IONIQ Hybrid.

Emergency Response Guide.



Hyundai Premium Roadside Support.
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.

HYUNDAI

Important Safety Information.

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

- 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.

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- 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.

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IONIQ Hybrid Identification.

Identifying a Hyundai Hybrid vehicle

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

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



DANGER **Electrocution Risk**

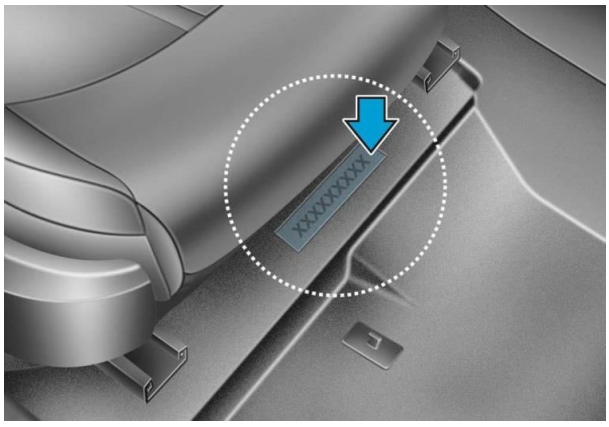
Badging can become hidden after a crash due to damage to the vehicle. Always be sure to utilize additional methods of identification before determining there is no badge present.

VIN number

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

The VIN is punched on the floor under the passenger seat.
The letter C in the 8th character of the VIN indicates that it is a hybrid vehicle with a 1.6 GDi Petrol engine.

XXXXXXXCXXXXXXX



IONIQ Hybrid Identification.

Engine Compartment

The IONIQ hybrid has a plastic power electric cover with “HYBRID” 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.



IONIQ Hybrid Identification.

Hybrid Vehicle Cluster Instrument Panel

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



Regeneration Brake/ECO/Power Gauge



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

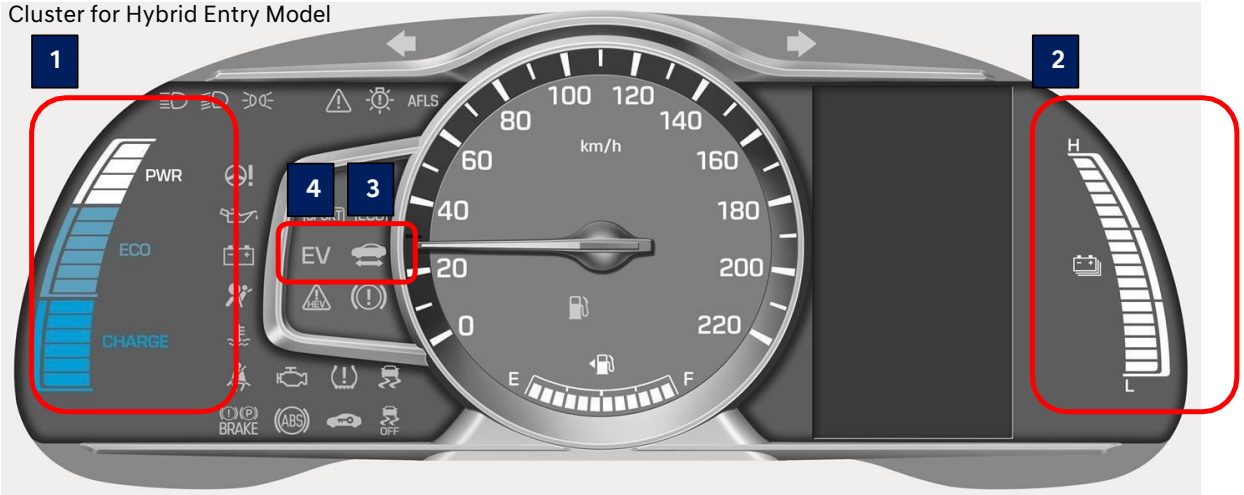


The ‘Ready’ light indicates the vehicle is ‘ON’ and ready for driving.

