

To: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
From: Hyundai Motor America
Date: January 08, 2018
Subject: Service Campaign T2S - Sonata Hybrid & Plug-In Hybrid
Navigation System Software Update (TSB# 18-01-002)

Hyundai Motor America is conducting Service Campaign T2S to update the navigation system software on certain 2017 Model Year Sonata Hybrid & Plug-In Hybrid vehicles. Service Campaign T2S provides a service procedure to update the navigation system software.

In order to identify only those vehicles affected by Service Campaign T2S, 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 T2S.

A listing of VEHICLES is also located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING Dealer Stock & Retailed.

TSB #18-01-002 will be available on HMAService.com on January 08, 2018. It contains instructions on performing the service procedure and submitting the campaign claim.

Two sets of SD Cards containing the software update began mailing to all affected dealers on January 05, 2018 in mailers labeled with Service Campaign T2S. Additional SD cards can be purchased following the standard parts ordering procedure.

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.