

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: 03/29/18
SUBJECT: Service Campaign T2W - 2018 Sonata D-Audio Software
Update for LCD Overlay (TSB# 18-01-014)-Dealer Stock-

Hyundai Motor America is conducting a Service Campaign to update the display audio software on certain dealer stock 2018 Sonata. Service Campaign T2W provides a procedure to update the display audio software.

In order to identify only those vehicles affected by Service Campaign T2W, 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 T2W.

A listing of VEHICLES is also located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING - DEALER STOCK.

TSB #18-01-014 is available on Hyundai's Website as of March 29, 2018. It contains instructions on performing the service and submitting the campaign claim.

Two USB Sticks containing the software update began mailing to all affected dealers on March 26th, 2018 in mailers labeled with Service Campaign T2W. Additional USB Sticks can be ordered 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.

HYUNDAI MOTOR AMERICA