



## Technical Service Bulletin

|                |                 |
|----------------|-----------------|
| <b>GROUP</b>   | <b>NUMBER</b>   |
| CAMPAIGN       | 17-01-002-1-G   |
| <b>DATE</b>    | <b>MODEL(S)</b> |
| NOVEMBER, 2017 | G80 (DH)        |

**SUBJECT:** G80 (DH) MULTIMEDIA & NAVIGATION UPDATE  
(SERVICE CAMPAIGN T02G)

This bulletin supersedes TSB 17-01-002-G to include details that there will be no charge to the dealers for ordering and shipping the SD update card.

### ★ IMPORTANT

#### \*\*\*\*\*RETAIL VEHICLES ONLY\*\*\*\*\*

Dealers should perform this update when the customer arrives for regular scheduled service and the software has not previously been installed.

**There will be no charge to the dealers for ordering and shipping the SD update card.**

**Description:** This bulletin provides information for new software to update the Navigation and Map database for 2017 G80 vehicles with AVN 8" Touchscreen and Premium 9" Touchscreen and Jog Dial systems.

This bulletin describes the process to order and update the software with the SD update card.

The software update will take approximately 35 minutes to complete.

**Applicable Vehicles:** 2017 G80 Vehicles with production dates from April 2016 – February 2017.

### Parts Information:

| Parts Description            | Part                                                                                | Remarks                                                                                                                         |        |                         |         |                        |
|------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------|---------|------------------------|
| SD Update Card<br>(AVN 4.5)  | G115SG4A                                                                            | Update SD Card containing all update software.                                                                                  |        |                         |         |                        |
|                              |  | <table><tr><td>SW Ver</td><td>ST.DH17.USA.E530.170607</td></tr><tr><td>Map Ver</td><td>NAM.10.47.43.712.006.2</td></tr></table> | SW Ver | ST.DH17.USA.E530.170607 | Map Ver | NAM.10.47.43.712.006.2 |
|                              | SW Ver                                                                              | ST.DH17.USA.E530.170607                                                                                                         |        |                         |         |                        |
| Map Ver                      | NAM.10.47.43.712.006.2                                                              |                                                                                                                                 |        |                         |         |                        |
| Mapnsoft Part                |                                                                                     |                                                                                                                                 |        |                         |         |                        |
| SD Update Card<br>(PGen 2.0) | G115P2                                                                              | Update SD Card containing all update software.                                                                                  |        |                         |         |                        |
|                              |  | <table><tr><td>SW Ver</td><td>DH17MY.USA.SOP.04.019</td></tr><tr><td>Map Ver</td><td>NAM.10.47.43.713.004.2</td></tr></table>   | SW Ver | DH17MY.USA.SOP.04.019   | Map Ver | NAM.10.47.43.713.004.2 |
|                              | SW Ver                                                                              | DH17MY.USA.SOP.04.019                                                                                                           |        |                         |         |                        |
| Map Ver                      | NAM.10.47.43.713.004.2                                                              |                                                                                                                                 |        |                         |         |                        |
| Mapnsoft Part                |                                                                                     |                                                                                                                                 |        |                         |         |                        |

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

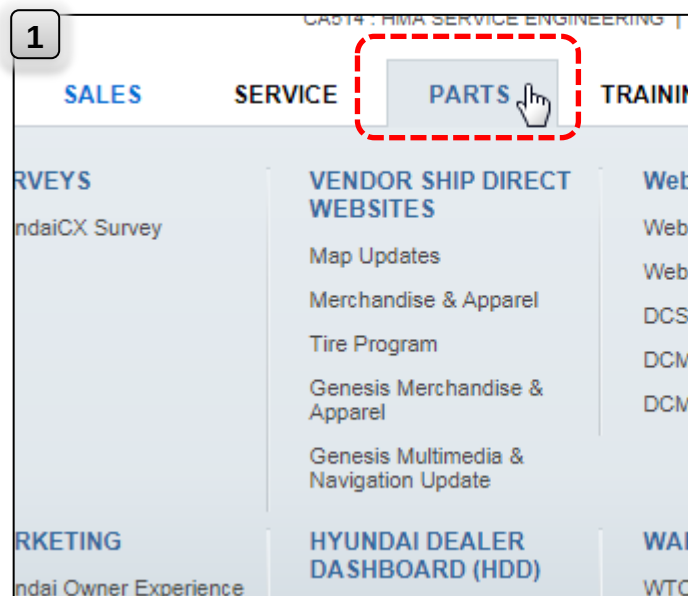
**Warranty Information:**

| Model    | Op. Code | Operation                         | Op. Time | Causal Part    | Nature Code | Cause Code |
|----------|----------|-----------------------------------|----------|----------------|-------------|------------|
| G80 (DH) | G80H1UPD | Navigation System Software Update | 0.3      | 96560-B1ED0-4X | M31         | ZZ5        |