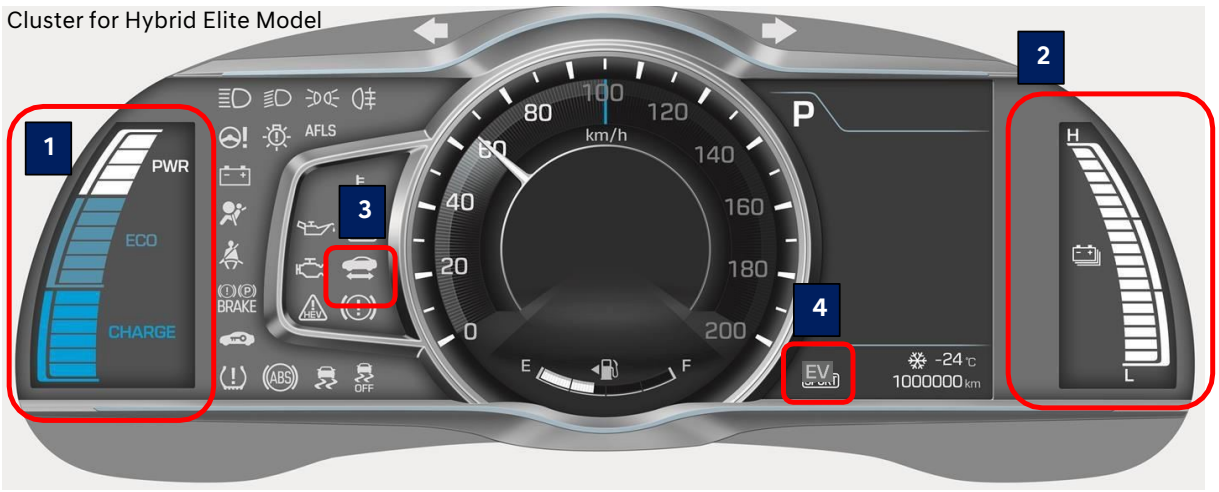


The ‘EV Mode” light indicates the vehicle is in EV mode

Cluster for Hybrid Entry Model



Cluster for Hybrid Elite Model



Emergency Procedures - Hybrid.

Initial Response

The following procedures should be used whenever you are dealing with an IONIQ hybrid at an emergency scene. All other operations should be consistent with your department's standard operating procedures or guides. Hybrid 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/ hybrid 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

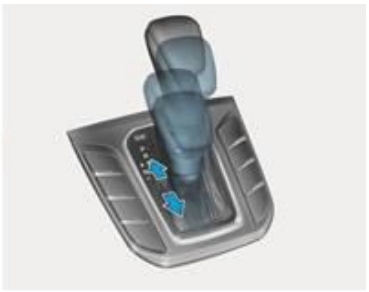
The next step is to immobilize the vehicle to prevent any accidental movement that can endanger the emergency response personnel and any crash victims. Since the IONIQ hybrid also has an electric motor, there will be instances where the vehicle appears to be off because of the absence of engine noise. When in its "EV" 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.

Emergency Procedures - Hybrid.

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

1. Check the status of the EV light on the instrument panel. If the EV light is illuminated, the vehicle is on. (Refer to page 6)
2. If the EV light is NOT illuminated and the petrol engine is not running, then 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

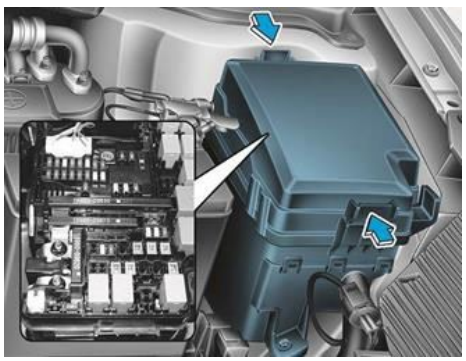
Pressing Power Button	Button Status	Vehicle Condition
	OFF	OFF
One time	ACC	Electrical accessories are operational
Two times	ON	Warning lights can be checked before the vehicle is started
Three times	OFF	OFF

