



HYUNDAI

Technical Service Bulletin

GROUP	NUMBER
CAMPAIGN	19-01-007H
DATE	MODEL(S)
FEBRUARY, 2018	VELOSTER (JS)

SUBJECT: 2019 VELOSTER D-AUDIO SOFTWARE UPDATE FOR REMOTE SERVICES NOT WORKING (SERVICE CAMPAIGN T3Q)

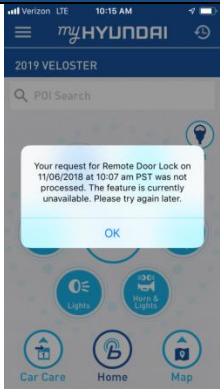

*** IMPORTANT**

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

Dealers must perform this Service 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 for updating the Display Audio (D-Audio) System software on certain 2019 Model Year Veloster (JS). This software update corrects a condition where Blue Link remote services does not process (see screenshot below).

Blue Link remote services not working symptom	Causal software version
	
Example: MyHyundai Mobile App remote service	SW Ver. JS.USA.SOP.V098.180611

Applicable vehicles:	Certain 2019MY Veloster (JS) – Equipped with Display Audio
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PARTS INFORMATION:

Part Image	Part	Parts Description
	96160-DAUDIO	S/W Update USB (D-Audio Vehicles)

Note 1: One (1) update USB stick has been sent to each dealership.

Note 2: Additional update USB sticks can be purchased through the PDC using the applicable part number.

WARRANTY INFORMATION:

MODEL	OPCODE	OPERATION	OPTIME	Causal P/N	NATURE	CAUSE
VELOSTER (JS)	80C098R0	D-Audio S/W UPDATE	0.3 M/H	96170-J3510-4X	M73	ZZ3

NOTE: Submit Claim on Campaign Claim Entry Screen.

SERVICE PROCEDURE:

CAUTION

Do not remove the SW update USB or turn off the ignition during the update. Otherwise, the update will not be completed properly.

1. Software version check:

Press the **ENGINE START STOP** button (A) to turn ACC "ON".

OR

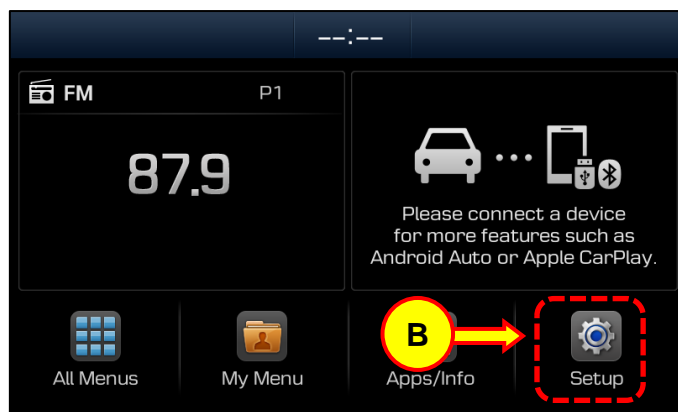
Depress the brake pedal and press the **ENGINE START STOP** button (A) to start the vehicle.



