



Technical Service Bulletin

GROUP

BODY ELECTRICAL

NUMBER

24-BE-001H

DATE

JANUARY 2024

MODEL(S)

SEE BELOW

SUBJECT:

**AVN SOFTWARE UPDATE FOR RADIO APP CRASH
AND UNEVEN ROAD WARNING**

Description: Some vehicles equipped with the AVN 5th Gen Wide system may exhibit a condition where the radio app crashes frequently when entering radio mode and/or displays a message that reads "Uneven Road Ahead, Drive carefully" on the cluster along with a warning sound. Follow the procedure outlined in this bulletin to update the AVN software to resolve this condition.

Applicable Vehicles (Certain):


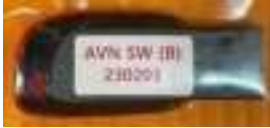
- 2021-2023MY Elantra (CN7) equipped with AVN 5th Gen Wide.
- 2021-2023MY Elantra Hybrid (CN7 HEV) equipped with AVN 5th Gen Wide.
- 2022-2023MY IONIQ 5 (NE1) equipped with AVN 5th Gen Wide.
- 2022-2023MY Kona (OS) equipped with AVN 5th Gen Wide.
- 2022-2023MY Kona N (OS N) equipped with AVN 5th Gen Wide.
- 2020-2023MY Kona EV (OS EV) equipped with AVN 5th Gen Wide.
- 2020-2023MY Palisade (LX2) equipped with AVN 5th Gen Wide.
- 2020-2023MY Sonata (DN8) equipped with AVN 5th Gen Wide.
- 2020-2023MY Sonata Hybrid (DN8 HEV) equipped with AVN 5th Gen Wide.
- 2022-2023MY Tucson (NX4) equipped with AVN 5th Gen Wide.
- 2021-2022MY Veloster N (JS N) equipped with AVN 5th Gen Wide.
- 2021-2023MY Venue (QX) equipped with AVN 5th Gen Wide.

NOTICE

If servicing an IONIQ 5 (NE1) vehicle, it can only be performed at IONIQ certified Hyundai dealerships.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Parts Information:

Model	Part Name	Part Number	Figure	Remarks
Elantra (CN7) Elantra Hybrid (CN7 HEV) IONIQ 5 (NE1) Kona (OS) Palisade (LX2) (20-22MY) Sonata (DN8) Sonata Hybrid (DN8 HEV) Veloster N (JS N)	AVN S/W UPDATE A for RADIO APP FIX	RADIO SWUPDATEA		Use this USB drive for the models listed at left. Order USB from facing PDC. USB can be used for multiple vehicles
Kona N (OS N) Kona EV (OS EV) Palisade (LX2) (23MY & later) Tucson (NX4) Venue (QX)	AVN S/W UPDATE B for RADIO APP FIX	RADIO SWUPDATEB		Use this USB drive for the models listed at left. Order USB from facing PDC. USB can be used for multiple vehicles

Warranty Information:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature Code	Cause Code
All	96560F17	AVN Software Update	0.3 M/H	Refer to the Web Parts Catalog for the applicable AVN part number	M73	ZZ3

NOTE 1: Normal warranty applies.

NOTE 2: Submit claim on Claim Entry Screen as "Warranty" type.

NOTE 3: This TSB includes Repair validation photos. Op times include VIN, Mileage, and Repair validation photos as outlined in the Digital Documentation Policy.

NOTE 4: If a part is found in need of replacement while performing this TSB and the affected part is still under warranty, submit a separate 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.

NOTE 5: If dealer supplies its own USB drive when utilizing download software option on page 6, please include amount for USB drive purchase in sublet.

Service Procedure:

STUI



This TSB includes Repair validation photos. Refer to the latest Digital Documentation Policy for requirements.

i Information

- Ensure that the battery is sufficiently charged and that the power is switched to “ON” to prevent a battery drain during the update.
- Do not remove the USB drive, or turn off the ignition switch during the update. This will prevent the update from completing.
- Verify that the AVN system is a genuine Hyundai part (not aftermarket) before performing the update.

AVN Software Update

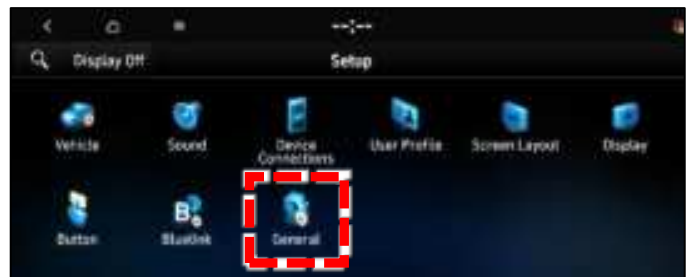
1. Turn the ignition switch ‘ON’.