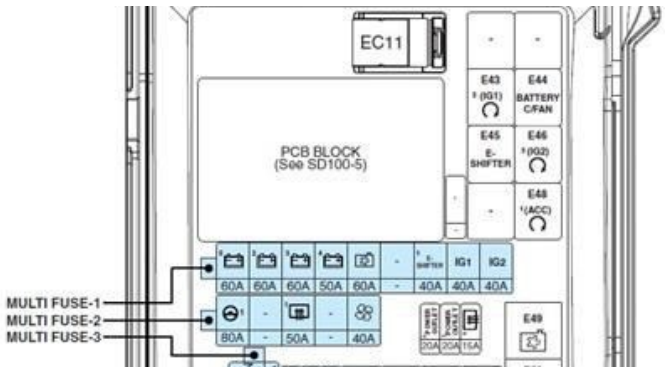
Start Button Operation - Depressing the brake pedal while the shift position is in Park (P)

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

Disabling the system – IG Relay Removal (Alternate Method)

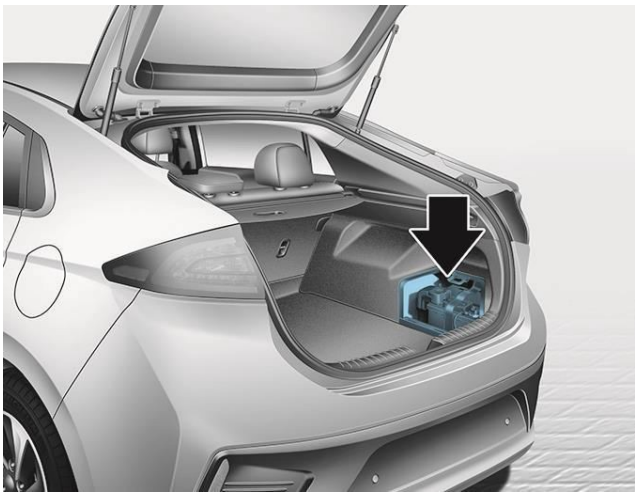
1. Open the bonnet.
2. Remove the motor compartment fuse box cover.
3. In the event the vehicle cannot be disabled using the ‘POWER’ Start/Stop button, pull the IG1 and IG2 fuses or relays from the motor compartment fuse book. If the IG fuses cannot be located, pull out all the fuses and relays in the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





Emergency Procedures - Hybrid.

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 vehicle boot to further prevent the risk of an accidental restart.



NOTICE

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.

1. Use the following procedure to remove the safety plug and disable the high voltage battery.
2. Remove the safety plug cover (A) located under the rear right seat.





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 **Electrocution Risk**

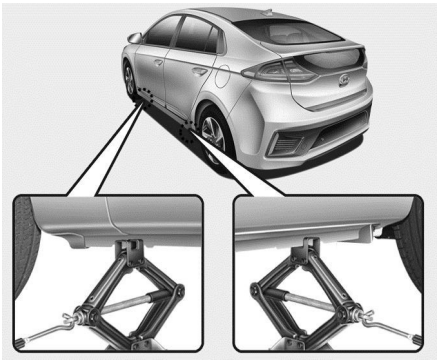
- Do not cut through any component of the Airbag (SRS) system. (Supplementary Restraint System)
- SRS components may remain powered and active for up to 3 minutes after the 12V electrical system is shut off or disabled. Disconnect the battery negative cable and wait for at least 3 minutes before beginning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

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

Emergency Procedures - Hybrid.

Extraction Operations

The extrication operations for the IONIQ hybrid 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 7).

