

 HYUNDAI NEW THINKING. NEW POSSIBILITIES.	GROUP	NUMBER
	CAMPAIGN	16-01-018-2
Technical Service Bulletin	DATE	MODEL(S)
	MAY 2016	VARIOUS 14MY
SUBJECT: 14MY BASE AUDIO SOFTWARE UPDATE (SERVICE CAMPAIGN TBB)		

This TSB supersedes TSB 16-01-018-1 to add step (5a) to the Base Audio (Non Color Touch Screen) update procedure on page 7.

*** IMPORTANT**

***** Retail Vehicles Only *****

Dealers must perform this Service Campaign whenever an affected vehicle is in the shop for any maintenance or repair.

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 for updating the Bluetooth and Voice Recognition software for certain 2014 Model Year Audio systems.



Applicable Vehicles:	Base Audio (Non Color Touch Screen) - pages 3-11 Certain '14MY Tucson (LM) Certain '14MY Santa Fe/Santa Fe Sport (NC/AN) Certain '14MY Sonata (YFa) Certain '14MY Elantra (UD/MD) Certain '14MY Accent (RB)
	Base Audio (Color Touch Screen) – pages 12-20 Certain '14MY Tucson (LM) Certain '14MY Santa Fe/Santa Fe Sport (NC/AN) Certain '14MY Sonata (YFa) Certain '14MY Elantra (UD/MD)


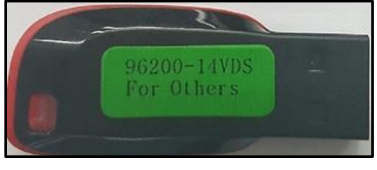
WARRANTY INFORMATION:

OP CODE	OPERATION	OP TIME
60C017R0	14MY BASE AUDIO SOFTWARE UPDATE	0.3 M/H

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:

Parts Description	Part	P/N	Remarks
14MY SW UPDATE		96100-14VDS	3.3 Volt MIC only. Only used for Santa Fe/Sport
14MY SW UPDATE		96200-14VDS	8 Volt MIC only. All vehicles, see Santa Fe exception (pg 6 and 14)

Two of each USB sticks have been sent to the dealership. Additional Update Media can be purchased through the PDC.

General Microphone Information (applies to Santa Fe/Santa Fe Sport only)

Microphone 3.3V		Microphone 8V	
			
Rectangular-shape	Circular-shape	Rectangular-shape	Circular-shape

※ Microphone locations



Without sunroof



With sunroof

*** IMPORTANT**

It is recommended that radio presets be noted before proceeding with the update and then restored after the update is completed.

**Service Procedure: Base Audio [NON Color Touch Screen]
Bluetooth and Voice Recognition Software Update**

Note: Example steps in this section will demonstrate only one of the applicable radios but can be applied to all radios and vehicles in this section.

