



HYUNDAI | NEW THINKING.
NEW POSSIBILITIES.

Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 16-01-069
DATE DECEMBER 2016	MODEL(S) Elantra and Sonata

SUBJECT: ELANTRA AND SONATA SD CARD INSPECTION AND REPLACEMENT (SERVICE CAMPAIGN T1M)

★ IMPORTANT

*****DEALER STOCK ONLY*****

Dealers must perform this Service 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 SD Card inspection and replacement procedure for certain Sonata and Elantra Navigation systems.

Applicable Vehicles:	<p>Certain '16MY & '17MY Sonata and '17MY Elantra navigation vehicles.</p> <ul style="list-style-type: none"> • How to identify SD Card and manual to replace Pg.2. • Locating VIN and production information Pg.3. • Using the VIN and production date to confirm applicable parts Pg.4. • How to request the replacement parts using the internet Pg.5-7. • How to request the replacement parts by phone call Pg. 7
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WARRANTY INFORMATION:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature	Cause
Sonata or Elantra	60CA23R0	SD Card Inspection only	0.3 M/H	96554-C2014	B11	ZZ7
Sonata or Elantra	60CA23R1	SD Card Inspection & Replacement	0.3 M/H	96554-F2102		

NOTE: Submit claim using the Campaign Claim Entry Screen.

SD Cards removed after inspection must be returned to MapnSoft using the prepaid shipping envelope.

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

PARTS INFORMATION:

Parts Description	Original Parts	Vehicle	Replacement Parts
SD Card with Multimedia Manual		Sonata (LF)	
		Elantra (AD)	

*** IMPORTANT**

Lost and unreturned parts are not covered under warranty. Dealer assumes responsibility for unreturned and lost parts removed from the vehicle.

It is strongly recommended to use the storage of parts (TSB 16-BE-002) if the parts are not kept inside the vehicle.

HOW TO IDENTIFY SD CARD AND MANUAL TO REPLACE

Example steps in this section will demonstrate only one applicable Inspection and replacement but can be applied to both vehicles being inspected.

	VIN (last 6)	Production Date	Correct SD Card PN
Elantra	107737 and lower	7/18/2016 and before	96554-F2100
	107738 and higher	7/18/2016 and after	96554-F2102
Sonata	473682 and lower	7/19/2016 and before	96554-C2013
	473683 and higher	7/20/2016 and after	96554-C2014

Service Procedure: LOCATING VIN AND VEHICLE PRODUCTION

1. Locate an Elantra or Sonata along with the matching SD Card and Multimedia manual that was shipped with the vehicle.



- 1a. Find the VIN or production date on the vehicle.

Example of VIN seen through the Windshield.



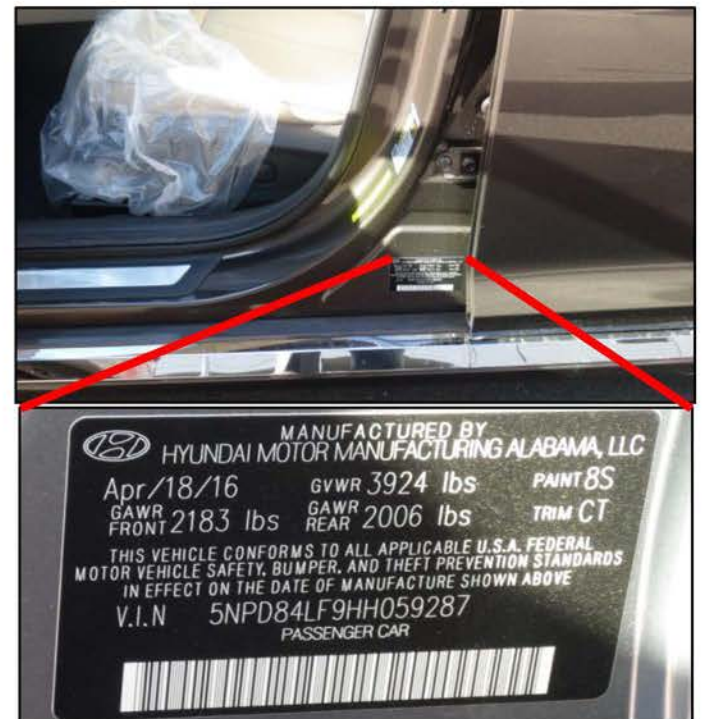
- 1b. Find the VIN or production date on the vehicle.

