

To: Hyundai Dealership General Managers, Sales Managers,  
Service Managers, Parts Managers, and Warranty  
Administrators  
From: Hyundai Motor America  
Date: February 06, 2019  
Subject: Service Campaign T3R - Tucson & Ioniq Plug-In Hybrid D-  
Audio Lite Software Update (TSB# 19-01-004H)

Hyundai Motor America is conducting Service Campaign T3R to update the D-Audio lite head unit software on certain 2018 Model Year Tucson and 2018-19 Ioniq Plug-In Hybrid vehicles. Service Campaign T3R provides a service procedure to update the D-Audio lite software for home screen remaining blank.

In order to identify only those vehicles affected by Service Campaign T3R, 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 T3R.

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

TSB #19-01-004H will be available on HMAService.com on February 06, 2019. It contains instructions on performing the service procedure and submitting the campaign claim.

USB Stick containing the software update began mailing to all affected dealers on February 4th, 2019. Additional USB Sticks can be ordered following 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.