Tucson



Santa Fe/Sport



Sonata



Elantra



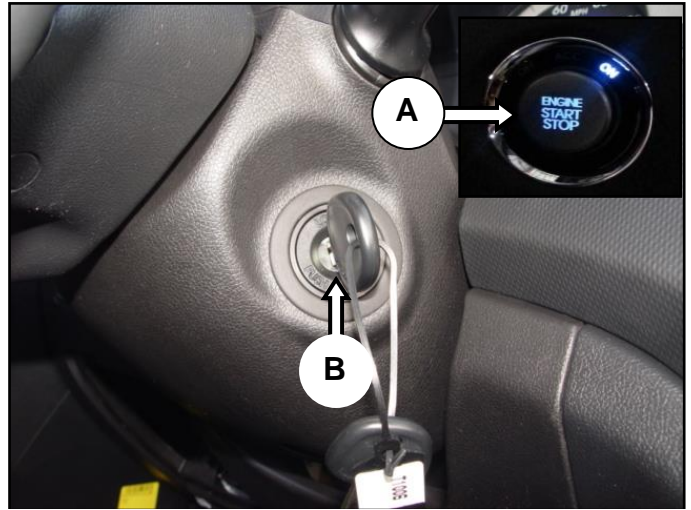
Accent



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

NOTICE

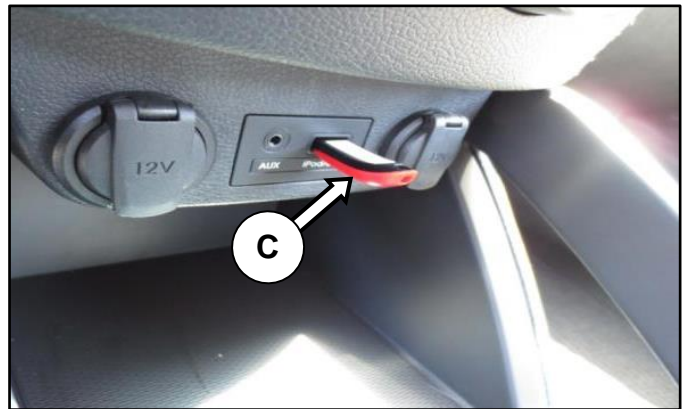
To start the vehicle using the Start/Stop Button, depress the brake and push the Start/Stop Button (A) once.



2. After the vehicle has been started, insert the USB update stick into vehicle USB port (C) and allow the music on the USB to play for greater than four seconds.

NOTICE

See illustrations on pg. 5-6 to determine applicable USBs per vehicle model.



NOTICE

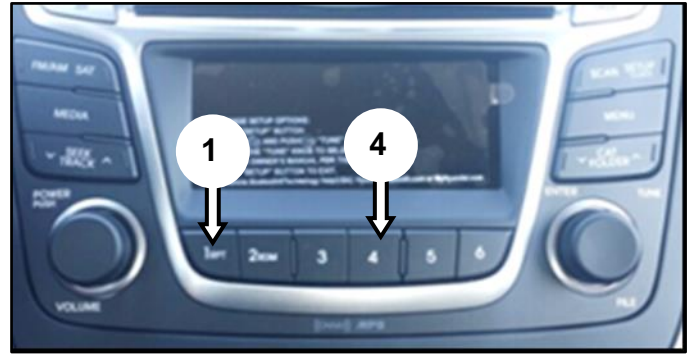
Before conducting the update, verify the current software version using step (3) below.

3. Turn the radio "OFF" by pressing the power button (D) once.



4. With the radio “OFF”, press and hold preset button [1] and then preset button [4] at the same time for five seconds: preset 4 should be pressed quickly (0.5 sec) after preset 1.

Next release both buttons then tap preset button [1] four times.



NOTICE

If the software version screen is displayed immediately when pressing and holding the preset buttons [1] and [4], restart the procedure from step (4).

Before retrying any engineering mode access, the radio must be cycled ON then OFF before the step is repeated.

5. A minimum current S/W version is required to complete the update. Verify the minimum S/W version pictured on the radios below. If the **version is lower or does not match** the minimum requirement, **Do Not Update the Radio.**

If the version is acceptable proceed to step (5a).

Tucson



Accent



Sonata



Elantra

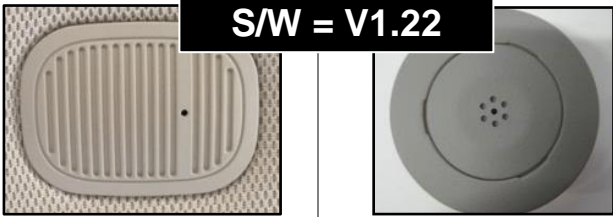


Santa Fe Sport (AN)



Microphone 3.3V

S/W = V1.22



Update using **yellow** labeled USB



Microphone 8V

S/W = V1.23



Update using **green** labeled USB

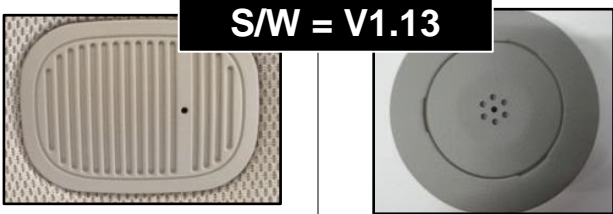


Santa Fe (NC)



Microphone 3.3V

S/W = V1.13



Update using **yellow** labeled USB

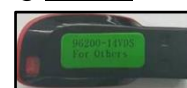


Microphone 8V

S/W = V1.14



Update using **green** labeled USB



5a. After the compatible software version is verified, press the **“SETUP”** button.



