



2012 Select Car Care Promotion P14

We are pleased to announce the *Hyundai 2012 Select Car Care Promotion P14!*

Applies to Select 2010 Genesis Sedan DIS and 2010 Santa Fe Touchscreen Navigation System

Dealers are encouraged to perform this *Select Car Care Promotion* whenever an eligible vehicle is in the shop for any maintenance or repairs. Check each VIN in the Hyundai Motor America "Warranty Vehicle Information" screen via WEBDCS for P14 showing as open. A copy of the announcement bulletin and how to perform the promotion is available on HMAService.com Home Page under "Service News".

What is the purpose of the promotion?

For a limited time, Hyundai Motor America is offering a **FREE** navigation map software update in certain 2010 Genesis Sedan models with the DIS Navigation System and certain 2010 Santa Fe models with the Touchscreen Navigation System . Delight your customers by offering this complimentary navigation map update. Be sure to let your customers know in advance how long the update will take, so that they can plan accordingly.

IMPORTANT:

- Inform the customer that **all navigation, Bluetooth, and audio settings** (previous destinations, home, addresses, phone numbers, radio presets, etc.) **will be erased** during the map software update procedure.
- The Santa Fe (CM) map update will take approximately **1 hour and 30 minutes**.
- The Genesis Sedan (BH) operating software and map update will take approximately **3 hours**.

Benefits:

- Complimentary service to your customers
- Tell your customers this is a free offer with a retail value of over \$200.00
- Integrate into the Multi-Point Inspection and Active Delivery process

PARTS INFORMATION:

A set of the programming discs and USB memory sticks have been sent to each dealer to be used for the navigation system map update. Refer to TSB 12-BE-017 for more information on the Point of Purchase (POP) kit.

CLAIM INFORMATION:

Submit Select Car Care Promotion claims using the Campaign Claim Entry Screen

OP CODE	OPERATION	OP TIME
20C084R3	Navigation Map Update for Santa Fe (CM)	0.3 M/H
20C084R4	Navigation Map Update for Genesis Sedan (BH)	1.0 M/H

Promotion expires December 31, 2012. All repair orders (R.O.) must be dated on or before December 31, 2012. All dealer claims must be submitted to HMA on or before January 15, 2013.

 HYUNDAI NEW THINKING. NEW POSSIBILITIES.	DATE	MODEL(S)
	OCTOBER 2012	2010 Santa Fe (CM), 2010 Genesis (BH)
SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE UPDATE (SELECT CAR CARE PROMOTION P14)		

★ IMPORTANT

Dealers must perform this SELECT CAR CARE PROMOTION whenever an eligible vehicle is in the shop for any maintenance or repair.

★ IMPORTANT

When a vehicle arrives at the Service Department, access HYUNDAI MOTOR AMERICA'S "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns or Select Car Care promotions. Eligible Genesis Sedan and Santa Fe will have an applicable P14 showing as open. This promotion expires with repair orders dated 1/1/2013 and after. Claims must be filed by 1/15/2013.

DESCRIPTION:

This bulletin provides the software (S/W) installation procedure to update the 2010 Genesis DIS Navigation System and 2010 Santa Fe Touchscreen Navigation System to the most recent production level software.

APPLICABLE VEHICLES:

2010 Genesis Sedan (BH) with DIS Navigation produced from 7/13/2009 to 1/16/2010.
 2010 Santa Fe (CM) with Touchscreen Navigation produced from 10/18/2009 to 2/5/2010.

PARTS INFORMATION:

A set of the programming discs and USB memory sticks have been sent to each dealer to be used for the navigation system map update. Refer to TSB 12-BE-017 for more information on the Point of Purchase (POP) kit.

Additional sets can be ordered by calling the Hyundai MAPNSOFT Customer Support at 1.888.757.0010 or by using MapnSoft website link found on HyundaiDealer.com.



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

WARRANTY INFORMATION:

OP CODE	OPERATION	OP TIME
20C084R3	Software and Navigation Map Update for Santa Fe(CM)	0.3 M/H
20C084R4	Software and Navigation Map Update for Genesis Sedan(BH)	1.0 M/H

Note: Submit Select Car Care Promotion claim using the Campaign Claim Entry Screen.

*** IMPORTANT**

The Santa Fe (CM) map update will take approximately 1 hour and 30 minutes.
The Genesis Sedan (BH) operating software and map update will take approximately 3

*** IMPORTANT**

Inform the customer that all navigation, Bluetooth, and audio settings (previous destinations, home, addresses, phone numbers, radio presets, etc.) will be erased during the map software update procedure.

*** IMPORTANT**

Make a copy of the acknowledgement form on the last page of this bulletin for the customer to sign and include with the repair order.

**SERVICE PROCEDURE:
ACQUIRING AUTHENTICATION CODE**

1.1 Go to <http://www.mapsoft.com/vds2013>

Enter all the required fields and then select "SUBMIT".

- Enter the Dealer Code:
- Enter the full VIN:
- Enter the Device ID:

*** NOTE**

For Santa Fe (CM) see steps 1.1 through 1.7 from below for instructions to obtain the Device ID.

For Genesis Sedan (BH) see steps 2.1 through 2.3 from below for instructions to obtain the Device ID.

VDS 2013

Genesis Santa Fe

Dealer Code : [] (5 digits)

VIN : [] (17 digits)

Device ID : [] (10 digits)

Submit

SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

After selecting "SUBMIT", a second pop up window will display the Authentication Code.

*** NOTE**

If the Authentication Code does not appear:

- Re-check to see if your vehicle production is within the applicable date for this update.
- Call 1-888-757-0010 for support.

