

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: April 19, 2016
SUBJECT: Service Campaign TBB - 2014MY Base Audio Software
Update (TSB# 16-01-018)

Hyundai Motor America is conducting Service Campaign TBB to update the base audio operating system software for Bluetooth and Voice Recognition function on certain 2014 Model Year Tucson, Accent, Elantra, Santa Fe, Santa Fe Sport, and Sonata vehicles. Service Campaign TBB provides a service procedure to update the Bluetooth and Voice Recognition software.

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

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

TSB #16-01-018 will be available on HMAService.com on April 19, 2016. It contains instructions on performing the service procedure and submitting the campaign claim.

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.