6. From this new screen, press preset button [1].

NOTICE

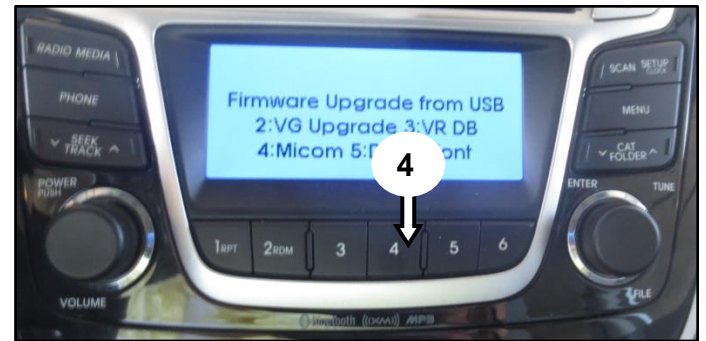
Tucson, Elantra Accent and Sonata use the green USB update only.



7. Next press preset button [4] **“Micom”** to start the Main Firmware Update.

NOTICE

Do not interrupt the update while in progress. Any interruptions like ignition OFF or USB removal can result in the head unit being permanently disabled.

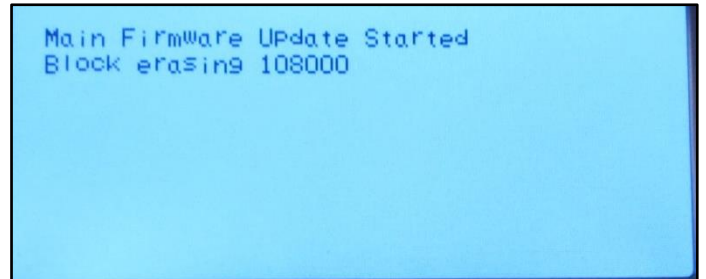


8. The Main Firmware Update will take approximately 3-5 minutes.

NOTICE

If the audio unit does not turn off within 5 seconds of resetting, the update has failed.

Retry update using step (4).



9. The Radio will automatically reset and then turn off after the **Main** update is complete.



- If the Radio is not “**OFF**”, turn the radio “**OFF**” by pressing the power button (D) once.



- With the Radio “**OFF**”, press and hold Preset (1) and the “**SETUP**” button (E) to proceed with the **Total Update Mode**.



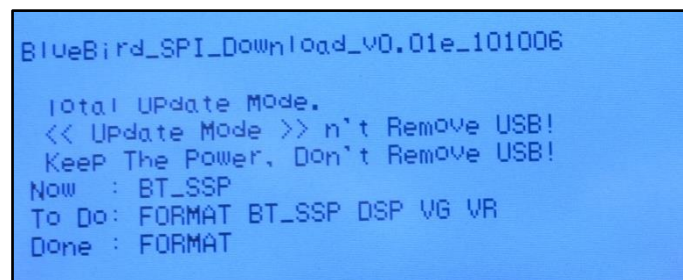
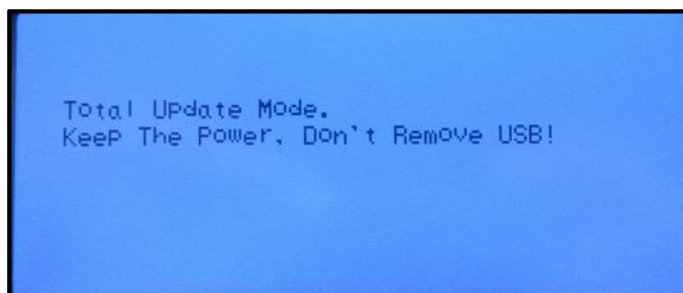
Update takes approximately 20 minutes.