VDS 2013

VDS 2013

Genesis Santa Fe

Dealer Code : (5 digits)

VIN : (17 digits)

Device ID : (10 digits)

Dealer Code : PP123 (8)
VIN : PETERESTVINNUM10
Device ID : 8889990003
Date : 10/16/2012 12:48:33 PM
AuthCode : 233R-CXUJ-XANY-HAK5

SANTA FE NAVIGATION SYSTEM MAP UPDATE



CAUTION

Do not turn OFF the Navigation System or cycle the ignition switch during update.

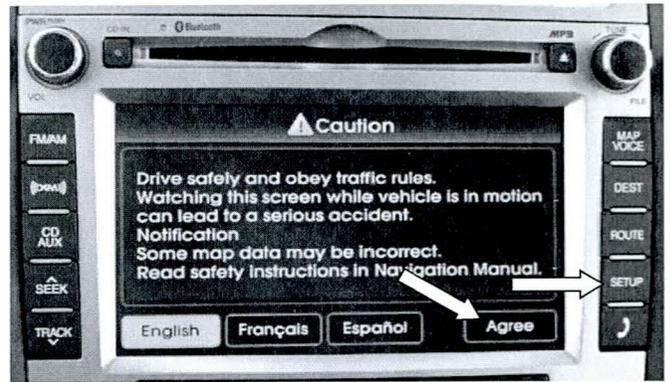
- 1.1 Turn the vehicle engine ON.



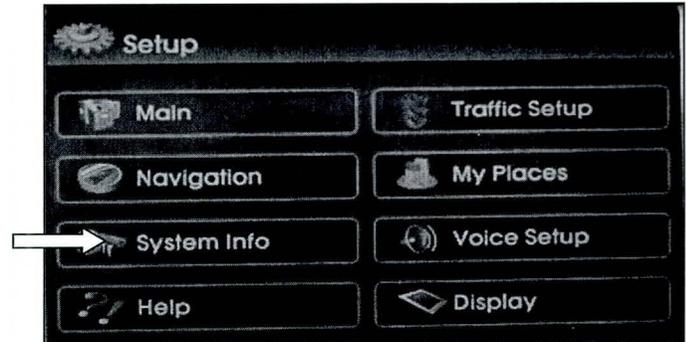
SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

- 1.2 Turn the navigation system **ON** and press the **“Agree”** button.

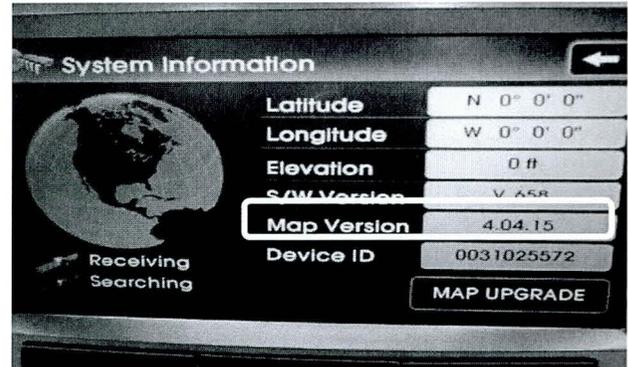
Press the **“SETUP”** button.



- 1.3 Press the **“System Info”** button.



- 1.4 Check the map version. If the Map Version is 5.04.13, then an update is not required.



- 1.5 Insert the USB memory stick into the USB slot in the front console tray.

A pop up message will appear, **“No File Available”**.

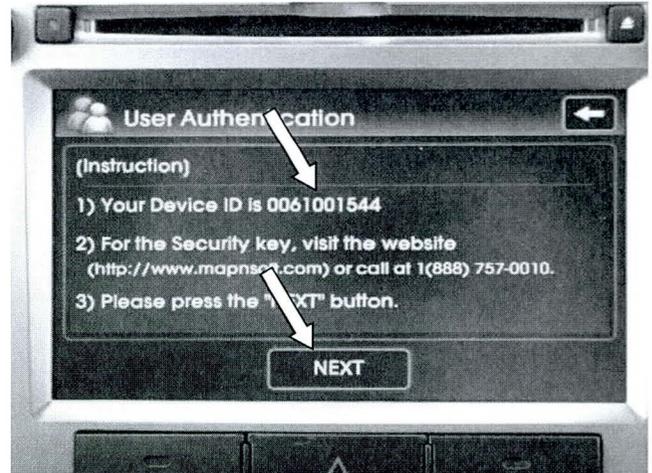


SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

- 1.6 Press **“Map Upgrade”** and the system will display **“Do you want to start update?”** Press **“YES”**, to begin map update process.



- 1.7 Write down the Device ID number, and then press **“NEXT”**.



- 1.8 Once the authentication code has been obtained, enter it and then select **“DONE”** to begin the Map Update.

The system will restart and the Map Update will begin. This process will take approximately 90 minutes.

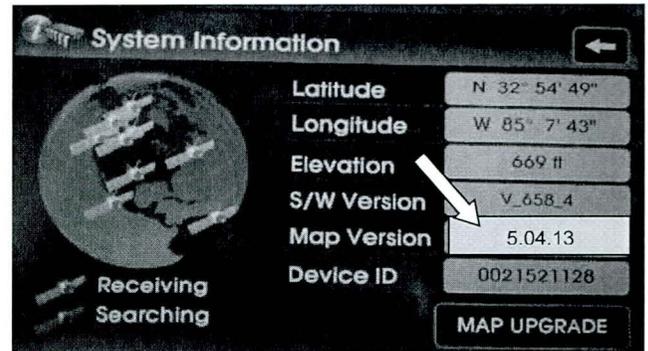


SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

- 1.9 When the update is completed, the system will restart. If the system does not power back ON after the update has been completed, then press the power button to power ON the system.