2. Select the ‘**Setup**’ button and enter the SETUP menu.



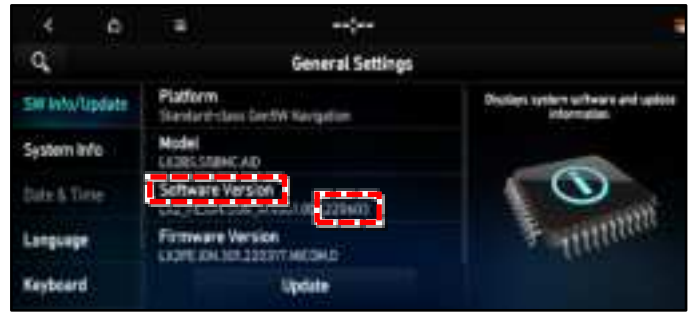
3. Select ‘**General**’.



4. Check the Software Version that's currently installed.
If software version is one of the versions listed below, the AVN needs to be updated.

Current Software Version:

- 221011
- 221025
- 221115
- 221220
- 221228



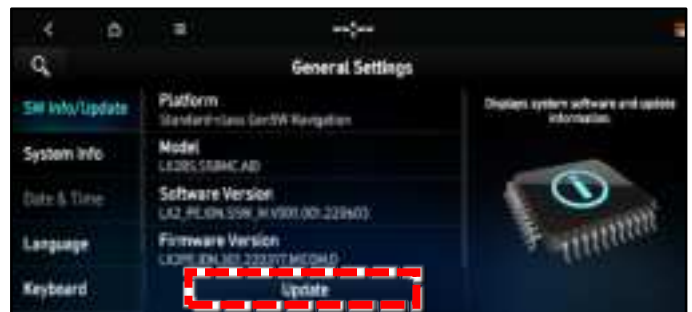
5. Insert the USB drive into the USB port.



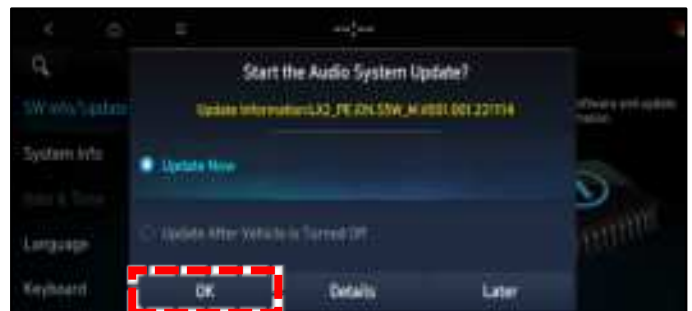
6. Select '**Update**' at the bottom of the screen to proceed with the software update.

**Information**

Do not remove the USB drive or turn off the ignition switch during the update. This will prevent the update from completing.



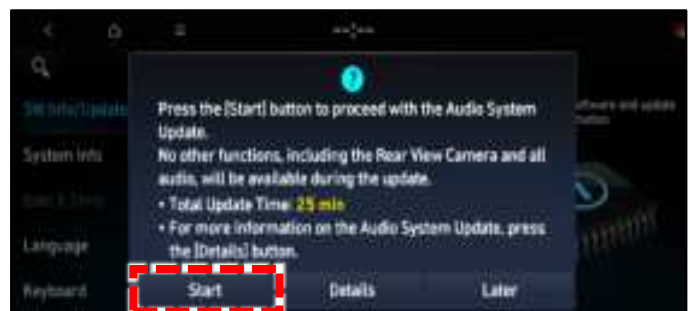
7. Select '**OK**'.



8. Select '**Start**'.

NOTICE

Do not turn off power or remove the USB device. It may cause data loss or system failure.





Information

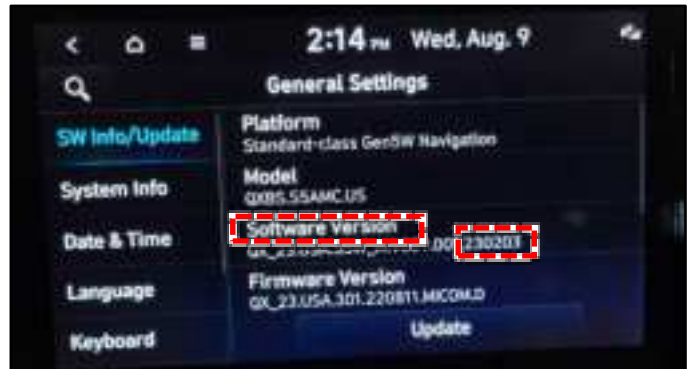
There will be multiple occurrences where the Hyundai logo will appear, or the display will be black during the update process. This is normal.



