



# HYUNDAI Technical Service Bulletin

GROUP  
**BODY ELECTRICAL**

NUMBER  
**17-BE-009**

DATE  
**SEPTEMBER, 2017**

MODEL(S)  
**TUCSON (TL)**

**SUBJECT:** NO SOUND FROM AUDIO SYSTEM - INSTRUMENT CLUSTER UPDATE

**Description:** On certain 2016 - 2017 MY Tucson (TL), intermittently there is no sound from the audio system. This is caused by the instrument cluster not sending the proper CAN signals to the amplifier. This bulletin describes the procedure to reprogram the instrument cluster to correct the signal transmission timing.

Supervision Cluster  
(Limited Ultimate)



Standard Cluster  
(SE, Eco, Sport, Limited)



**Applicable Vehicles:** All 2016 – 2017 Tucson (TL)

### Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
Tucson (TL)	94002F03	Cluster Update	0.3 M/H	For Causal P/N: Refer to table on page 3 for Cluster P/N per applicable model.	114	ZZ3

## **INSTRUMENT CLUSTER SOFTWARE UPDATE PROCEDURE**

### **NOTICE**

To verify if the vehicle is affected:

- Check the current version of the instrument cluster ROM ID and compare it to the ROM ID information table listed below before attempting to update the instrument cluster.

### **NOTICE**

You must initially perform GDS Instrument Cluster Update in Auto Mode.

- If the instrument cluster update starts but then fails in Auto Mode, then perform the update in MANUAL mode to recover.
- Refer to the General Instructions found in TSB: 15-GI-001 (GDS Mobile).

### **⚠ CAUTION**

Ensure the correct type (supervision/standard) of instrument cluster software is selected before performing the MANUAL update.

Selecting the incorrect type of instrument cluster software to update will permanently damage the instrument cluster.

### **⚠ CAUTION**

Do not perform the instrument cluster software update with the engine running. Only perform the update with ignition ON.

#### **GDS Information:**

<b>EVENT INFORMATION</b>	
<b>CLUSTER TYPE</b>	<b>EVENT DESCRIPTION</b>
STANDARD	“452.TL STD CLUSTER - COMMUNICATION LOGIC WITH AMP IMPROVEMENT”
SUPERVISION	“453.TL SV CLUSTER - COMMUNICATION LOGIC WITH AMP IMPROVEMENT”

## ROM ID INFORMATION TABLE:

MODEL	CLUSTER TYPE	CLUSTER P/N	ROM ID	
			OLD	NEW
Tucson (TL)	STANDARD	94001-D3162	9400*-D3xxx_204 9400*-D3xxx_207	9400*-D3xxx_211
		94001-D3171		
		94001-D3181		
	SUPERVISION	94001-D3163	9400*-D3xxx_209	9400*-D3xxx_211
		94001-D3172		
		94001-D3181		
STANDARD	94011-D3162	9401*-D3xxx_204 9401*-D3xxx_207	9401*-D3xxx_211	
	94011-D3171			
SUPERVISION	94011-D3163	9401*-D3xxx_209	9401*-D3xxx_211	
	94011-D3172			

## MANUAL MODE PASSWORD INFORMATION TABLE:

## #452 (STANDARD CLUSTER)

MENU	PASSWORD
TL STD CLUSTER 94001/2-D3162/163/171/172/181/182/230/002/011/021/030	3030

## #453 (SUPERVISION CLUSTER)

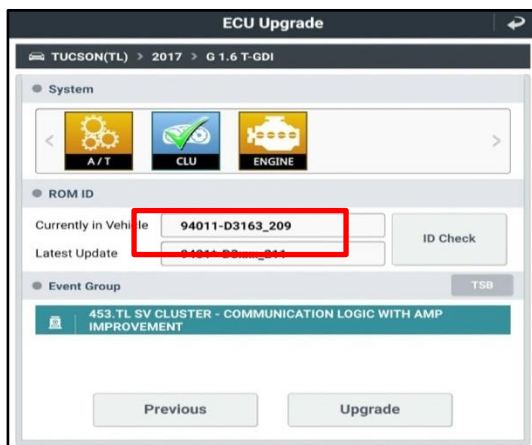
MENU	PASSWORD
TL SV CLUSTER 94011/2-D3162/163/171/172/181/182/230/002/011/021/030	3031

Service Procedure:

1. Perform service procedure outlined in the TSB 15-GI-001 (GDS Mobile).

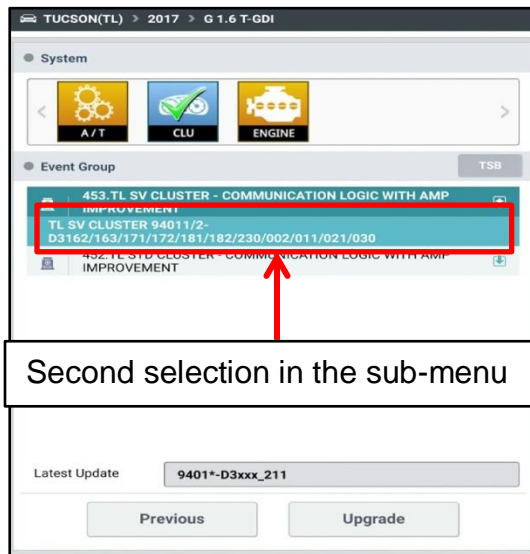
**NOTICE**

Before performing the AUTO update, write down the current cluster software version and part number. This information is needed in case AUTO update fails and MANUAL update is required.



**NOTICE**

When selecting the event for the MANUAL update, there is a secondary selection in the drop down sub-menu. The "UPGRADE" will be available after selecting the event in the sub-menu.



2. Check for Diagnostic Trouble Codes in the **ALL** menus and erase any DTC.
3. Confirm there is audio in AM/FM/XM mode. If there is no audio, please contact Techline at 1-800-325-6604.