- 1.10 Repeat steps 1.1 through 1.4 and check the map version. It should display 5.04.13.



- 1.11 Perform a quick overall system operation check such as:

XM and AM/FM – confirm system is able to pick up radio stations/channels, seek stations/channels, saving to presets, and overall sound quality.

Navigation Function – confirm system is able to find an address, calculate a route, and has voice guidance.

Voice Recognition – perform few voice



commands by pressing the button on the steering wheel, wait for the “beep” sound, and then say a command. Confirm system was able to recognize your command.

Test Drive – confirm navigation give proper voice guidance, and the vehicle indicator on screen moves properly.

Procedure Complete.

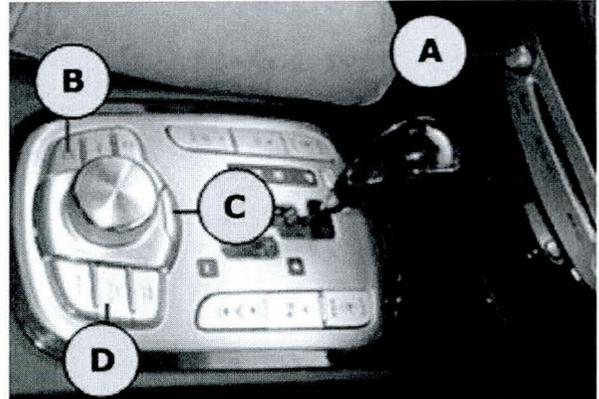
GENESIS SEDAN DIS NAVIGATION SYSTEM SOFTWARE UPDATE

* IMPORTANT

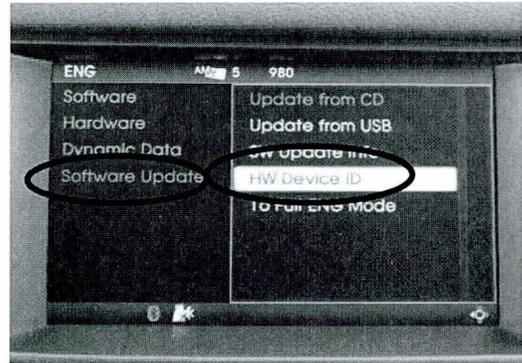
Refer to steps 4.19 – 4.21 to check the current map version. If the version is 03.00.00 2012.04.14.01, then an update is not required.

RETRIEVING HW DEVICE ID:

- 2.1 Enter the software update menu by **simultaneously** pressing the [B] DISC/AUX, [C] BACK, [D] NAVI/MENU buttons while pressing the [A] VOL KNOB.



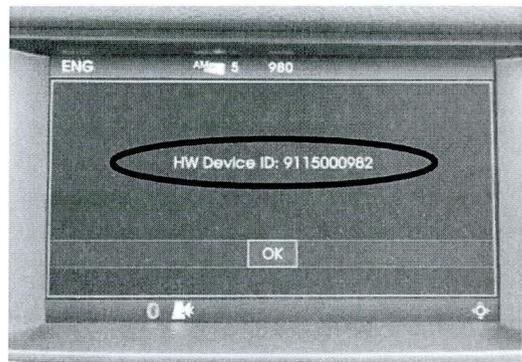
- 2.2 Using the CCP (Center Control Panel), scroll the focus bar down to 'Software Update' on the left side of the display screen, and 'jog' the CCP to the right. Select 'HW Device ID'.



- 2.3 The HW Device ID will be displayed on the screen.

* NOTE

If the HW Device ID is not shown on screen, then proceed with updating the operating software (orange or yellow disc) in the next section. After updating the operating software, then the device ID will be shown on the screen.



POTENTIAL UPDATE ERRORS

The software update can be interrupted or fail under the following conditions:

- A. The software discs have significant surface scratches. This can lead to data loss or discs that simply cannot be read. If this is the case, remove the disc and wipe clean with a clean soft cloth from the center of the disc straight out to the edge of the disc. Never wipe a disc in a circular pattern. If the disc still causes an error, use a new software disc.
- B. The vehicle's battery voltage is interrupted or falls below 9V. If this is the case, the system will attempt to re-start the update automatically when a stable power supply is attached to the vehicle. If it does not re-start automatically, repeat the steps for that disc.
- C. If a serious error occurs during the update process, the system will enter an emergency recovery mode. If this is the case, an emergency application loading message will appear on the screen. This process can take between 1.5 to 4 minutes.

OPERATING SOFTWARE DISC SELECTION AND INSTALLATION PROCEDURE:



CAUTION

Ensure the **OPERATING SOFTWARE** is updated first before proceeding to navigation map update.

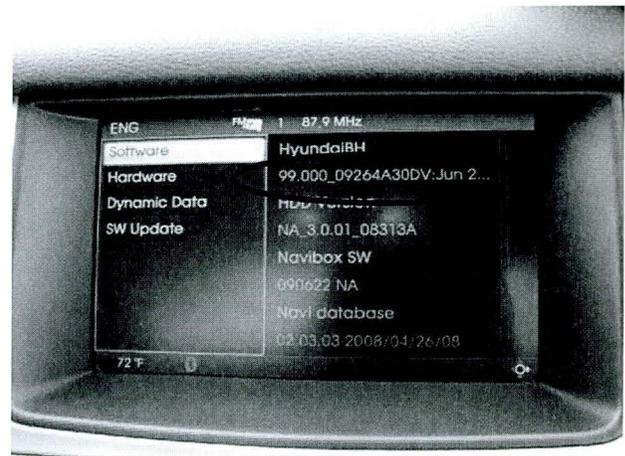
* NOTE

OPERATING SOFTWARE UPDATE consists of an **ORANGE**, or **YELLOW** disc. Follow the procedure below to determine which disc to use for your vehicle.