- Update performs in the order below :

BT→ VG→ VR→ MAIN→ DSP→ FONT

* Progress messages shown on the screen.

```
BT_SSP >>
BT_SSP >> VG >>
BT_SSP >> VG >> VR >>
BT_SSP >> VG >> VR >> MAIN >>
BT_SSP >> VG >> VR >> MAIN >> DSP >> FONT >> Finish
```



13. The Radio will automatically reset and then turn off after the update is complete.

NOTICE

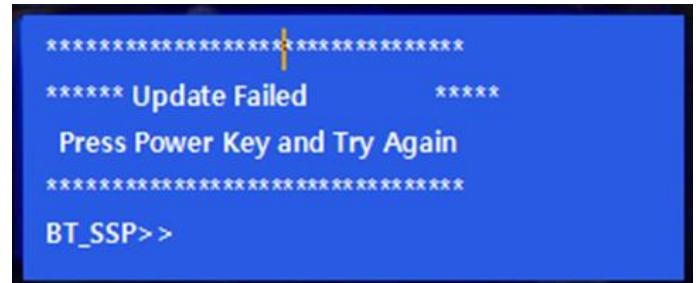
If the audio unit does not turn off within 10 seconds of resetting, the update has failed.

Retry update using steps (4) to (11).

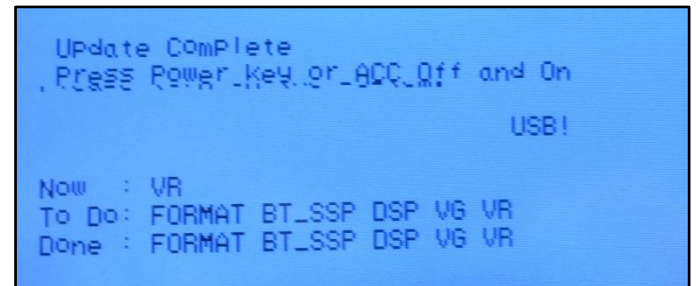


14. If the Update Failed message shown to the right is ever displayed during the update, the contents of the USB may have become damaged.

Please contact Hyundai Techline for assistance. **1-800-325-6604**



15. If the update was successful, the sample message shown to the right will be displayed.



16. **Version update confirmation.**

With the radio "OFF" and update USB removed, press and hold preset button [1] and then preset button [4] at the same time for five seconds: preset [4] should be pressed quickly (0.5 sec) after preset [1].

Next release both buttons, and tap preset button [1] four times.



Updated Version Information

Tucson



Accent



Sonata







Elantra



Microphone 3.3V		Microphone 8V	
<p>S/W = V1.31 BT = v7.6R</p>		<p>S/W = V1.30 BT = v7.6R</p>	
Rectangular-shape	Circular-shape	Rectangular-shape	Circular-shape



Microphone 3.3V		Microphone 8V	
			
<p>S/W = V1.22 BT = v7.6R</p>		<p>S/W = V1.21 BT = v7.6R</p>	
Rectangular-shape	Circular-shape	Rectangular-shape	Circular-shape

NOTICE

If the **S/W version** does not match after verification, repeat steps (4) – (9) for the **Base Audio [NON Color Touch Screen] update**.

NOTICE

If the **BT version** does not match after verification, repeat steps (11) – (15) for the **Base Audio [NON Color Touch Screen] update**.

**Service Procedure: Base Audio Small Color Touchscreen
Bluetooth and Voice Recognition Software Update**

Note: Example steps in this section will demonstrate only one of the applicable radios but can be applied to all radios and vehicles pictured in this section.

Tucson



Santa Fe/Sport



Sonata



Elantra



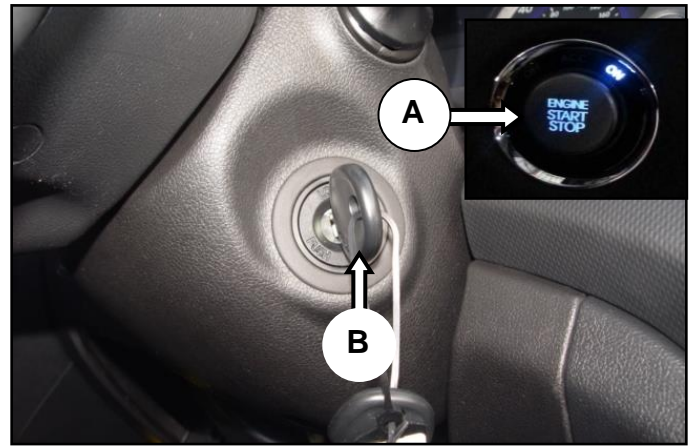
*** IMPORTANT**

It is recommended that radio presets be noted before proceeding with the update and then restored after the update is completed.

