indicates the
charge state of the high
voltage battery.



3
The 'Ready' light indicates
the vehicle is 'ON' and ready
for driving.



Charge Status Indicator

The battery charge status indicator, visible from outside, at the centre of the crash-pad, is illuminated when the vehicle is charging.



Initial Response

The following procedures should be used whenever you are dealing with an IONIQ electric at an emergency scene. All other operations should be consistent with your department's standard operating procedures or guides. Electric vehicles damaged by a crash may have compromised high voltage safety systems and present a potential high voltage electrical shock hazard. Exercise caution and wear appropriate personal protective equipment (PPE) safety gear, including high voltage safety gloves and boots. Remove all metallic jewellery, including watches and rings.

Identify

When dealing with an IONIQ at the scene of an accident, emergency responders should always assume that it is an electric model until it can be proven otherwise using the identification features outlined in this ERG. External badging will usually be the first clue but it can often be hidden by damage caused in a crash. Always be sure to inspect multiple sides of the vehicle as well as using the clues found under the hood and in the interior of the vehicle.

Immobilize

The next step is to immobilize the vehicle to prevent any accidental movement that can endanger the emergency response personnel and any crash victims. Since the IONIQ electric doesn't have an engine, there will be instances where the vehicle appears to be off because of the absence of engine noise. When in its "ready" mode, the vehicle can move almost silently using the electric motor. Responders should approach the vehicle from the sides and stay away from the front or rear as they are both potential paths of travel. Instructions for immobilizing the vehicle are shown below.



Chock the wheels



Engage Parking Brake



Engage the Park shift position

Disable

The final step in the initial response process, conducted after the vehicle is secured to prevent movement, is to disable the vehicle, its SRS components and the high voltage electrical system. To prevent current flow through the system, use one of the following procedures to disable the vehicle.



WARNING

Electrocution Risk

- Before engaging in emergency response procedures, ensure the vehicle is disabled and wait for more than 5 minutes to allow the capacitor in the high voltage system to discharge to avoid electrocution.
- Exposed cables or wires may be visible inside or outside the vehicle. To prevent injury or death due to electrical shock, never touch the wires or cables before disabling the system, to prevent injury or death due to electrical shock.

Failure to follow any of these instructions may result in serious injury or death by electrocution.

Disabling the system – Smart Key System and “POWER” START/STOP Button

1. Check the status of the READY light on the instrument panel. If the READY light is illuminated, the vehicle is on. (Refer to page 7)
2. If the READY light is NOT illuminated, the vehicle is off. Do not push the “POWER” START/STOP button because the vehicle may restart.
3. To turn off the system, push the P (Park) position button, and then press the POWER stop-start button.



Start Button Operation - Without depressing the brake pedal

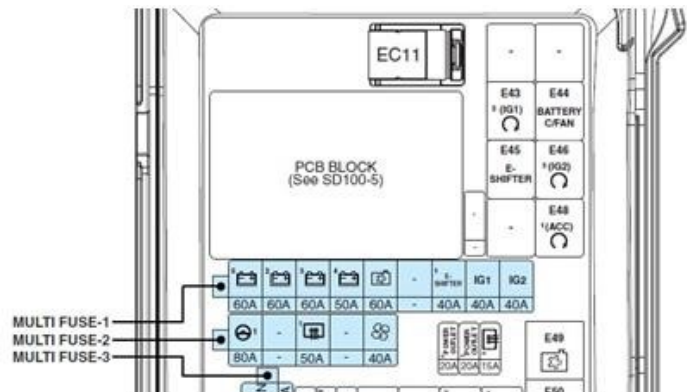
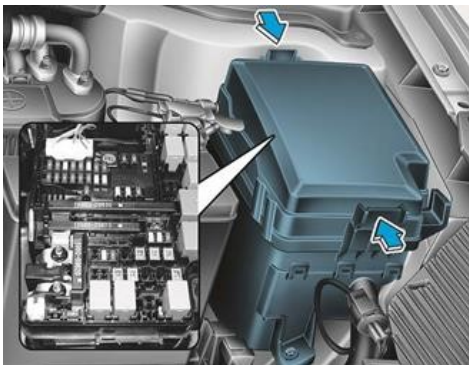
Pressing Power Button	Button Status	Vehicle Condition
	OFF	Off
One times	ACC	Electrical accessories are operational
Two times	ON	Warning lights can be checked before the vehicle is started
Three times	OFF	Off

