 <b>HYUNDAI</b>   NEW THINKING. NEW POSSIBILITIES.  Technical Service Bulletin	GROUP <b>Campaign</b>	NUMBER <b>13-01-046</b>
	DATE <b>November 2013</b>	MODEL(S) <b>2014 Tucson (LM), Santa Fe (NC) and Santa Fe Sport (AN)</b>

**SUBJECT: AUDIO SYSTEM SOFTWARE UPDATE (SERVICE CAMPAIGN TR2)**

**★ IMPORTANT**

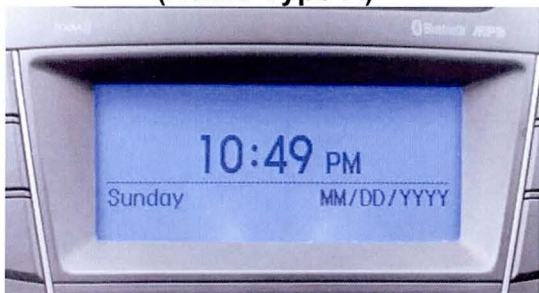
**\*\*\* Dealer Stock Vehicles \*\*\***

Dealers must perform this Campaign on all affected vehicles prior to customer retail delivery.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns.

**DESCRIPTION:** This bulletin describes the procedure of updating the operating system software for 2014 Model Year Tucson, Santa Fe and Santa Fe Sport audio systems.

**(Audio Type A)**



**(Audio Type B)**



Applicable Vehicle	Applicable Production Date Range
<b>Tucson</b>	August 09, 2013 - October 25, 2013
<b>Santa Fe Sport</b>	August 27, 2013 - October 24, 2013
<b>Santa Fe</b>	August 27, 2013 - October 24, 2013

PART NAME	PART #
<b>USB Stick for 2014 MY Base Audio</b>	<b>96170-02014-USB</b>



**WARRANTY INFORMATION:**

OP CODE	OPERATION	OP TIME
<b>30C067R1</b>	<b>AUDIO SYSTEM SOFTWARE UPDATE</b>	<b>0.3 M/H</b>

**NOTE: Submit claim using the Campaign Claim Entry Screen.**

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

## Parts Information

Part Description	PART TYPE	P/N	REMARK
USB Stick for 2014 MY Base Audio		96170-02014-USB 	Audio update for; <b>Type A and Type B</b> systems

## PROCEDURE: TYPE (A) Audio System Update

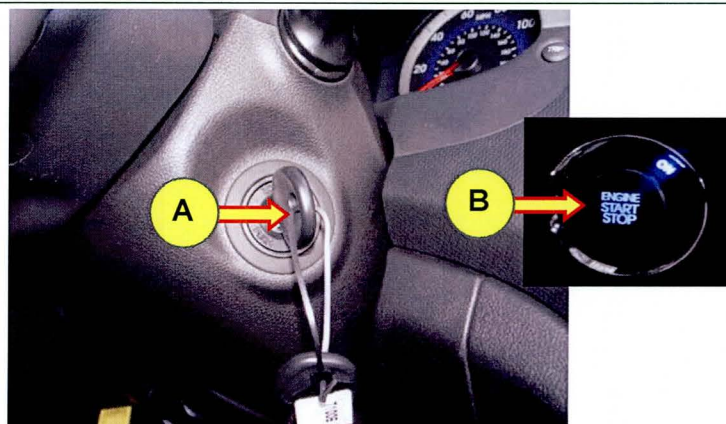


### Notice

**Do not turn off the vehicle, cycle the ignition or remove the USB stick during the update process.**

1. Start the vehicle ignition by using the key (A), or with the Start Stop Button.

To start the vehicle using the Start Stop Button (B) depress the brakes and push once on Start Stop Button the SSB will change to 'ON'.





2. With the vehicle's engine running and the radio in the OFF state, insert the USB stick (C).



3. With the radio turned OFF, press the 'SEEK (▼)' button and the 'SETUP' button for about 2 seconds simultaneously.



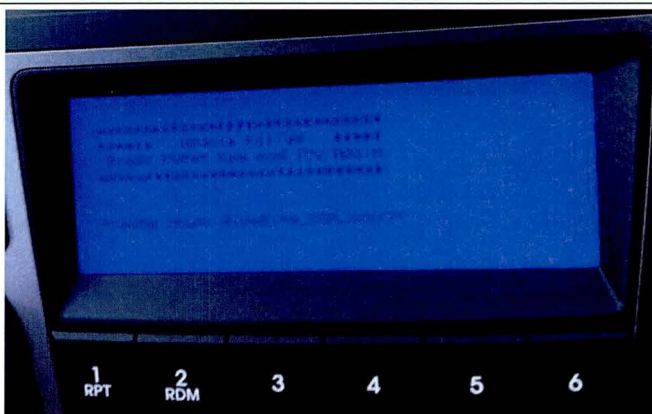
4. Update will start automatically if the version on the radio is older than the version on the USB stick.

**Notice**

The update takes 20-25 minutes to complete.  
**Do not alter the ignition state while the update is in progress.**



5. If the "\*\*\*\*\*Update Failed\*\*\*\*\*" message is shown on the display, follow the directions shown on the display.
- Turn the vehicle off for at least 40 seconds and then try again from procedure (1).
- If the "Automatic Update" will not start continue to procedure (6) below for manual update.





6. With the radio OFF, press buttons (1) and (4) simultaneously for 2 seconds while the radio is OFF.

Next release both buttons and tap button (1) four times.



