



# HYUNDAI

## Technical Service Bulletin

|                               |  |
|-------------------------------|--|
| GROUP<br><b>CAMPAIGN</b>      | NUMBER<br><b>19-01-004H</b>                                    |
| DATE<br><b>FEBRUARY, 2019</b> | MODEL(S)<br><b>IONIQ PLUG-IN<br/>(AE PHEV),<br/>TUCSON(TL)</b> |

**SUBJECT:** TUCSON (TL) & IONIQ PLUG-IN HYBRID (AE PHEV) D-AUDIO LITE SOFTWARE UPDATE: BLANK HOME SCREEN (SERVICE CAMPAIGN T3R)

**★ IMPORTANT**

**\*\*\* Dealer Stock and Retail Vehicles \*\*\***

Dealers must perform this campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the service department, access Hyundai Motor America's "warranty vehicle information" screen via WEBDCS to identify open campaigns


**Description:** This bulletin describes the procedure to update the D-Audio lite head unit on certain Tucson (TL) and Ioniq Plug-in Hybrid (AE PHEV) to correct the home screen remaining blank.

**Symptom**



**Applicable Vehicles:** Certain 2018 Tucson (TL) and 2018-19 Ioniq Plug-in Hybrid (AE PHEV)

**Parts Information:**

| Part Image  | Part         | Parts Description                   |
|---|--------------|-------------------------------------|
|  | 96160-DAUDIO | 18MY TL & AE PHEV DA LITE SW UPDATE |

**Note 1:** One USB stick has been sent to each dealership.

**Note 2:** Additional USB sticks can be ordered through your facing PDC.

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 |
|--------------------------------|----------|-------------------------|----------|----------------|-------------|------------|
| Tucson (TL)                    | 80C097R0 | D-AUDIO SOFTWARE UPDATE | 0.3 M/H  | 96160-D3100-4X | M34         | ZZ3        |
| Ioniq Plug-in Hybrid (AE PHEV) | 80C097R1 | D-AUDIO SOFTWARE UPDATE | 0.3 M/H  | 96160-G2200    | M34         | ZZ3        |

**NOTE:** Submit claim on campaign claim entry screen.

**Service Procedure: D-Audio Lite S/W Update**

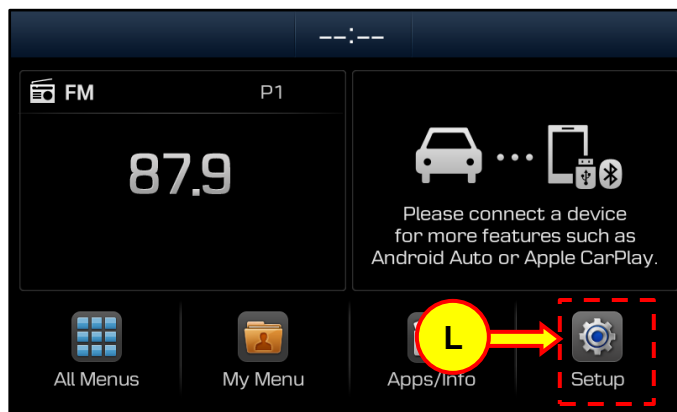
1. Start the vehicle by depressing the brake pedal and pushing the “START STOP” (K) Button.

**NOTICE**

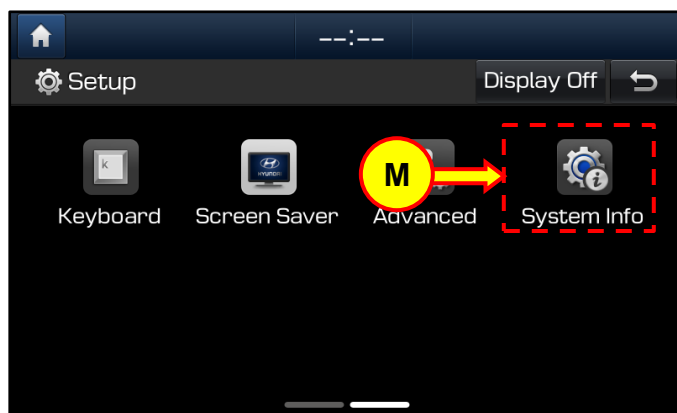
Park vehicle in a well ventilated area during the update process.



2. Press the “SETUP” (L) icon to enter the Setup menu.



3. In the Setup menu, press the “System Info” (M) icon.



- 4. Confirm that the SW Version that's currently installed is out of date. If the SW version is older than listed below, proceed with the update.

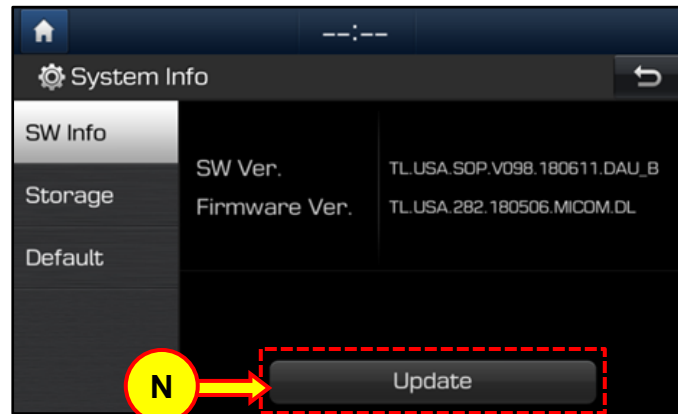
| SW Ver.                    |
|----------------------------|
| TL.USA.SOP.V098.180611     |
| AEPHEV.USA.SOP.V098.180611 |



- 5. Insert the USB into the slot.

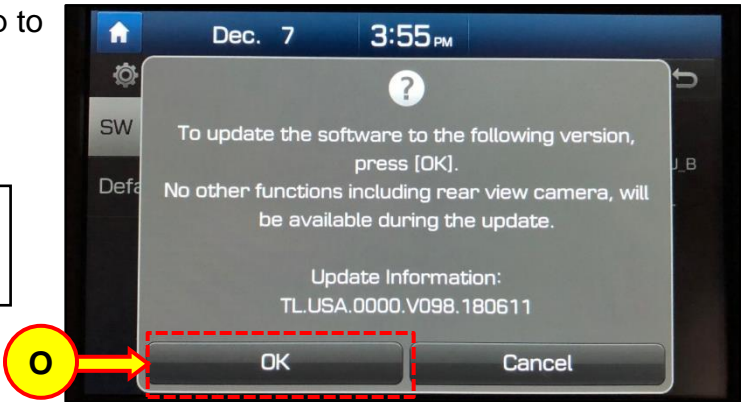


- 6. Press the "Update" (N) button at the bottom of the screen to proceed with the software update.



- 7. Press the “OK” (O) button on the pop-up to proceed with the update.

**NOTICE**  
Do not remove the USB drive, or turn off the ignition during the update.



- 8. The update will perform automatically with no user input needed. During this time the headunit will reboot multiple times.

**NOTICE**  
Completion time: ~15-20 minutes



- 9. After the update has completed, confirm the S/W version has been correctly updated by referring to the “System Info screen” (see steps 2- 4).

| SW Ver.                    |
|----------------------------|
| TL.USA.SOP.V098.180611     |
| AEPHEV.USA.SOP.V098.180611 |