Example of VIN seen on the inside of the driver's door.



- 1c. Find the VIN or production date on the vehicle.

Example of VIN and vehicle production period shown on the lower B-Pillar between the driver's door and the rear left passenger door.



2. USING THE VIN AND PRODUCTION DATE TO CONFIRM APPLICABLE PARTS.

	VIN (last 6)	Production Date	Correct SD Card PN
Elantra	107737 and lower	7/18/2016 and before	96554-F2100
	107738 and higher	7/18/2016 and after	96554-F2102
Sonata	473682 and lower	7/19/2016 and before	96554-C2013
	473683 and higher	7/20/2016 and after	96554-C2014

3. NOTICE

Sonata Example: No replacement needed

If the VIN is 473682 or lower, the vehicle should have matching SD Card 96554-C2013 no replacement required.

NOTICE

Sonata Example: Replacement needed

If the VIN is 473683 or higher, the vehicle should have matching SD Card 96554-C2014

4. *As described in the Storage of Parts SD Card (TSB 16-BE-002). The VIN label sticker or an identifying mark must be used to indicate the replaced SD Card and Multimedia manual belongs to the VIN that was inspected.*

Replacement



REQUESTING THE REPLACEMENT SD CARD WITH MULTIMEDIA MANUAL

SD Card and Multimedia manual will be shipped after placing an order. See Option (A) or Option (B) below for placing an order.

NOTICE

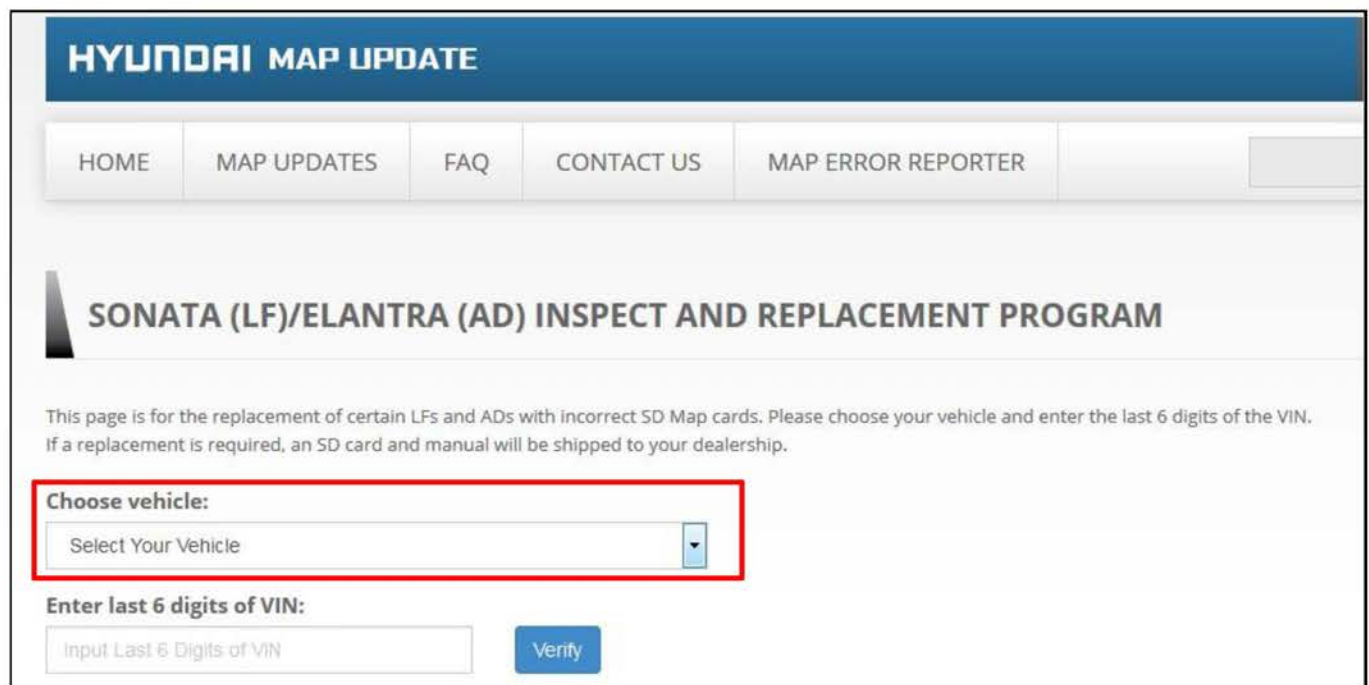
SD Card will be delivered 3-4 days after placing the order.