Start Button Operation - Depressing the brake pedal while the shift position is in Park (P)

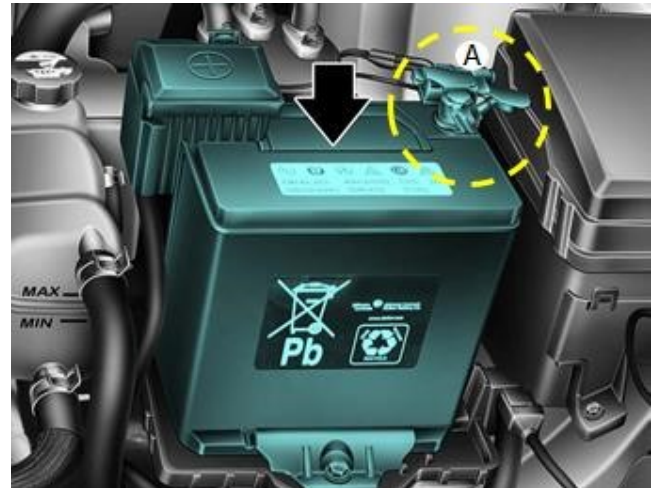
Pressing Power Button	Button Status	Vehicle Condition
	OFF	Off
One time	ON	Ready to Drive
Two times	OFF	Off

Disabling the system – IG Relay Removal (Alternate Method)

1. Open the bonnet.
2. Remove the motor compartment fuse box cover.
3. In the event the vehicle cannot be disabled using the ‘POWER’ Start/Stop button, pull the IG1 and IG2 fuses or relays from the motor compartment fuse book. If the IG fuses cannot be located, pull out all the fuses and relays in the fuse box.

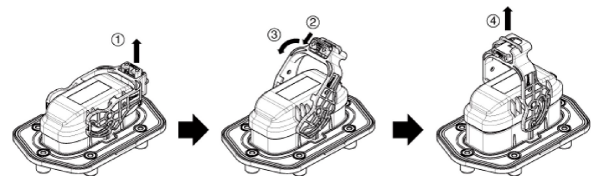


1. Before disconnecting the 12V battery, move the smart key at least 2 meters away from the vehicle to prevent an accidental restart.
2. Disconnect the negative (-) 12V battery cable (A) located in the motor compartment to further prevent the risk of an accidental restart.



NOTICE	
<p>If necessary, lower the windows, unlock the doors and open the boot as required, before disconnecting the 12V battery. Once the 12V battery is disconnected, power controls will not operate.</p>	

1. Use the following procedure to remove the safety plug and disable the high voltage battery.
2. Remove the safety plug cover (A) located in the boot
3. Remove the safety plug using the following procedure;
 ①: Unlock → ②, ③: Release → ④: Remove



If both methods of disabling the system are unsuccessful, the vehicle is not secured from an accidental deployment of airbags and electric shock from high-voltage components

WARNING

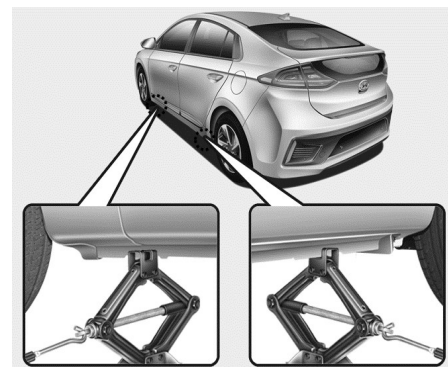
Explosive Risk

- Do not cut through any component of the Airbag (SRS) system. (Supplementary Restraint System)
- SRS components may remain powered and active for up to 3 minutes after the 12V electrical system is shut off or disabled. Disconnect the battery negative cable and wait for at least 3 minutes before beginning work.

Failure to follow any of these instructions may result in serious injury or death from an accidental deployment of the airbag system.

Extraction Operations

The extrication operations for the IONIQ electric are similar to the conventional vehicle. However, the first responder should pay special attention when they extract occupants in the vehicle. Before extrication operations, the first responders should carry out “Initial Response: Identify, Immobilize and Disable” procedure section in the manual (Page 8).