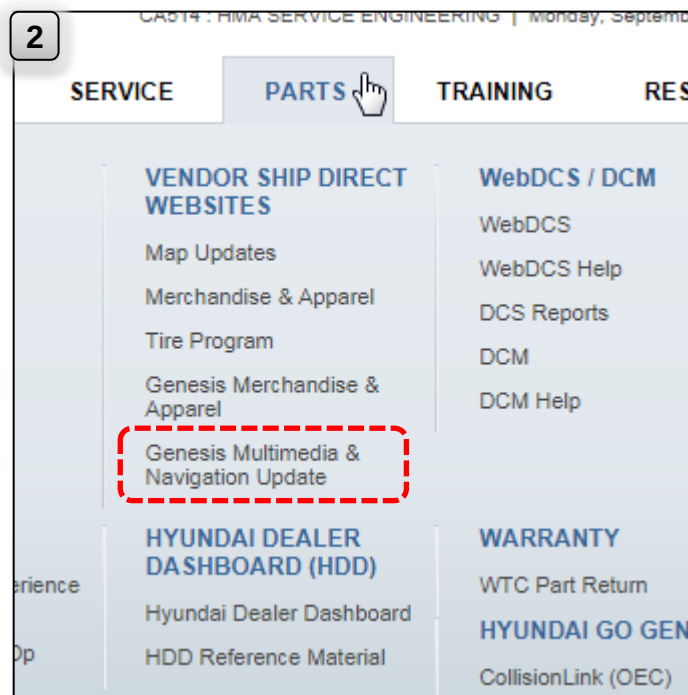
Note: Please submit claim on Campaign claim entry screen.

**Service Procedure:**

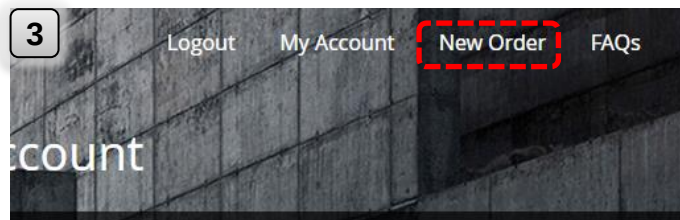
1. Navigate to HyundaiDealer.com to order the SD Update Card:
  1. Select "Parts" tab.



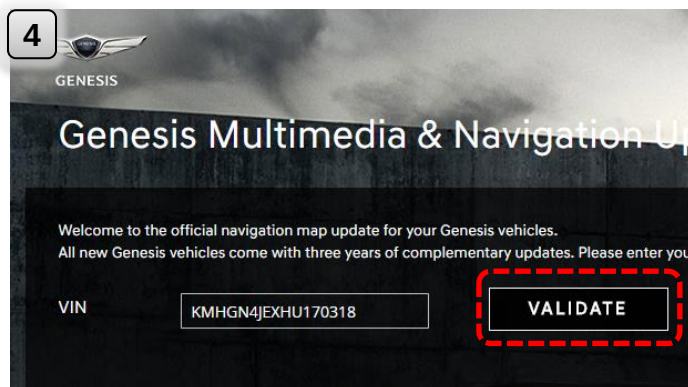
2. Select "Genesis Multimedia & Navigation Update".



3. Select “New Order” at the top right of the webpage.



4. Enter the VIN of the vehicle that will be updated and Select “Validate”.



5. Review the information and ensure that it is correct and select “Place Order”.

5

**VALIDATE**

### 2017 Genesis G80 (Touch) Update-G115SG4

|                    |                  |
|--------------------|------------------|
| Model / Model Year | G80 (Touch) 2017 |
| Part Number        | G115SG4          |
| Update Media       | 32G SD           |
| Update Time        | Approx. 35 min   |
| RDR                | 03/31/2017       |

#### Shipping Info

First Name \*  Last Name \*

Company \*

Address \*

Street Address 2

City \*  State/Province \*

Zip/Postal Code \*  Country \*

Telephone \*  Email

Please check the current map version before placing this order. Some vehicles will already have the latest update installed.