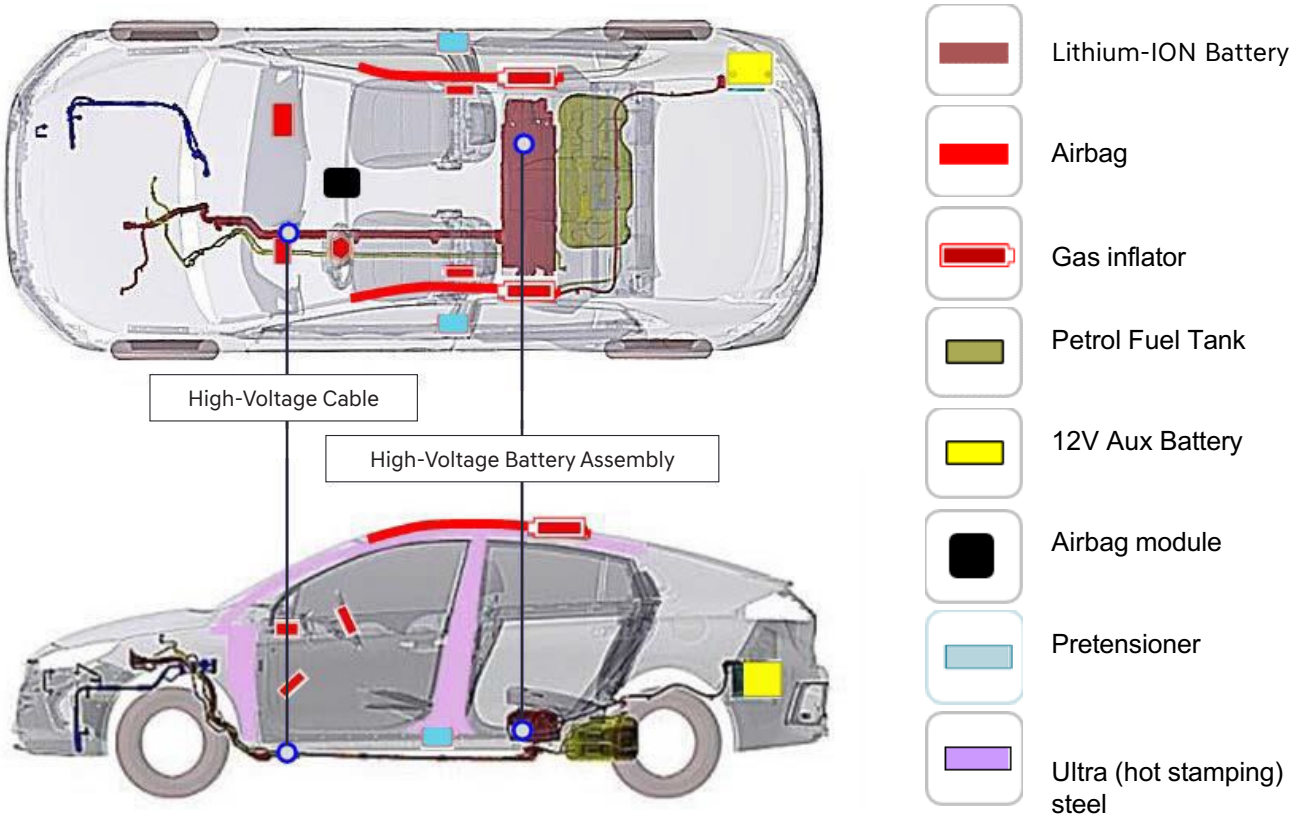


Vehicle Stabilisation

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 hybrid, 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



Emergency Procedures - Hybrid.

Submersion

Some emergency responses can involve a submerged vehicle. An IONIQ Hybrid 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 hybrid 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 hybrid, 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.

Roadside Assistance - Hybrid.