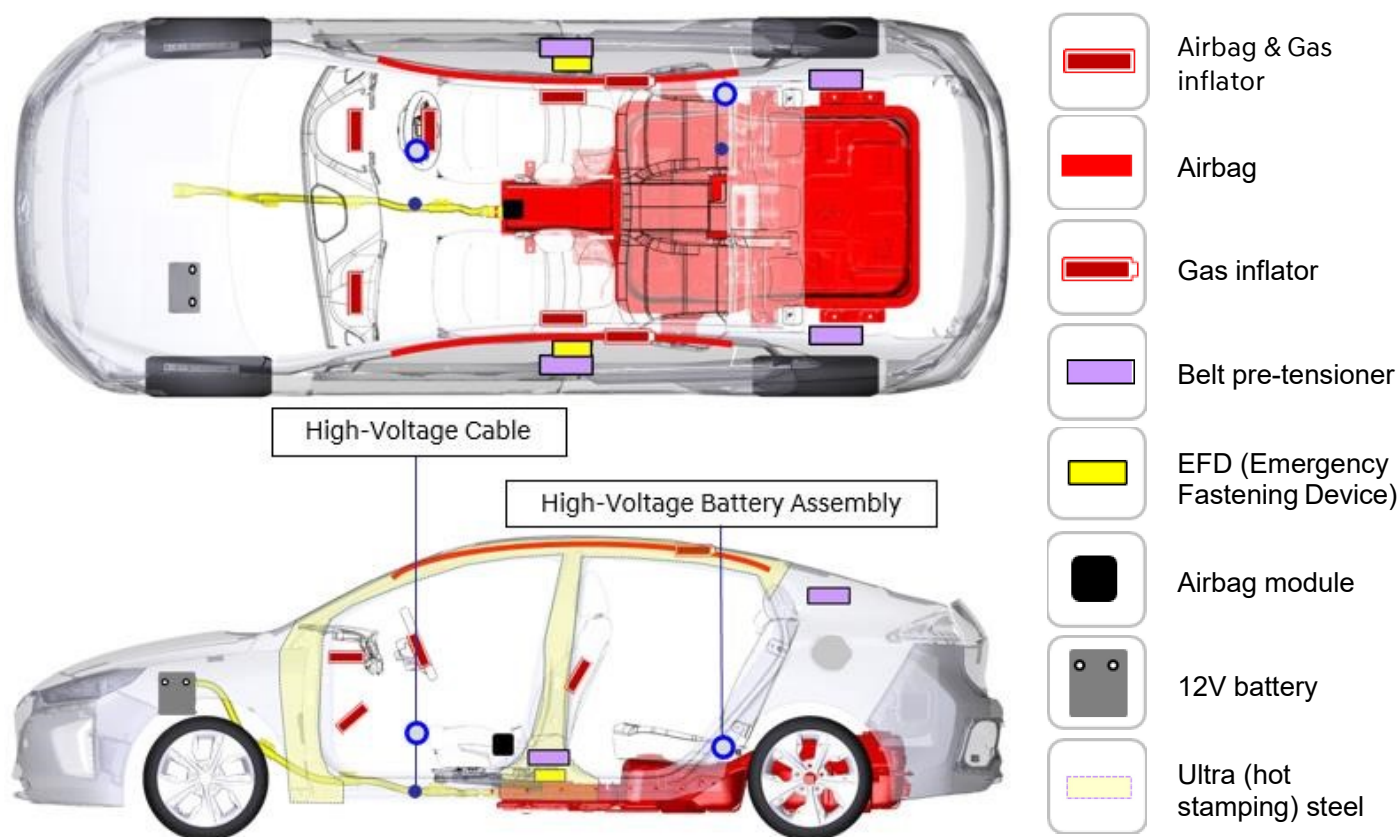


Vehicle Stabilisation

Use standard stabilisation (cribbing) points, as shown. Always be sure to connect to a structural member of the vehicle and avoid placing cribbing under high voltage cables, fuel lines and other areas not normally considered acceptable.

Extraction Tools and Procedure

When responding to an incident involving an IONIQ electric, we recommend that the first responders follow their organization’s standard operating procedures for assessing and dealing with vehicle emergencies. When the first responders cut the vehicle, they should always pay special attention to airbag system, orange coloured high voltage cables and other high voltage components to avoid damage to parts which may increase the risks of explosion



Submersion

Some emergency responses can involve a submerged vehicle. An IONIQ electric that is submerged does not have a high-voltage component on the vehicle's body or framework. It is safe to touch the vehicle's body or framework if there is no severe damage to the vehicle, whether it is in water or on land.