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

NOTICE

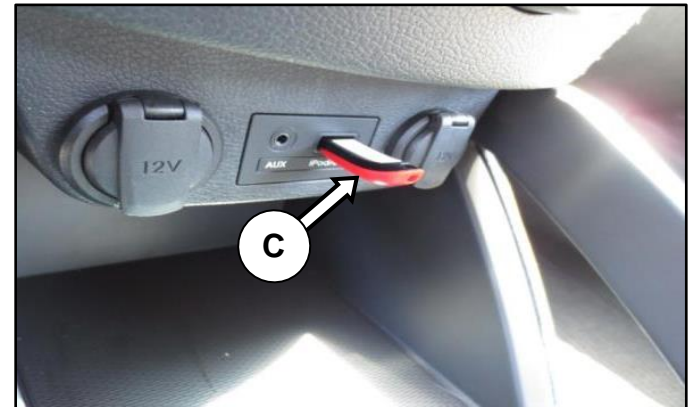
To start the vehicle using the Start/Stop Button, depress the brake and push the Start/Stop Button (A) once.



2. After the vehicle has been started, insert the USB update stick into vehicle USB port (C) and allow the music on the USB to play for greater than four seconds.

NOTICE

See illustrations on pg. 5-6 to determine applicable USBs per vehicle model.



3. Before conducting the update, confirm the current S/W version.

With the radio "OFF", press and hold "SEEK/TRACK" down button [1] and "CAT/FOLDER" up button [2] at the same time for five seconds: the "CAT/FOLDER" up button should be pressed quickly (0.5 sec) after the "SEEK/TRACK" ▼ button.

Next release both buttons then tap "SEEK/TRACK" ▼ button [1] four times.

NOTICE

If the software version screen is displayed immediately when pressing and holding the "SEEK/TRACK" down '▼' and "CAT/FOLDER" up button '▲' without tapping "SEEK/TRACK" four times, retry step (3).

Before retrying any engineering mode access, the radio must be cycled "ON" then "OFF" before the step is retried.



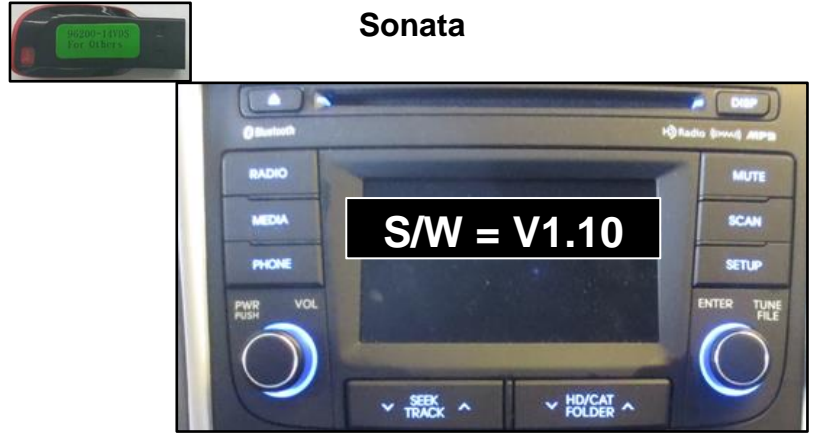
4. A minimum current S/W version is required to complete the update. Verify the minimum S/W version pictured on the radios below. If the **version is lower or does not match** the minimum requirement, **Do Not Update the Radio.**

If the version is acceptable, proceed to step (5).

