HYUNDAI
Technical Service Bulletin

GROUP	NUMBER
RECALL	**24-01-031H**
DATE	MODEL(S)
APRIL 2024	**SANTA FE (MX5A)**

SUBJECT: ccNC AVN SOFTWARE UPDATE FOR TRAILER PARKING ASSIST (TPA) MESSAGE IN REAR VIEW CAMERA (RECALL 258)

★ IMPORTANT

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

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.

Access the "Vehicle Information" screen via WebDCS to identify open recalls.

Description: Certain 2024MY Santa Fe (MX5A) vehicles may exhibit a Trailer Parking Assist ("TPA") message upon activation of the rearview camera system by shifting into reverse ("R"). A vehicle CAN communication error may result in obstruction of the rearview image by the TPA message, reducing rearward visibility and increasing the risk of a crash or injury. As such, the affected vehicles fail to comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility." Obstruction of the rearview image during operation reduces rearward visibility and increases the risk of a crash or injury to vulnerable bystanders. Follow the procedure in this bulletin to update the ccNC (connected car Navigation Cockpit) or ccNC Lite AVN software, in all affected vehicles.

Applicable Vehicles (Certain):
- 2024MY Santa Fe (MX5A) produced 12/28/2023 – 04/02/2024

Parts Information:

Part Name	Part Number	Figure	Remarks
AVN Update USB	NP001SCTBT		Each dealer has been shipped 1 USB drive for the start of this campaign. Refer to: Hyundaidealer.com > Parts Tab > Documents Library > Reference Materials > Parts Bulletin.

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

Warranty Information:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature Code	Cause Code
Santa Fe (MX5A)	41DA04R0	ccNC or ccNC Lite AVN Software update	0.5 M/H	96560-R6050	M14	ZZ3

NOTE 1: Submit claim on Claim Entry Screen as "Campaign" type.
NOTE 2: If a part is found in need of replacement while performing this recall 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 3: Op times include VIN, Mileage, and photo capture of the "S/W Info Update" screen as outlined in the Digital Documentation Policy.
NOTE 4: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

Service Procedure:

> **STUI** 📷
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> This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

Software Update:

1. Turn ignition switch **ON**.

2. Insert the USB flash drive into the USB slot (A).

   > **ℹ Information**
   >
   > USB indicator light (B) should be ON. If charger indicator (C) is on, then change to USB mode by pressing the button.
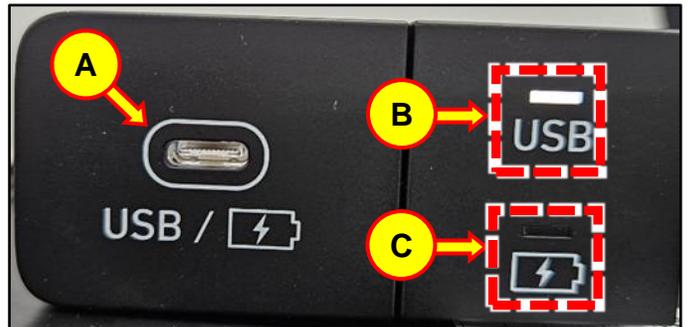
3. When a pop-up window appears, press **Update Now** (D) to proceed.

> **ℹ Information**
>
> Do not remove the USB flash drive or turn ignition OFF during the update, or the update will not complete properly.
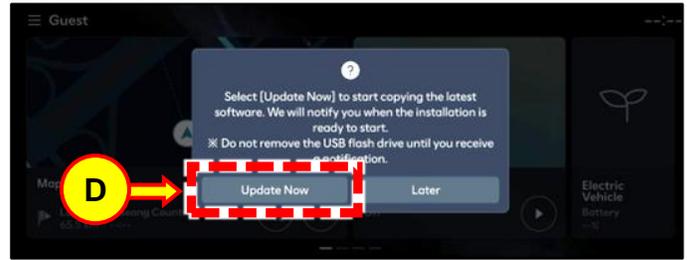
4. The update icon (E) should appear in the upper right.

5. After about 10 minutes (ccNC Lite) to 20 minutes (ccNC), when the icon disappears, switch **ACC OFF** to start the update.
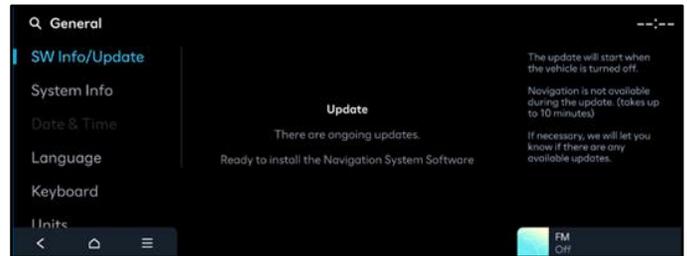
6. When the pop-up at right appears, press **Update Now** (F) to continue the update.

