

//ALL 11/27/2013 to 12/20/2013
TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: November 27, 2013
SUBJECT: Service Campaign TR4 - Navigation Operating System Software
Update (TSB# 13-01-048-1) -Dealer Stock-

Hyundai Motor America is conducting a Service Campaign to update the navigation operating system software on certain dealer stock 2014 Model Year Tucson and Santa Fe vehicles. Service Campaign TR4 provides a procedure to update the navigation operating system software.

In order to identify only those vehicles affected by Service Campaign TR4, 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 TR4.

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

TSB #12-01-048-1 will be available on HMAService.com on November 27, 2013. It contains instructions on performing the service procedure and submitting the campaign claim.

SD Cards containing the software update began shipping to all affected dealers on November 25, 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.