9. Confirm the S/W version has been correctly updated by referring to the 'SW Info/Update' screen.

The updated S/W version should be **230203**.

NOTE: If the software download option is used on page 6, the S/W version may be greater than 230203. **This is OK.**



10.

STUI



Take a screenshot of the 'SW Info/Update' screen using your particular tablet's screenshot save method and upload to STUI.

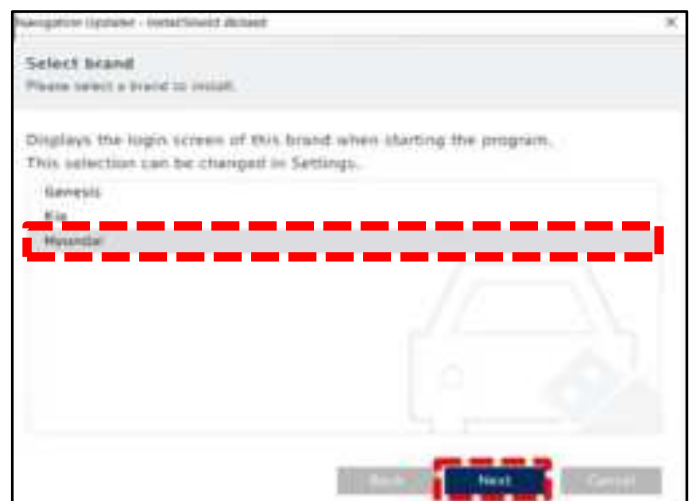
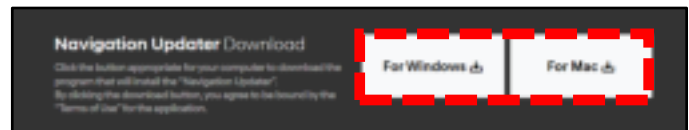
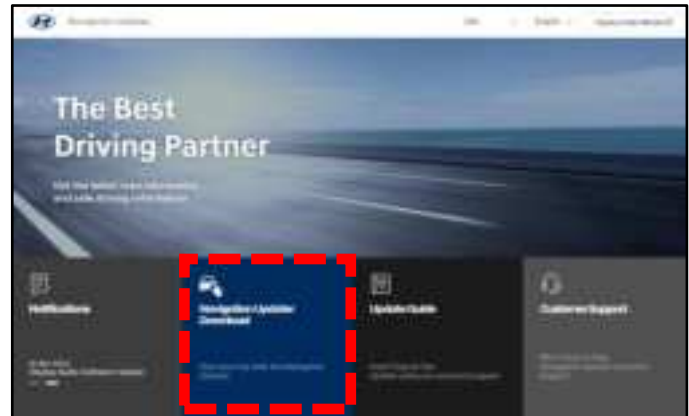


Software Update File Download:

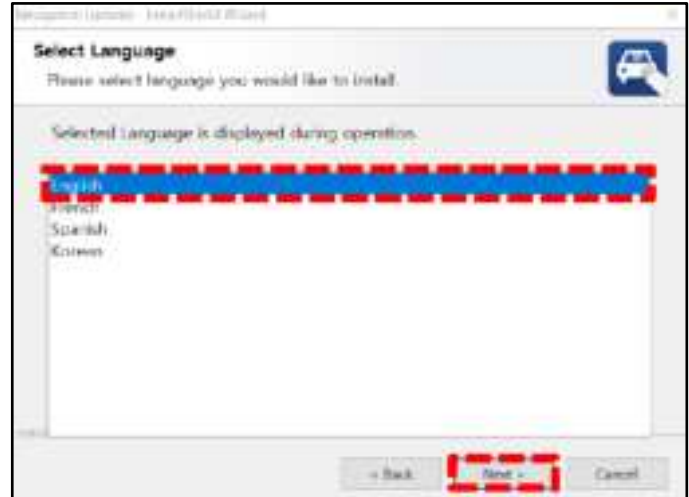
i Information

Use the following section if there is no current stock available of the USB drive listed in the Parts Information section. Use a blank 64GB USB drive.

1. Go to <https://update.hyundai.com>
Select '**Navigation Updater Download**'.
2. Select '**For Windows**' or '**For Mac**' operating system.
3. Select '**United States**', then select '**Next**'.
4. Select '**Hyundai**', then select '**Next**'.