    Approximate <u>total</u> update times:
    *   ccNC AVN: about 25 minutes
    *   ccNC Lite AVN: about 13 minutes
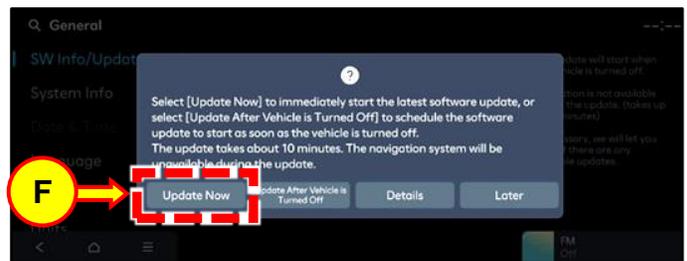
7. AVN screen will turn **OFF** (G), turn vehicle back **ON** to see the progress (H).
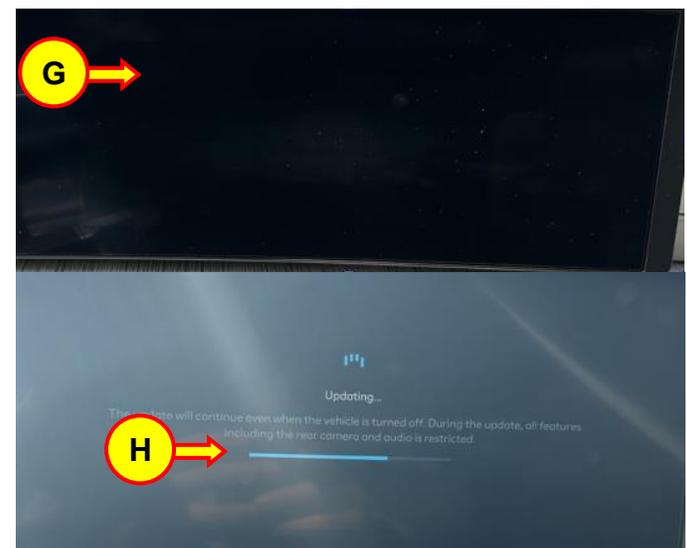
8. The screen shown to the right will indicate that the software update was successful.

9. After the update has completed, confirm the Software Version has been correctly updated by referring to the "Version Info" screen.

    - Press and hold the **SETUP** button (I).

    - Confirm the Software Version now matches the new version (J).
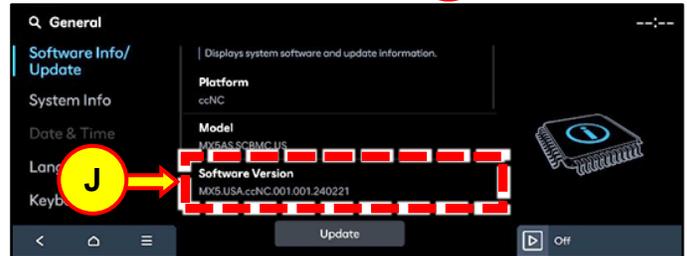
    New version (after update):

    - ccNC:
      MX5.USA.ccNC.001.001.**240221**
    - ccNC Lite:
      MX5.USA.ccNC_Lite.001.001.**240221**

10.

    STUI 📷

    Take a photo of the 'SW Info/Update' screen showing the updated S/W version with the last 6 digits of the VIN and date of repair on a piece of paper. Put post-it/piece of paper in top right-hand corner for photo.

    Upload the photo to STUI.
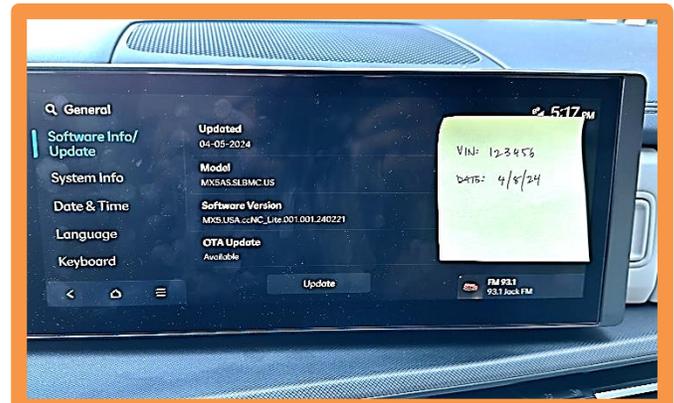
11. Confirm the TPA message does not display in the rear view camera after the update.

12. Procedure is complete.