OPERATING SOFTWARE DISC SELECTION:

- 3.1A Repeat Step 2.1 to enter the software update Menu.

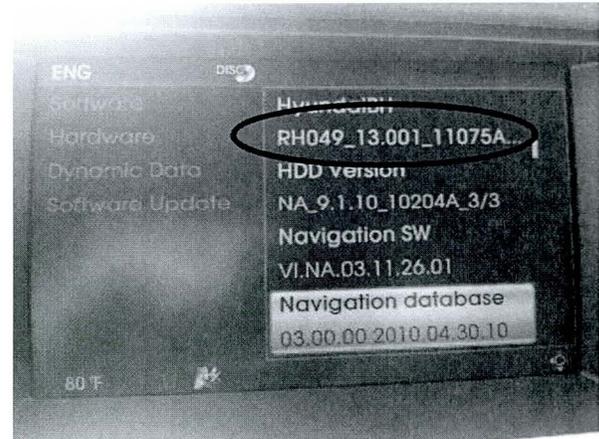
Check unit version under 'HyundaiBH'. If the unit version starts with **NUMBERS** and **NO LETTERS**, then use the **ORANGE** disc (Type 1).



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3.1B If the unit version under 'HyundaiBH' shows **LETTERS** (ex. R or RH), then use the **YELLOW** disc (Type 2).



3.2 OPERATING SOFTWARE DISC INSTALLATION:

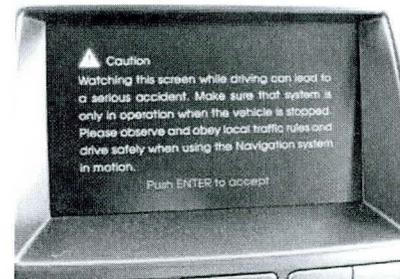
Start the vehicle's engine.



CAUTION

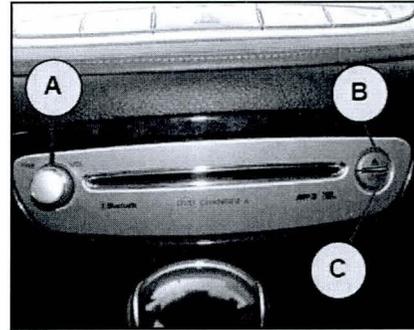
Never turn the vehicle engine OFF during the update process.

3.3 Press the CCP (Center Control Panel) knob DOWN to acknowledge the caution screen message.



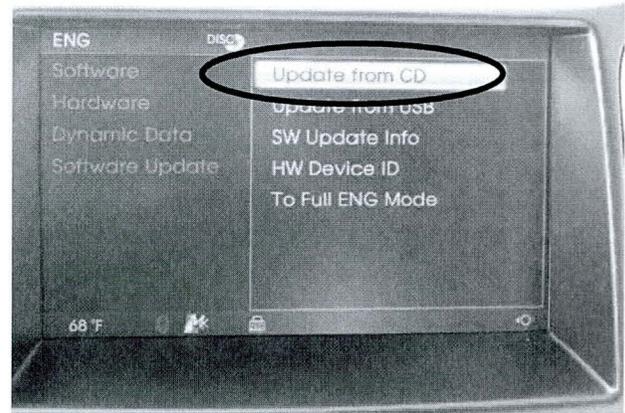


- 3.4 Ensure that there are no discs in the changer mechanism by pressing and holding the eject button **[B]** for 3 seconds. This will eject ALL discs that may be in the mechanism.
Verify that the message, 'No Disc' is displayed on the screen.
[A] Vol Knob [B] Eject Button [C] Load Button.

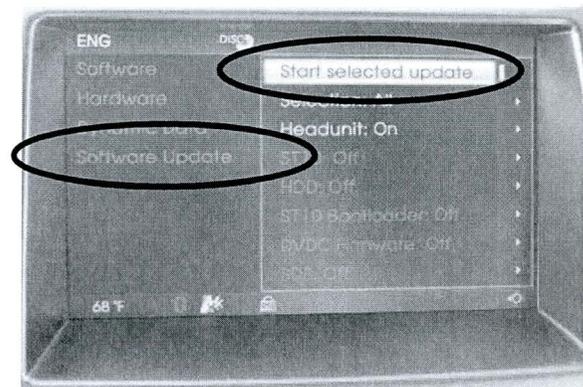


- 3.5 Press the load button **[C]** and insert the **ORANGE**, or **YELLOW** operating software disc.
- 3.6 Repeat Step 2.1 to enter the software update Menu.

Using the CCP (Center Control Panel), scroll the focus bar down to '**Software Update**' on the left side of the display screen, and 'jog' the CCP to the right. Select '**Update from CD**'.



- 3.7 Select '**Start selected update**'. A pop up message will appear, then select '**Yes**' to start software download.



- 3.8 The system will then re-boot. You will see the system's splash screen momentarily.