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

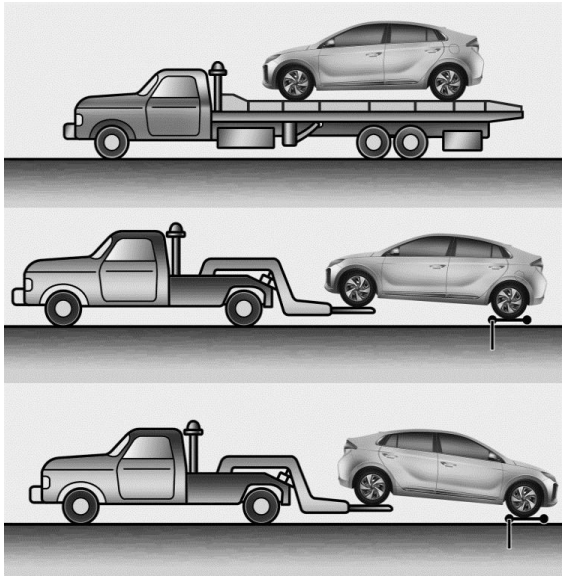
Move to a well-ventilated location for fresh air and wash mouth with water. See a doctor immediately.

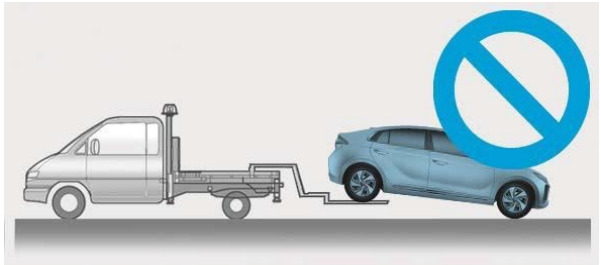
Towing

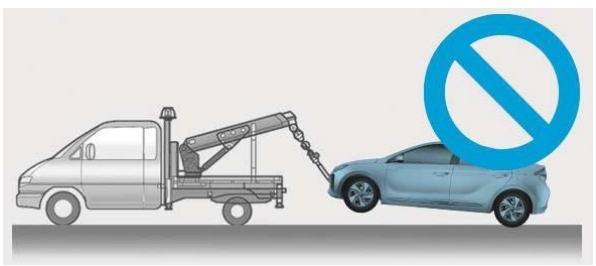
When towing IONIQ hybrid vehicle, all wheels should be off the ground and not in contact with the road.
If emergency towing is necessary, we recommend having it done by an authorized Hyundai dealer or a commercial tow-truck service. The use of wheel dollies or flatbed is recommended.

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.



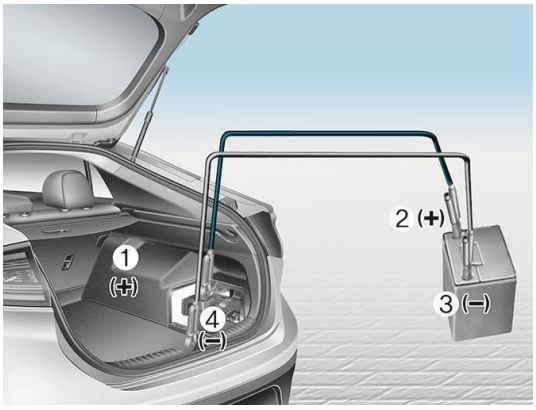




Roadside Assistance - Hybrid.

To Jump-Start the Car – Standard 12V Lead Acid Battery

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).



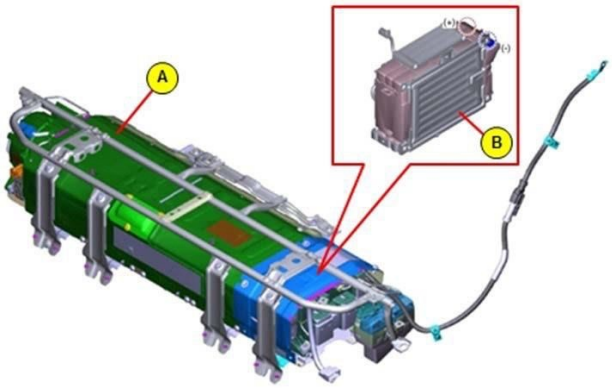
CAUTION

- 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.

Roadside Assistance - Hybrid.