Tucson



Sonata



Elantra

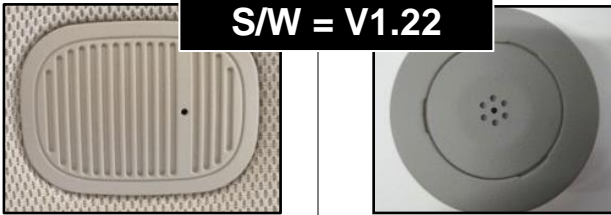


Santa Fe Sport



Microphone 3.3V

S/W = V1.22



Update using **yellow** labeled USB

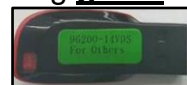


Microphone 8V

S/W = V1.23



Update using **green** labeled USB

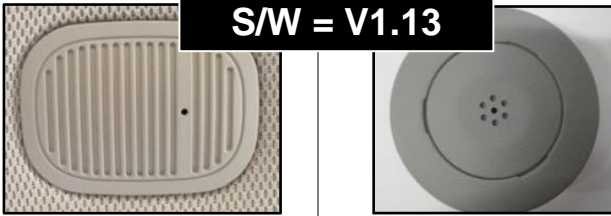


Santa Fe



Microphone 3.3V

S/W = V1.13



Update using **yellow** labeled USB

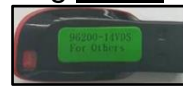


Microphone 8V

S/W = V1.14



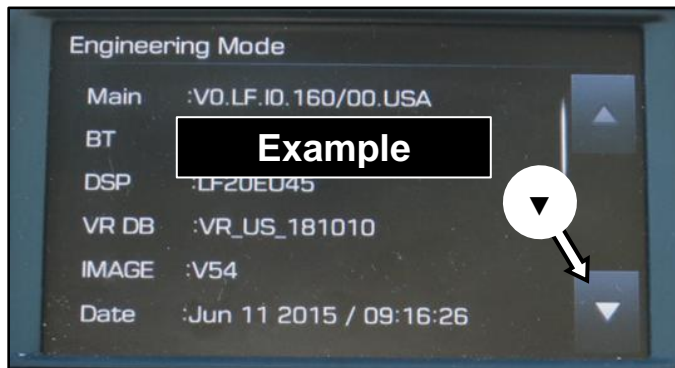
Update using **green** labeled USB



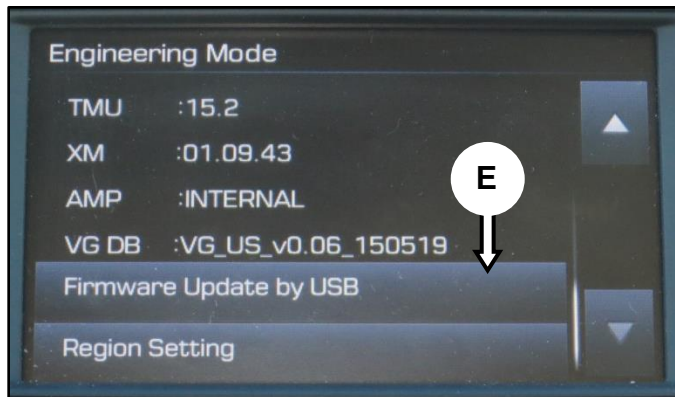
5. While inside the 'Engineering Mode', press the "SETUP" button (D).



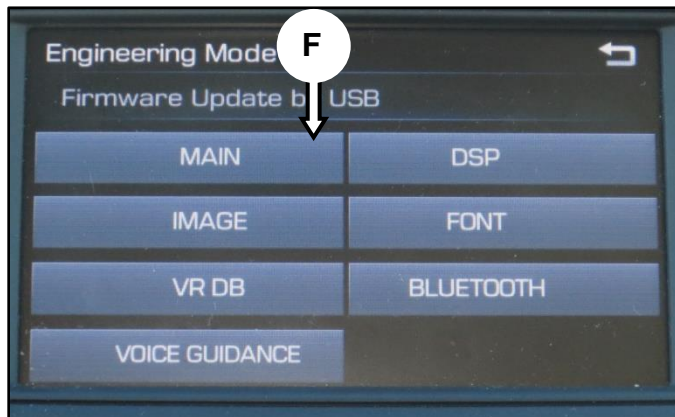
6. Press the down arrow once.



7. Select "Firmware Update by USB" (E) using the touchscreen.



8. Select "MAIN" (F) using the touchscreen.
The update will take approximately 5 minutes.



- The “**Main**” update takes approximately 5 minutes. Update progress will be displayed at the top left corner of the touchscreen.