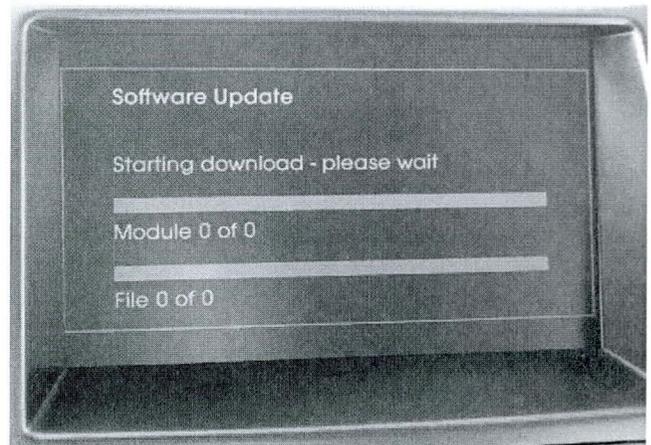
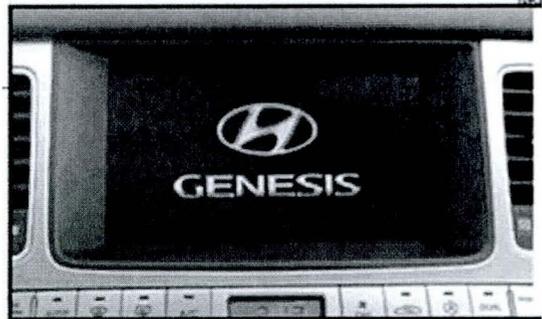
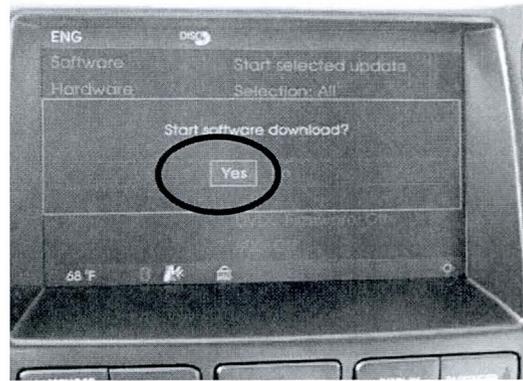
The software update process will begin and a download progress indicator will appear for a few moments.

- 3.9 The installation progress indicator will now be displayed and the installation will begin.

After the successful download and installation of the operating software, the system will re-boot and display the splash screen for a few seconds.

*** IMPORTANT**

When beginning the **OPERATING SOFTWARE UPDATE**, carefully watch the start of the process for 3 minutes, and then return after 20 minutes.



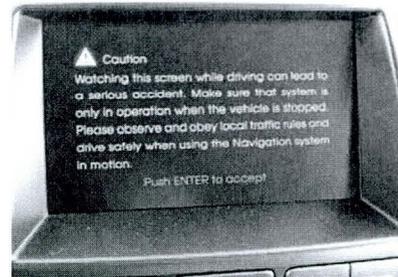
NAVIGATION MAP UPDATE INSTALLATION PROCEDURE:

- 4.1 You may now install the map software update, after completing the operating software update. Ensure the engine is still running.



Never turn the vehicle engine OFF during the update process.

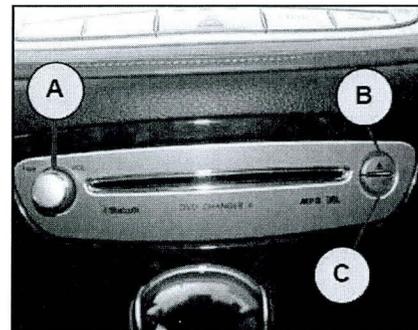
- 4.2 Press the CCP (Center Control Panel) knob DOWN to acknowledge the caution screen message.



- 4.3 Ensure that there are no discs in the changer mechanism by pressing and holding the eject button [B] for 3 seconds. This will eject ALL discs that may be in the mechanism.

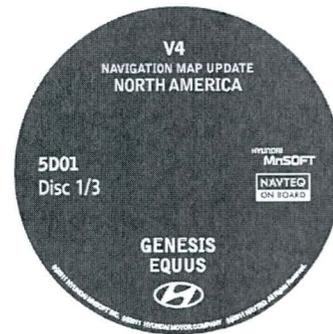
Verify that the message, 'No Disc' is displayed on the screen.

[A] Vol Knob [B] Eject Button [C] Load Button.



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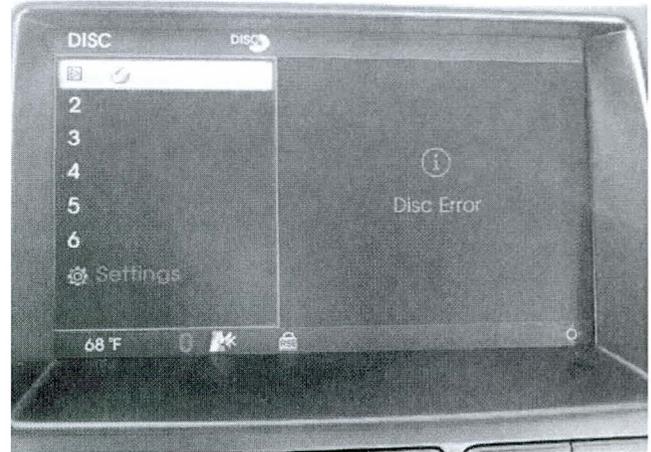
- 4.4 Press the load button [C] and insert **Map Disc1/3** (GREEN) when prompted.