To Jump-Start the Car – 12V Lithium-ION Battery Applied from MY18



A: High voltage battery, B: 12V Li-ion auxiliary battery

When State of Charge of 12V auxiliary battery drops to 0%, there are 2 methods to start up the engine. One is pressing the '12V battery reset switch' and another is using a battery jumping cable. However, if the 12V auxiliary battery operates normally, the battery protection system will activate to prevent the battery drain by shutting off the 12V power relay when SOC is between 0 and 10%.

Method 1

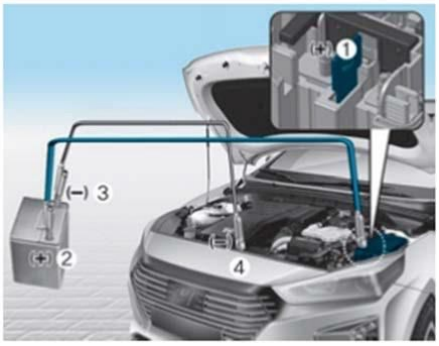
1. Press the '12V Battery Reset switch' (Located at the right side of the steering wheel near the fuel door open switch) to reconnect the 12V battery.
2. Start the vehicle within 15 seconds after pressing the '12V Battery Reset switch'.
3. After starting the vehicle (Indicator on), operate the vehicle safely outdoors in ready mode stopped and/or drive it for 30 minutes to charge the 12V battery fully.

If you do not start the vehicle immediately after pressing the '12V Battery Reset switch', the 12V battery power is automatically disconnected after a few seconds to save the 12V battery from additional discharge. If the 12V battery is disconnected prior to starting the vehicle, press the '12V Battery Reset switch' again and then immediately start the vehicle as explained. Repeated use of the '12V Battery Reset switch' without a sufficient engine ON cycle (30 Min+) may cause over discharge of the 12V battery, which will prevent the vehicle from starting. If the 12V battery is over-discharged to a point that the reset does not work, try to jump-start the vehicle.

Roadside Assistance - Hybrid.

Method 2

If the vehicle still does not have a functional 12V battery (Check if interior lights will not turn on) then you can try a jump start to the engine compartment jumper terminals using a 12V booster pack or jumper cables from another vehicle's 12V battery according to the following instructions.



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.

1. Position the vehicles close enough that the jumper cables will reach, but do not allow the vehicles to touch.
2. Avoid fans or any moving parts in the engine compartment at all times, even when the vehicles are turned off.
3. Turn off all electrical devices such as radios, lights, air conditioning, etc. Put the vehicles in P
4. (Park) and set the parking brake. Turn both vehicles OFF.
5. Connect the jumper cables in the exact sequence shown in the illustration. First connect one jumper cable to the red, positive (+) jumper terminal of your vehicle (1).
6. Connect the other end of the jumper cable to the red, positive (+) battery/jumper terminal of the assisting vehicle (2).
7. Connect the second jumper cable to the black, negative (-) battery/chassis ground of the assisting vehicle (3). Connect the other end of the second jumper cable to the black, negative (-) chassis ground of your vehicle (4). Do not allow the jumper cables to contact anything except the correct battery or jumper terminals or the correct ground. Do not lean over the battery when making connections.
8. Press the 12V Battery Reset switch.
9. Start the engine of the assisting vehicle and let it run for a few minutes.
10. Start your vehicle as soon as possible. After starting the vehicle (indicator on), operate the vehicle safely outdoors in ready mode stopped and/or drive it for 30 minutes total to charge the 12V battery fully.

CAUTION

When 12V auxiliary battery charge is required, it is possible to charge it using the 12V battery reset switch, battery jumping cable or 12V battery charger. However, when using the battery charger used for charging the lead-acid battery, charge voltage range must be kept in between 14V~14.8V. If not, 12V auxiliary battery may not be charged. But be careful not to allow the charge voltage to exceed
14.8V in order to prevent the reduction of Li-ion battery life.

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Note: Information in this Emergency Response Guide is current as at 11/2026.