In the event the vehicle is submerged or partially submerged, remove the vehicle from the water before attempting to disable the vehicle. Drain the water from the vehicle. Use one of the methods described in this manual.



WARNING

- If severe damage causes high-voltage components to become exposed, responders should take appropriate precautions and wear appropriate insulated personal protective equipment.
 - Do not attempt to remove a safety plug while standing in the water.
- Failure to follow any of these instructions may result in serious injury or death by electrocution.

Vehicle Fire

After Initial Emergency Response Procedures have been applied, Firefighting Procedures may begin. Hyundai recommends that each response team follow their own department's standard operating procedures for fighting vehicle fires in combination with the IONIQ electric specific details that are covered in this section.

Firefighting Operations

If the high-voltage battery pack is either involved in or at risk of being involved in a fire in an IONIQ electric, strict cautions must be taken while conducting firefighting operations due to the following reasons:

- Lithium-ion Polymer batteries contain gel electrolyte that can vent, ignite, and produce sparks when subjected to temperatures above 150°C / 300°F.
- May burn rapidly with a flare-burning effect.
- Even after the high-voltage battery fire appears to have been extinguished, renewed or delayed fire can occur.
 - Use a thermal imaging camera to ensure the high voltage battery is completely cooled before leaving the incident.
 - Always advise second responders that there is a risk of the battery re-igniting.
 - Fire, submersion or a collision that has compromised the high voltage battery, always store it in an open area with no exposures within 15m / 50 feet.
- A burning battery could release hydrogen fluoride, carbon monoxide, and carbon dioxide gasses. Use NIOSH/MSHA approved full-face self-contained breathing apparatus (SCBA) with full protective gear.

Even if the high-voltage battery pack is not directly involved in a vehicle fire, approach the vehicle very carefully.

Extinguishers

- Small fires that high voltage battery is not involved: Extinguish fires using an ABC extinguisher for an electric fire.
- Fires that the high voltage battery is involved or the high voltage battery is heating: Extinguish fires using a large and sustained amount of water to cool the high voltage battery. Do not extinguish the fire with a small amount of water. Firefighters should not hesitate to pour large amounts of water on the vehicle.

High-Voltage (HV) Battery Damage & Fluid Leaks

The HV Battery assembly is enclosed in a sturdy metal case that is rigidly mounted to structural components of the vehicle. This construction helps prevent damage to the HV Battery assembly even in severe crashes. This section provides emergency responders with information regarding how to mitigate the severity of a damaged HV Battery assembly or gel electrolyte spill, however unlikely that might be.

- Cease all smoke, spark, flame activity around the vehicle.
 - The electrolyte solution is a skin irritant.
 - Do not touch or step on the spilled electrolyte.
 - If electrolyte leak occurs, wear appropriate solvent resistant PPE and use oil, sand, or a dry cloth to clean up the spilled electrolyte. Be sure to adequately ventilate the area.
 - The electrolyte solution is an eye irritant – If contact with eyes, rinse with plenty of water for 15 minutes.
 - The electrolyte solution is a skin irritant. Therefore, if there is contact with skin, wash off with soap.
 - Electrolyte liquid or fumes that have come into contact with water vapours in the air will create an oxidized substance. This substance may irritate skin and eyes. In these cases, rinse with plenty of water and see a doctor immediately.
 - Electrolyte fumes (when inhaled) can cause respiratory irritation and acute intoxication
- Move to a well-ventilated location for fresh air and wash mouth with water. See a doctor immediately.