7. Press the “SETUP” hard button on the right side of the radio.



8. Next press the preset button number (1).



9. Inside the “Firmware Upgrade from USB” screen press preset button number (4) **Micom** to start the software update.





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10. After the update is completed the radio will restart and remain in the OFF state until you press the power button.

To confirm the software was updated correctly press preset buttons (1) and (6) simultaneously for 2 seconds while the radio is OFF.

If the software versions do not match exactly, go back to procedure (3) to do the automatic update.

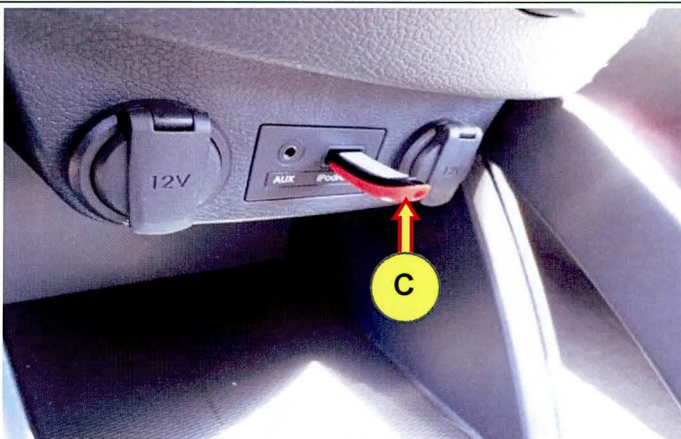


MODEL	TYPE				
		MAIN	BT	IVR	DSP
Tucson	A	V1.04	6.8R	V170013	LM20EU59
Santa Fe	A	V1.21	6.8R	V170013	NC20EU53
Santa Fe Sport	A	V1.21	6.8R	V170013	DM20EU5H

**PROCEDURE: TYPE (B) Audio System Update (Tucson, Santa Fe and Santa Fe Sport)**



11. With the vehicle's engine running and the radio in the OFF state, insert the USB stick (C).





12. With the radio turned OFF, press the 'SEEK (▼)' button and the 'SETUP' button for 2 seconds simultaneously; this will start the automatic update.

After the update is successful go to procedure (15)

For Santa Fe and Santa Fe Sport continue to procedure (13) below if the automatic update does not start.



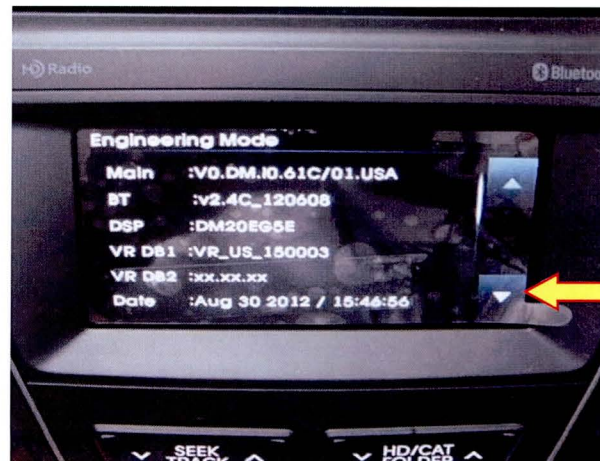
13. Press the 'SEEK(▼)' button and the 'HD/CAT FOLDER(▲)' button for 2 seconds simultaneously then release both buttons and then tap the 'SEEK(▼)' button 4 times.



14. While inside the 'Engineering Mode', press the 'SETUP' button.



15. Touch '▼' soft key on the display screen until "Firmware Update by USB" is displayed on the screen.





16. Touch 'MAIN' on the display screen to start the update of the main operating software.

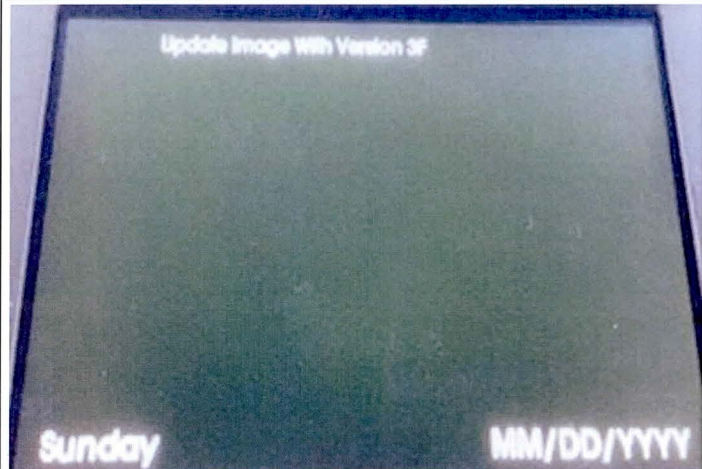
After the MAIN software update is completed, there may be a graphical defect. Continue to procedure (17) to repair the graphical concern.

If there is no visible concern skip to procedure (18).



17. Sometimes after the "MAIN" software update is completed the final image is not updated like the sample image to the right "Update Image With Version 3F", to repair this concern go back to procedure (12) above and update the system using the automatic procedure described.

When complete, continue to procedure (18) below to confirm the version number.



18. After the upgrade is fully completed, confirm that the software versions match the table below for the vehicle model that was updated.

Press the 'SEEK(▼)' button and the 'HD/CAT FOLDER(▲)' button for 2 seconds simultaneously then release both buttons and then tap the 'SEEK(▼)' button 4 times.



MODEL	TYPE	MAIN	BT	IVR	DSP
Tucson	B	V1.04	6.8R	V170013	LM20EU59
Santa Fe	B	V1.22	6.8R	V170013	NC20EU53
Santa Fe Sport	B	V1.22	6.8R	V170013	DM20EU5H