**PLACE ORDER**

6. Order number will be displayed for reference.



**NOTICE**

The SD (Map) Update Card will arrive in approximately 2 – 3 business days.

Follow the appropriate instructions below to install the software update:

- A. AVN 8" Touchscreen  
(Pages 5 – 9)
- B. Premium 9" Touchscreen and Jog  
Dial  
(Pages 10 – 14 )

**AVN 8" Touchscreen Software Update Instructions:**

1. Start the vehicle by depressing the brake pedal and pushing the Start Stop Button (A).

**NOTICE**

Park vehicle in a well ventilated area during the update process.



2. Confirm the software version using the following steps:
  - a) Press SETUP button.
  - b) Scroll to the second page of the settings menu.



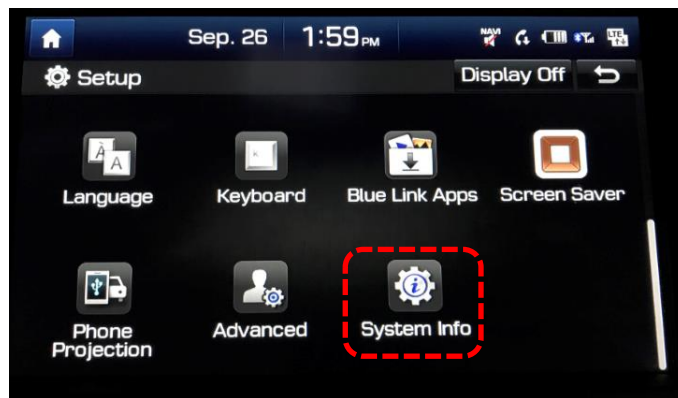
- c) Select “System Info”.
- d) Select “SW Info”.

If the software and map version is

- Lower than the versions listed, proceed to the next step.
- Higher than the versions listed, then stop. No update is needed.

|        |                             |
|--------|-----------------------------|
| SW Ver | ST.DH17.USA.E530.1706<br>07 |
|--------|-----------------------------|

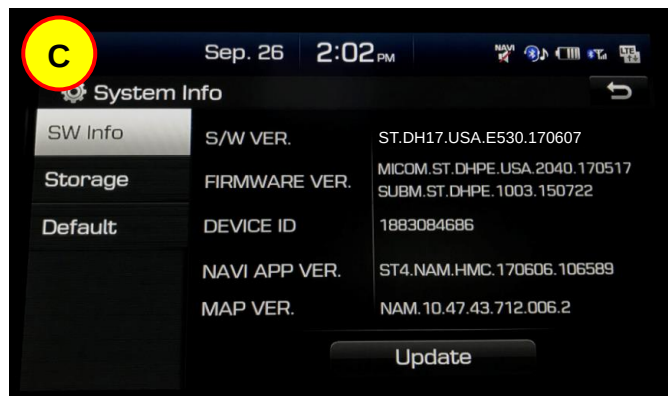
|         |                        |
|---------|------------------------|
| Map Ver | NAM.10.47.43.712.006.2 |
|---------|------------------------|



3. Remove the current SD card (B) from the “SD Map” slot and install the new SD update Card (G115SG4A).



4. Select the “Update” button on the SW Info screen (C) to start the software update.



5. Select the “OK” button (D) on the screen to start the software update.

## NOTICE

**Do not remove SD Update Card or turn off the ignition switch during the update. Otherwise, the update will not be completed properly.**

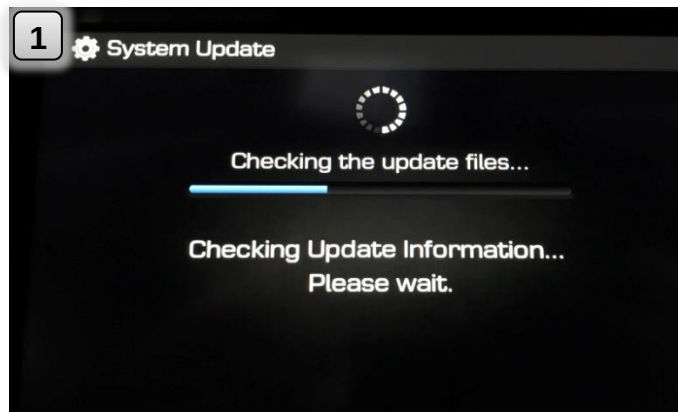


The software will automatically update through 4 steps:

1. Checking the update files.
2. Copying Files.

## NOTICE

**There will be multiple occurrences where the display will be black during the update process. This is normal.**



3. Preparing System Update.



4. Updating the System.

It will take approximately 35 minutes to complete the update process.