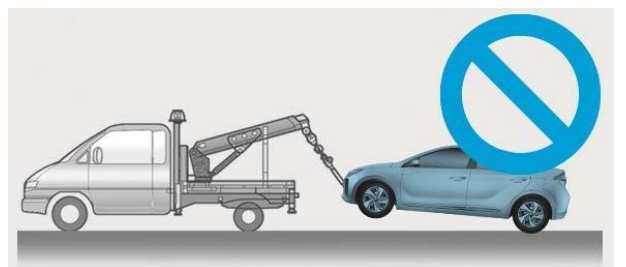
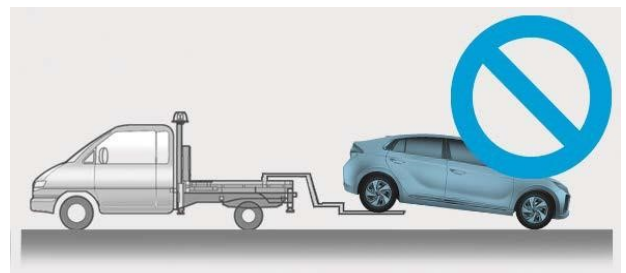
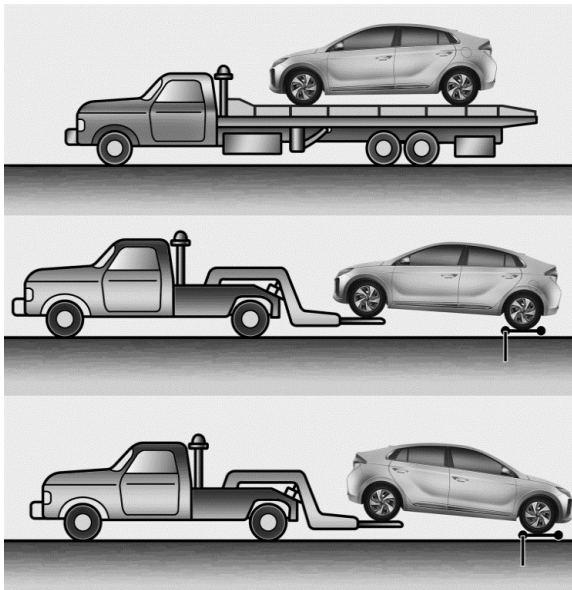
Towing

When towing IONIQ electric vehicle, all wheels should be off the ground and not in contact with the road.

If emergency towing is necessary, we recommend having it done by an authorized Hyundai dealer or a commercial tow-truck service. The use of wheel dollies or flatbed is recommended.

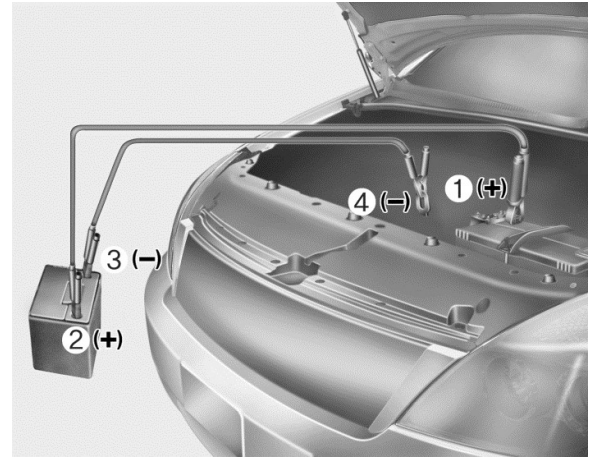
CAUTION

- Do not tow the vehicle backwards with the front wheels on the ground as this may cause damage to the vehicle.
- Do not tow with sling-type equipment. Use wheel lift or flatbed equipment.
- Never tow the vehicle with the front wheels on the ground (forward or backward), as this may cause damage to the vehicle.



To Jump-Start the Car

1. Make sure the booster battery is 12-volt.
2. If the booster battery is in another vehicle, do not allow the vehicles to touch.
3. Turn off all unnecessary electrical loads.
4. First, connect one end of a jumper cable to the positive terminal of the discharged battery in the motor compartment, then connect the other end to the positive terminal on the booster battery. Proceed to connect one end of the other jumper cable to the negative terminal of the booster battery, then the other end to a solid, stationary, metallic point away from the battery (for example, the hood latch).



CAUTION

- Do not connect the cables to or near any part that moves when the vehicle is started.
- Do not allow the jumper cables to contact anything except the correct battery terminals or the correct ground.
- Do not lean over the battery when making connections.

5. Start the vehicle with the booster battery, then start the vehicle with the discharged battery.
6. After a few minutes, turn off both of the vehicles.
7. Remove the negative terminal cable first, and then remove the positive terminal cable. If the cause of your battery discharging is not apparent, we recommend that the system is checked by an authorized HYUNDAI Dealer or authorized HYUNDAI Service Agent.