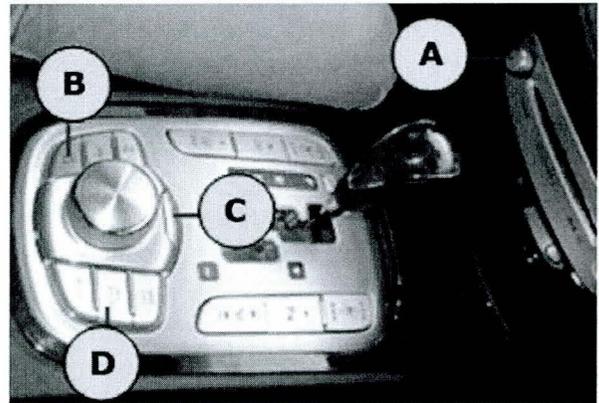
- 4.5 After a few moments, the LCD screen will display a “**Disc Error**” message indicating the disc is a “non-playable format” disc. This is normal.

*** NOTE**

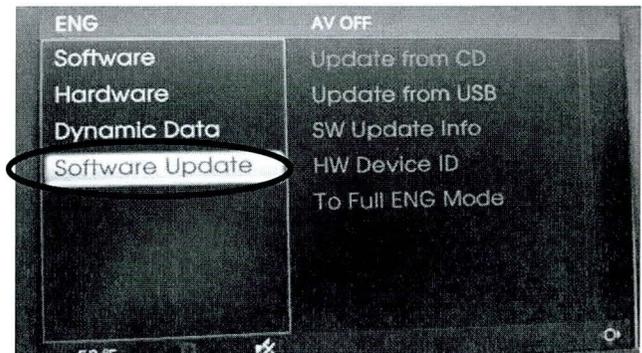
Wait 10 seconds after the disc is inserted before proceeding to the next step.



- 4.6 Enter the software update menu by **simultaneously** pressing the [B] DISC/AUX, [C] BACK, [D]NAVI/MENU buttons while pressing the [A] VOL KNOB.

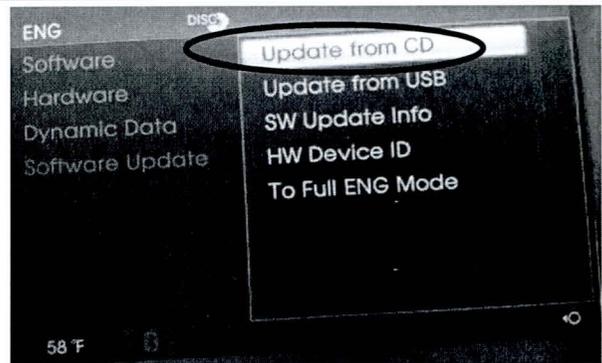


- 4.7 Using the CCP (Center Control Panel), scroll the focus bar down to ‘**Software Update**’ on the left side of the display screen, and ‘jog’ the CCP to the right.

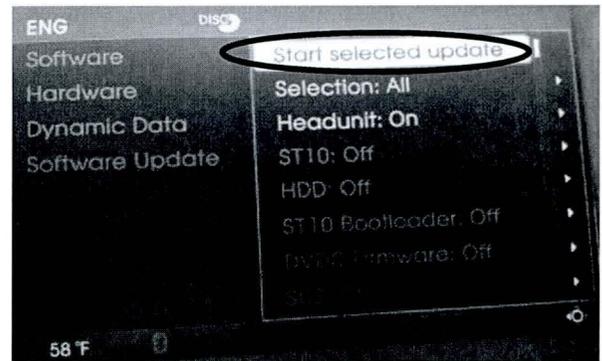


SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

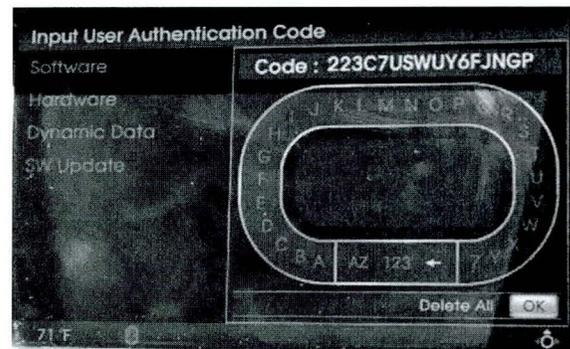
4.8 Highlight 'Update from CD' and then press the CCP (Center Control Panel) down.



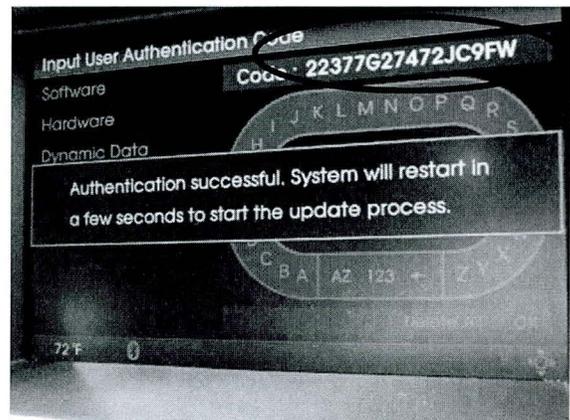
4.9 Select 'Start selected update'.



4.10 The user authentication guide screen will display.



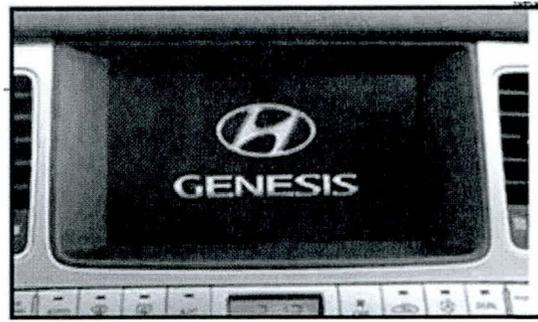
4.11 The authentication code should be entered on the pop-up screen as shown to the right, using the CCP (Center Control Panel), and then select 'OK'.



SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

- 4.12 The system will then re-boot. You will see the system's splash screen momentarily.

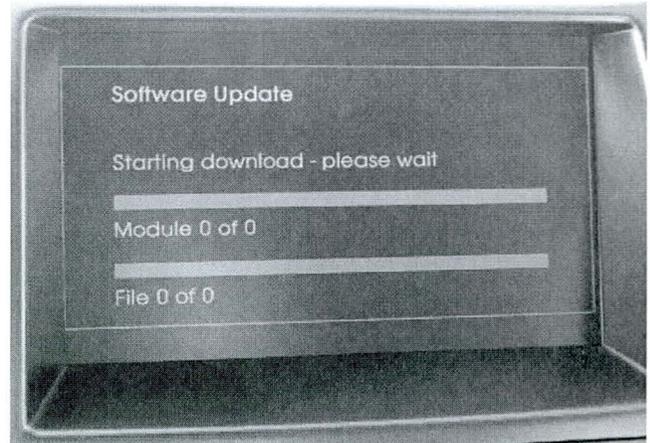
The software update process will begin and a download progress indicator will appear for a few moments.



- 4.13 The installation progress indicator will now be displayed and the installation will begin.

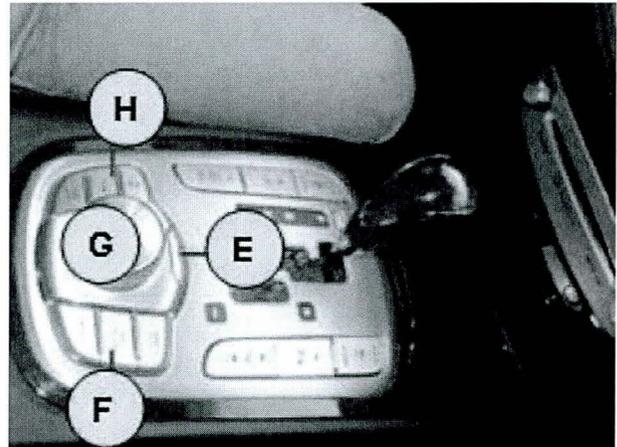
*** IMPORTANT**

When beginning the Map Disc1/3 (GREEN) update, carefully watch the start of the process for 3 minutes, return after 20 minutes and watch for 3 minutes, and then return after 25 minutes.

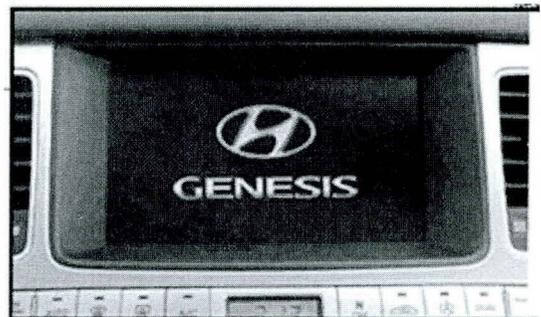


*** NOTE**

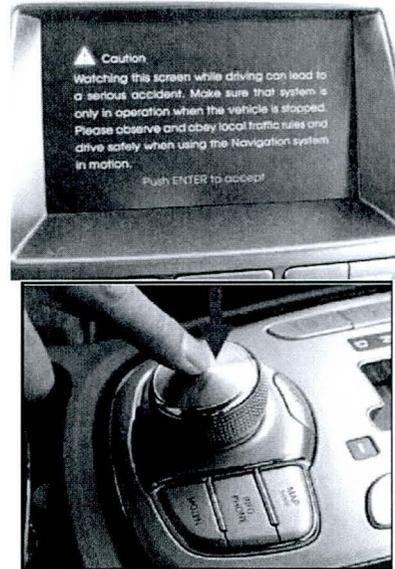
If you get error 0x1101 on the screen, press (H) XM/DISC, (E) BACK, (F) NAVI MENU, Rotate knob (G) at the same time to reset the head unit. Begin step 4.16 again to enter the S/W update menu and re-enter the Authentication Code.



- 4.14 After the successful download and installation of the Map Disc 1/3 (GREEN), the system will re-boot once again and display the splash screen.



- 4.15 The caution screen disclaimer will be displayed. Press the CCP (Center Control Panel) down to acknowledge the disclaimer.



- 4.16 Press the **Eject** button and remove Map Disc1/3 (GREEN).
- 4.17 Repeat steps 4.6 – 4.9 to perform the installation of Map Disc 2/3 (GREEN) and Map Disc 3/3 (GREEN).

*** NOTE**

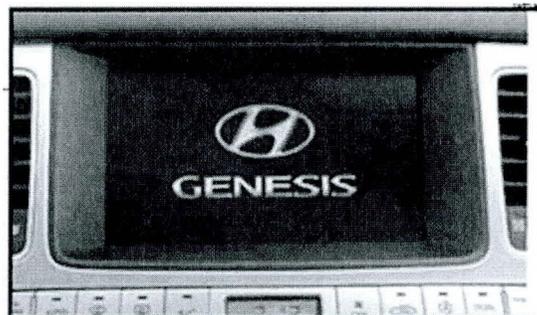
Map Disc2/3 (GREEN) and Map Disc3/3 (GREEN) installation procedures **DO NOT** require the input of the authentication code.

*** IMPORTANT**

When beginning the Map Disc 2/3(GREEN) and 3/3(GREEN) update, carefully watch the start of the process for 3 minutes, return after 20 minutes and watch for 3 minutes, and then return after 25 minutes.