Lost and unreturned parts are not covered under warranty. Dealer assumes responsibility for unreturned and lost parts.

Sonata Navigation System *example*



1. **Option A: Placing an order online:**
Go to the MapNSoft website: http://www.mapnsoft.com/hyundai/LF_AD_Replacement_Program
2. Choose a vehicle from the drop down. For example, choose Sonata.



HYUNDAI MAP UPDATE

HOME MAP UPDATES FAQ CONTACT US MAP ERROR REPORTER

SONATA (LF)/ELANTRA (AD) INSPECT AND REPLACEMENT PROGRAM

This page is for the replacement of certain LFs and ADs with incorrect SD Map cards. Please choose your vehicle and enter the last 6 digits of the VIN. If a replacement is required, an SD card and manual will be shipped to your dealership.

Choose vehicle:

Select Your Vehicle

Enter last 6 digits of VIN:

Input Last 6 Digits of VIN **Verify**

3. Next enter a VIN; pictured below is an example of No replacement required.

NOTICE

VIN entered (452844) is lower than 473682, the vehicle should have matching SD Card 96554-C2013

No replacement required.

The screenshot shows the 'HYUNDAI MAP UPDATE' website. At the top, there is a navigation bar with links for HOME, MAP UPDATES, FAQ, CONTACT US, and MAP ERROR REPORTER. Below this is a header for the 'SONATA (LF)/ELANTRA (AD) INSPECT AND REPLACEMENT PROGRAM'. A message states: 'This page is for the replacement of certain LFs and ADs with incorrect SD Map cards. Please choose your vehicle and enter the last 6 digits of the VIN. If a replacement is required, an SD card and manual will be shipped to your dealership.' There is a dropdown menu for 'Choose vehicle:' with '2017 Sonata' selected. Below that is a red-bordered box containing the 'Enter last 6 digits of VIN:' field with '452844' entered, a 'Verify' button, and a message: 'You have the correct part, 96554-C2013. No further action is required.'

4. Replacement required example below:

NOTICE

VIN entered (487251) is higher than or equal to 473682, the vehicle should have matching SD Card 96554-C2014

Replacement required.

This is a zoomed-in screenshot of the verification section of the website. It shows the 'Choose vehicle:' dropdown with '2017 Sonata' selected. Below it is a red-bordered box containing the 'Enter last 6 digits of VIN:' field with '487251' entered, a 'Verify' button, and a message: 'You need 96554-C2014.'

4a.

- 4b. Select the Dealership code from the drop down and enter a recipient name and email.

Ship to:

Select Dealer Code ▼

Attention First Name:
Attention First Name

Attention Last Name:
Attention Last Name

Email:
Email

Place Order

NOTICE

You will receive a FEDEX tracking number by email.

Once the replacement SD Card and manual is received, refer to the *Storage of Parts SD Card TSB (16-BE-002)* for recommendations to prevent SD Card mix up or loss.

Return the SD Card removed from the vehicle using the prepaid label delivered with the replacement parts.

If there is a problem placing an order, contact MapNSoft at 1(888)757-0010.

5. **Option B: Placing an order by phone:**

Call the MapNSoft call center at **1(888)757-0010** to place an order. You will be asked for the “VIN”, and “Dealer code”.

6. **NOTICE**

You will receive a FEDEX tracking number by email.

Once the replacement SD Card and manual is received, refer to the *Storage of Parts SD Card TSB (16-BE-002)* for recommendations to prevent SD Card mix up or loss.

Return the SD Card removed from the vehicle using the prepaid label delivered with the replacement parts.

If there is a problem placing an order, contact MapNSoft at 1(888)757-0010.