5. Select a language (ex. “English”), then select **‘Next’**.



6. Review ‘Terms of Service’, select **‘Agree’**, then select **‘Next’**.



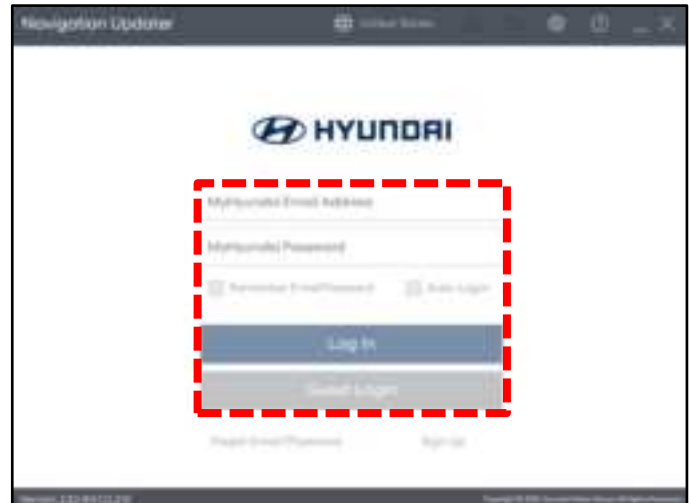
7. In the “Select saving location” screen, select **‘Change’** to save to a different location other than the one listed. Check the box **‘Make desktop direct button’** to save a shortcut on the screen. Then select **‘Next’** to install.



8. Once the installation completes, the 'Navigation Updater' shortcut will be saved on your desktop.



9. Open 'Navigation Updater' to log in using your Bluelink credentials. You can also log in as a guest under 'Guest Login'.



10. Instructions will appear on how to find the software version for the vehicle.

Enter model name (1) or Software Version (2).

Select '**Confirm**' (3).

Select '**OK**'.

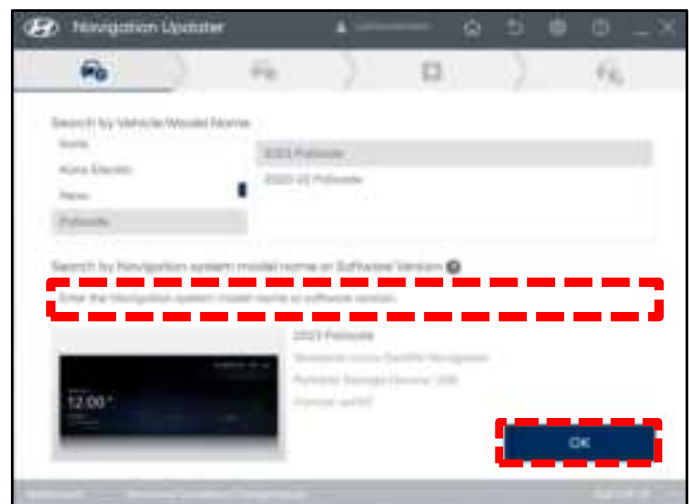


11. Enter your software version, or search by vehicle model/year. Select '**OK**'.



Information

If you previously logged into your Bluelink account, your vehicle will be pre-selected.

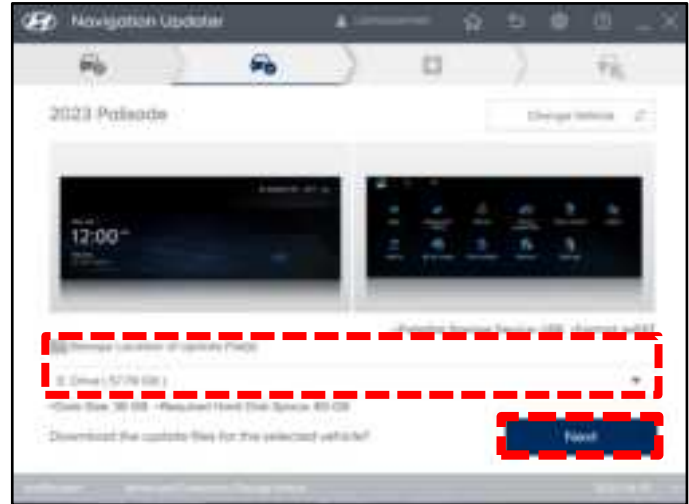


12. Once confirmed, insert a blank USB drive into your Computer/Laptop.

Verify the 'File Storage Location', then select **'Next'**.

NOTICE

If the USB drive was previously used, formatting in the next step will delete all previous content on the drive.



13. The inserted media will now be formatted. Select **'Yes'** to continue. Once the drive is formatted, downloading will begin.



14. Once download completes, the file will automatically be copied onto the media.



15. After copying is completed, 'System Update Instructions' will appear on how to install the update in the vehicle. Follow these instructions, then select **'OK'**.



16. You can also access the vehicle installation instructions under 'Installation Instructions' on this screen.

Next, eject the media (USB drive), then select **'Close Program'**.

Go back to page 3 to install the software using the USB drive. This USB drive can be used to update multiple vehicles.