**NOTICE**

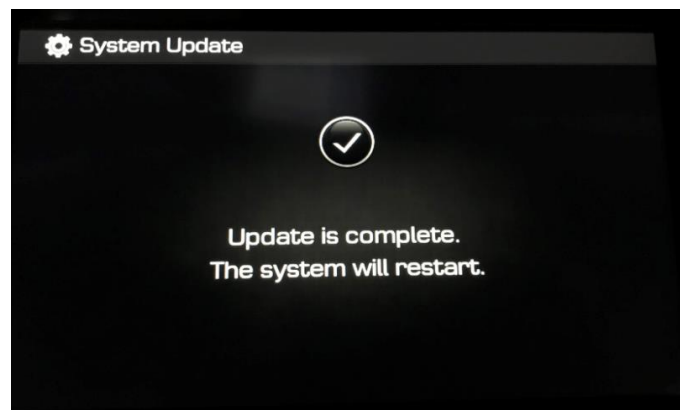
In case the vehicle is turned OFF during the update process, do not remove the SD Update Card. The update will resume when the vehicle ignition is turned back ON.

If a manual update is needed, use the following steps:

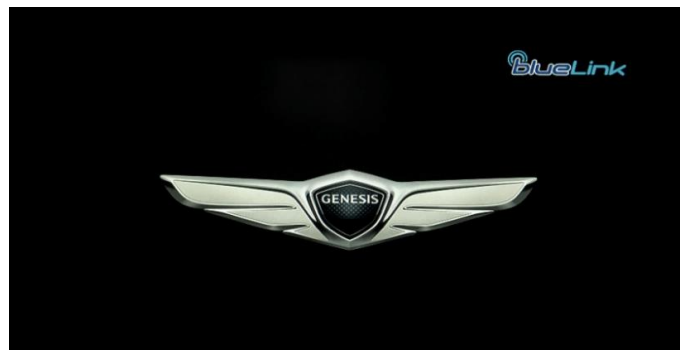
1. Press SETUP button.
2. Select "System Info".
3. Select "SW INFO".
4. Select "Update".
5. Select "OK" in the update screen.



6. An "Update is complete. The system will restart." will display once the update files have completed installing.

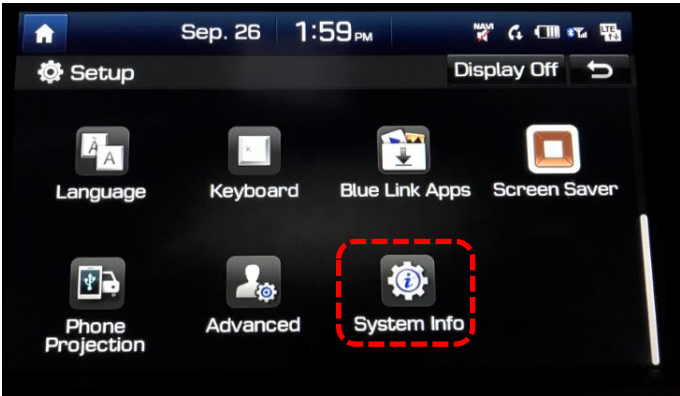


The navigation system will reboot.



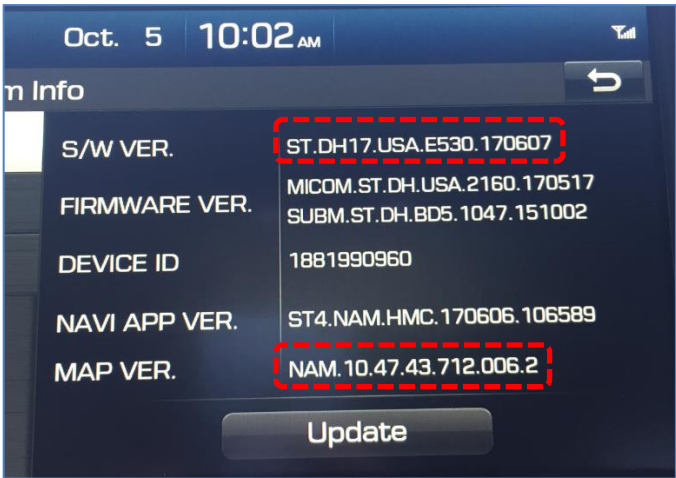


7.
- Confirm the software version using the following steps:  
a) Press Setup button  
b) Select System Info  
c) Select SW Info



