

//ALL 11/20/2013 to 12/20/2013  
TO: Hyundai Dealership General Managers, Sales Managers,  
Service Managers, Parts Managers, and Warranty  
Administrators  
FROM: Hyundai Motor America  
DATE: November 20, 2013  
SUBJECT: Service Campaign TR2 - Audio System Software Update (TSB#  
13-01-046) -Dealer Stock-

Hyundai Motor America is conducting a Service Campaign to update the audio system software on certain dealer stock 2014 Model Year Tucson, Santa Fe and Santa Fe Sport vehicles. Service Campaign TR2 provides a procedure to update audio system software.

In order to identify only those vehicles affected by Service Campaign TR2, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Service Campaign TR2.

A listing of VEHICLES is also located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING - Dealer Stock.

TSB #12-01-046 will be available on HMAService.com on November 20, 2013. It contains instructions on performing the service procedure and submitting the campaign claim.

USB sticks containing the software update began shipping to all affected dealers on November 18, 2013 in mailers addressed to the SERVICE MANAGER.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor America in the conduct of carrying out work for this service campaign. Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this service campaign, and for no other purpose.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.