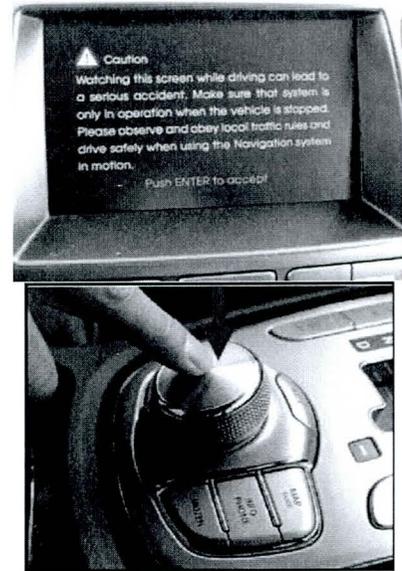
- 4.18 After completing the installation of Map Disc 3/3 (GREEN), the system will re-boot once again and display the splash screen.

Press the Eject button and remove Map Disc3/3 (GREEN).

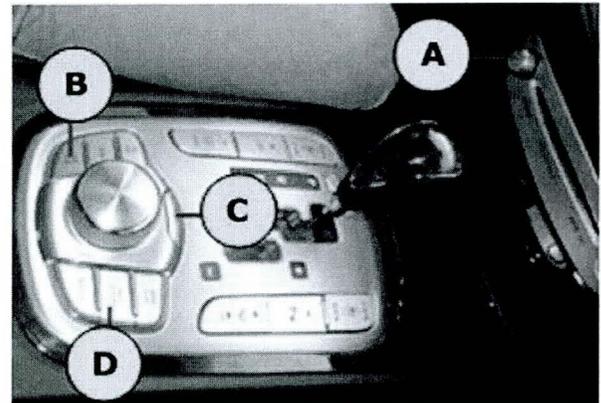


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4.19 The caution screen disclaimer will be displayed. Press the CCP (Center Control Panel) down to acknowledge the disclaimer.



4.20 Enter the software update menu by *simultaneously* pressing the [B] DISC/AUX, [C] BACK, [D]NAVI/MENU buttons while pressing the [A] VOL KNOB.



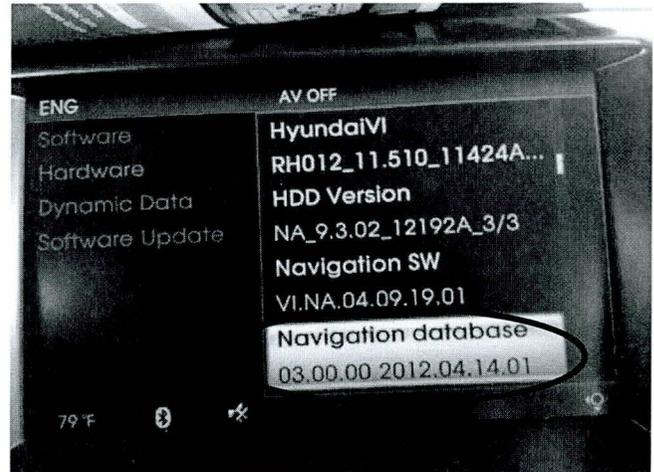
4.21 The software version for “Navigation database” should display:

03.00.00 2012.04.14.01

*** NOTE**

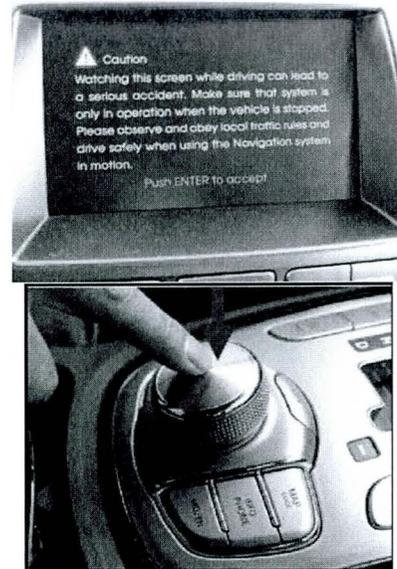
Before proceeding to the next quick check process:

- Turn the engine OFF.
- Wait for more than 3 minutes and do not touch the brake pedal.
- Do not open/close doors, since this will cause the system to wake-up.



SUBJECT: GENESIS SEDAN DIS AND SANTA FE TOUCHSCREEN NAVIGATION SYSTEM SOFTWARE INSTALLATION (SELECT CAR CARE PROMOTION P14)

4.22 Turn the engine **ON**. Press the CCP (Center Control Panel) down to acknowledge the disclaimer.



4.23 Perform a quick overall system operation check such as:

XM and AM/FM – confirm system is able to pick up radio stations/channels, seek stations/channels, saving to presets, and overall sound quality.

Navigation Function – confirm system is able to find an address, calculate a route, and has voice guidance.

Voice Recognition – perform few voice



commands by pressing the  button on the steering wheel, wait for the “beep” sound, and then say a command. Confirm system was able to recognize your command.

Test Drive – confirm navigation give proper voice guidance, and the vehicle indicator on screen moves properly.

Procedure Complete.

I _____ acknowledge that all Navigation, Bluetooth and audio settings (previous destinations, home addresses, phone numbers, radio presets, etc. will be erased during the map software update procedure.

(Customer Signature)

(Date)

(Dealer Personnel Signature)

(Date)

(Dealer Name)

(Date)

(Please provided a signed copy to the customer along with the Repair Order, retain the original for Dealer records)