



Technical Service Bulletin

GROUP ELECTRICAL	NUMBER 18-BE-013
DATE AUGUST, 2018	MODEL(S) Various

SUBJECT: AVN4 – SIRIUS XM REPEATED "SUBSCRIPTION UPDATED" OR "LOADING" POP-UP MESSAGE

* IMPORTANT

Use this informational guide to correct a symptom identified with a repeated Sirius XM message "Subscription Updated" or "Loading" shown after every ignition cycle.

Description: This bulletin describes the proper steps to identify and correct a symptom with a "Subscription Updated" or "Loading" pop-up message shown (intermittently) after every Head Unit boot up.



Applicable Vehicles: Navigation 4.0 (AVN 4.0) equipped vehicles ONLY	• 2015MY	Azera, Genesis, Sonata
	• 2016MY	Azera, Elantra GT, Genesis, Sonata, Sonata Hybrid, Sonata Plug-in, Tucson, Veloster
	• 2017MY	Azera, Elantra, Elantra GT, Ioniq, Santa Fe, Santa Fe Sport, Sonata, Sonata Hybrid, Sonata Plug-in, Tucson, Veloster.

Warranty Information: Normal warranty applies where applicable.

Service Procedure:

1. Depress the brake pedal and press the **START STOP BUTTON** to start the vehicle.

OR Turn the key to ignition "ON".



2. If the Sirius XM "**Subscription Updated**" or "**Loading**" pop-up message is displayed after every Head Unit boot up (all other operations work OK), then replace the Head Unit.