NOTICE

Do not interrupt the update while in progress. Any interruptions like ignition OFF or USB removal can result in the head unit being permanently disabled.

- After the “**MAIN**” update is complete, the radio will reboot to the “**OFF**” state.
 - After the “**MAIN**” is updated, occasionally if the radio is turned “**ON**” without completing the remaining s/w update step (11), the “**IMAGE**” file may be erased.

Example image #2.

- To fix the erased “**IMAGE**” concern, proceed to update step (11).

Example image #1.

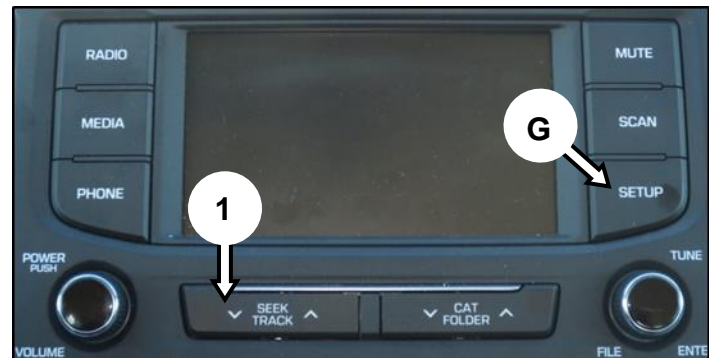
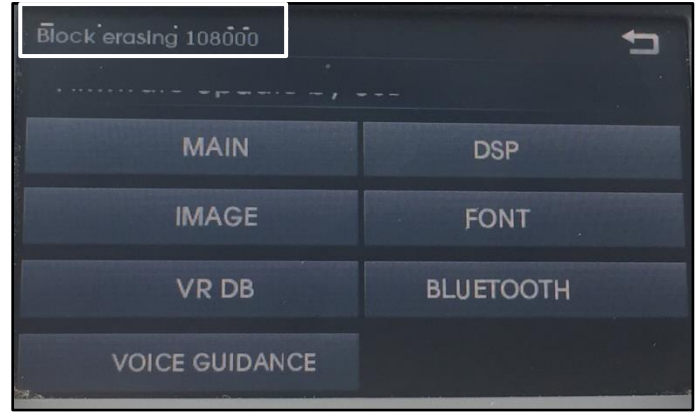
11. Total Update Mode.

With the “**MAIN**” updated and the radio “**OFF**”, press the “**SEEK/TRACK**” down hard button [1] and the “**SETUP**” hard button (G) simultaneously.

- The Total Update will continue for approximately 20 minutes.

NOTICE

Do not interrupt the update while in progress. Any interruptions like ignition OFF or USB removal can result in the head unit being permanently disabled.



13. Update complete screen.

Follow the on screen directions to dismiss the completion message or restart the radio.



14. Version Update confirmation.

With the radio “OFF”, press and hold “SEEK/TRACK” down button [1] and “CAT/FOLDER” up button [2] at the same time for five seconds: the “CAT/FOLDER” up button should be pressed quickly (0.5 sec) after the “SEEK/TRACK” down button.



Tucson

Sonata







Elantra







Santa Fe Sport



Microphone 3.3V		Microphone 8V	
			
Rectangular-shape	Circular-shape	Rectangular-shape	Circular-shape
<p>S/W = V2.03 BT = v7.6S VR US = 181010</p>		<p>S/W = V2.02 BT = v7.6S VR_US = 181010</p>	

Santa Fe



Microphone 3.3V		Microphone 8V	
			
Rectangular-shape	Circular-shape	Rectangular-shape	Circular-shape
<p>S/W = V2.03 BT = v7.6S VR US = 181010</p>		<p>S/W = V2.02 BT = v7.6S VR US = 181010</p>	

*** IMPORTANT**

Main, VR_US and BT versions should match the **Updated** list from step (14) exactly. Repeat the appropriate step for any version that does not match.

Repeat the MAIN update (Step 5) to retry the MAIN update, and retry the Total Update Mode for all other version mismatch concerns.