The following software and map version should appear:

|         |                         |
|---------|-------------------------|
| SW Ver. | ST.DH17.USA.E530.170607 |
| Map Ver | NAM.10.47.43.712.006.2  |



**Premium 9" Touchscreen and Jog Dial Software Update Instructions:**

1. Start the vehicle by depressing the brake pedal and pushing the Start Stop Button (A).

**NOTICE**

Park vehicle in a well ventilated area during the update process.



2. Confirm the software version using the following steps:
  - A. Press HOME button.
  - B. Select "Settings" button.
  - C. Scroll down and select "System Info" button.

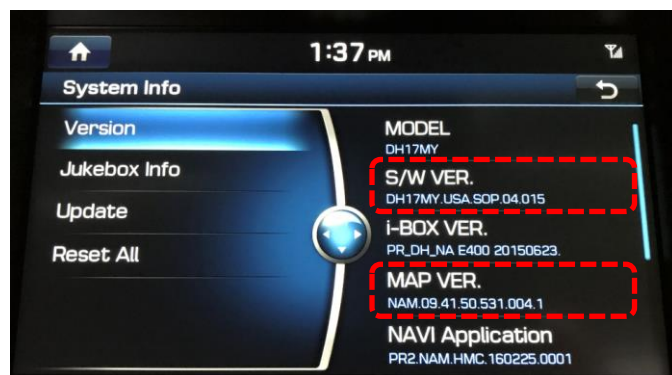


If the software and map version is

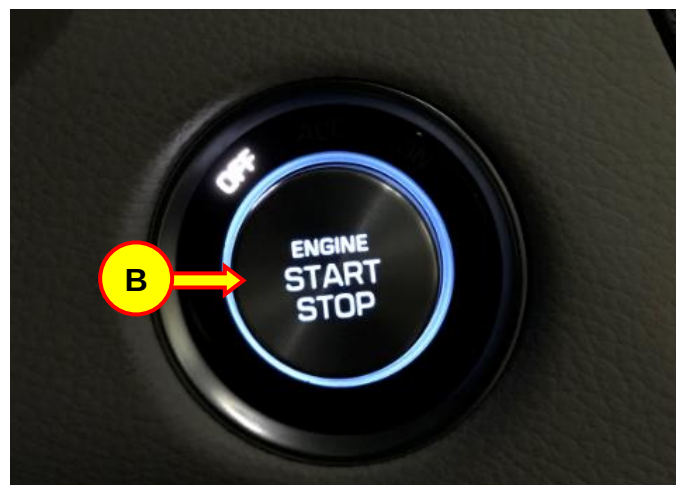
- Lower than the versions listed, proceed to the next step.
- Higher than the versions listed then stop. No update is needed.

|        |                       |
|--------|-----------------------|
| SW Ver | DH17MY.USA.SOP.04.019 |
|--------|-----------------------|

|         |                        |
|---------|------------------------|
| Map Ver | NAM.10.47.43.713.004.2 |
|---------|------------------------|



3. Turn the vehicle off by pressing the Start Stop button (B) and open the driver's door to fully turn off the multimedia.



4. Remove the current SD card (C) from the "SD Map" slot and install the new SD update Card (G115P2).



5. Start the vehicle by depressing the brake pedal and pushing the Start Stop Button (D).



6. The multimedia system will restart and display the software update prompt. (E)

Select the "OK" button to start the software update.

