

To: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
From: Hyundai Motor America
Date: February 07, 2019
SUBJECT: Service Campaign T3Q - 2019 Veloster D-Audio Software
Update for Remote Services Not Working (TSB# 19-01-007H)

Hyundai Motor America is conducting a Service Campaign to update the display audio software on certain 2019 Veloster vehicles. Service Campaign T3Q provides a procedure to update the display audio software for blank home screen.

In order to identify only those vehicles affected by Service Campaign T3Q, 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 T3Q.

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

TSB #19-01-007H is available on Hyundai's Website as of February 07, 2019. It contains instructions on performing the service 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.

HYUNDAI MOTOR AMERICA