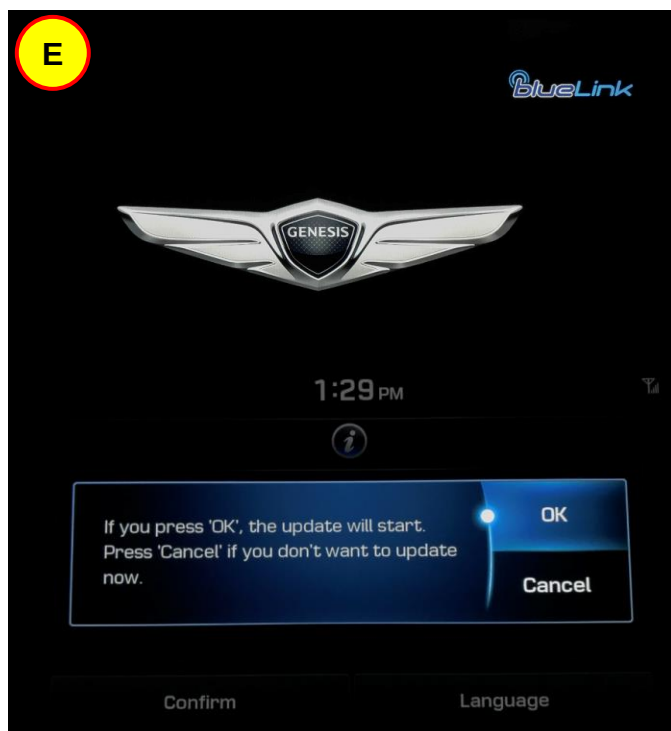
**NOTICE**

**Do not remove SD update card or turn off the ignition switch during the update. Otherwise, the update will not be completed properly.**

The software will automatically update through 2 steps:

1. Validating Update Files.
2. Update is being processed.

It will take approximately 35 minutes to complete the update process.

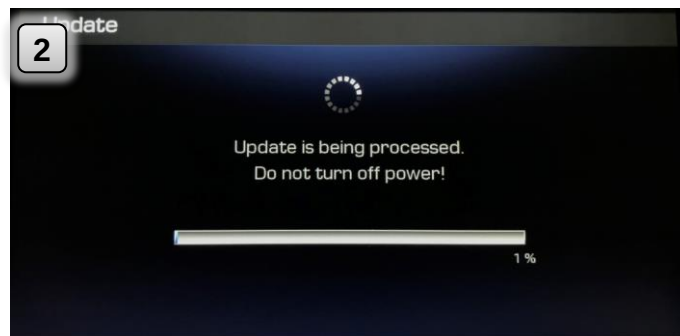


## NOTICE

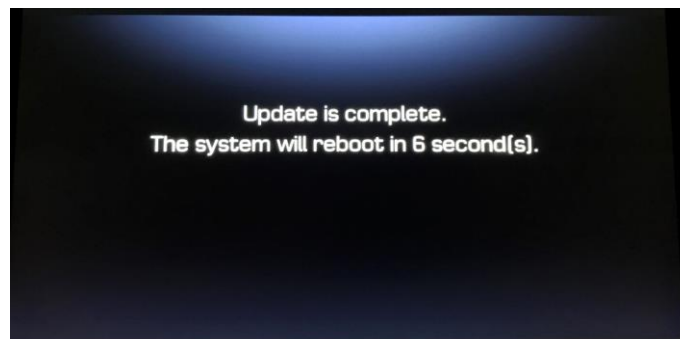
In case the vehicle is turned OFF during the update process, do not remove the SD card. The update pop-up message will reappear after the vehicle is restarted. Select 'Yes' to start the update again.

If a manual update is needed, use the following steps:

1. Press Home button.
2. Select "Setup".
3. Select "System Info".
4. Select "Update" tab.
5. Select "Update" button.
6. Select "OK" to start the update.



7. An "Update is complete. The system will restart in 10 seconds(s)." will display once the update files have completed installing.



The navigation system will reboot.





8. Confirm the software version using the following steps:

1. Press the Home button.
2. Select “Setup” button.
3. Select “System Info” button.

The following software and map version should appear:

|         |                       |
|---------|-----------------------|
| S/W Ver | DH17MY.USA.SOP.04.019 |
|---------|-----------------------|

|         |                        |
|---------|------------------------|
| Map Ver | NAM.10.47.43.713.004.2 |
|---------|------------------------|



### Troubleshooting

- Ignition turned off during the update process:
  1. Do not remove the SD Update card.
  2. Turn the Ignition “ON”.
  3. The system will restart and recognize the update and continue updating.
  4. If the system does not resume updating, carefully press the ‘Reset’ button on the radio to restart the head unit.
  5. A prompt will appear to resume the update after rebooting.