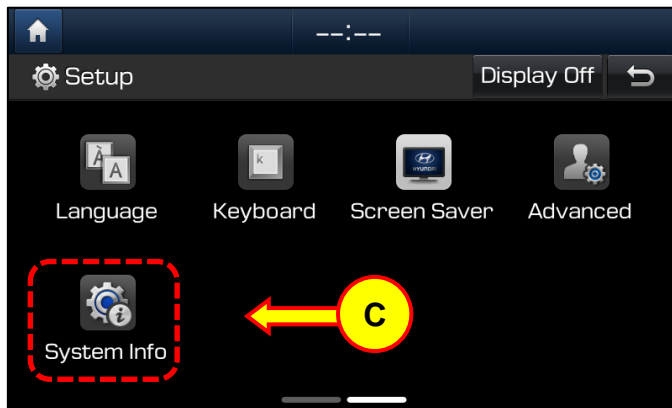
NOTICE

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

2. Press the 'SETUP' button (B) to enter the Setup menu.



3. Swipe right and press the 'System Info' icon (C).



4. From the System Info screen, confirm the **SW Version**:

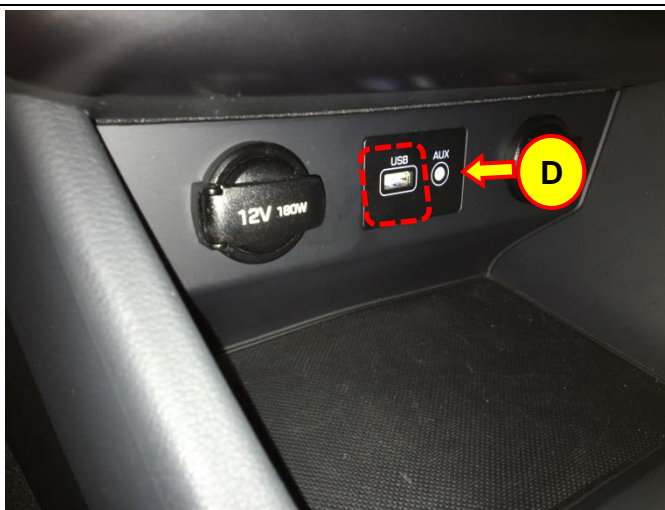
Proceed with the update only if the SW Version is the same as the causal SW as provided in the table below:

- If the version is not the same as the causal SW version, then no update is needed.



Causal SW Version
JS.USA.SOP.V098.180611

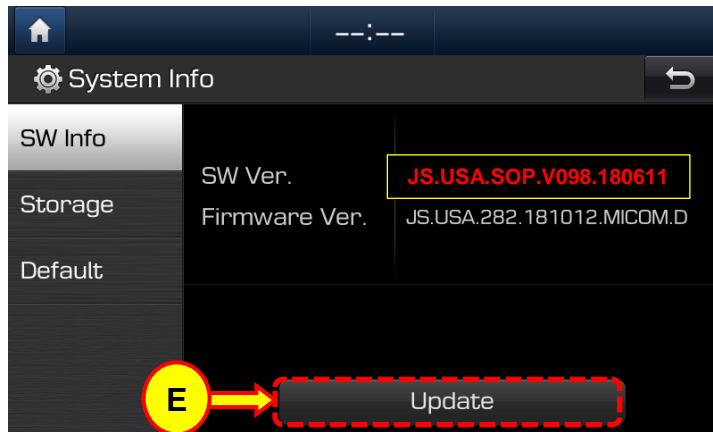
5. Insert the update USB in the slot (D).



- Press the “Update” button (E) at the bottom of the screen to proceed with the software update.

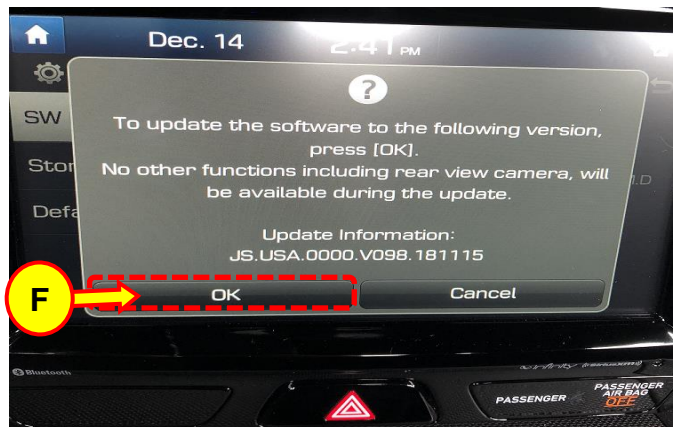
NOTICE

Do not remove the update USB stick, or turn OFF the ignition during the update.



- Confirm that the pop up message lists the correct SW update information:
JS.USA.0000.V098.181115

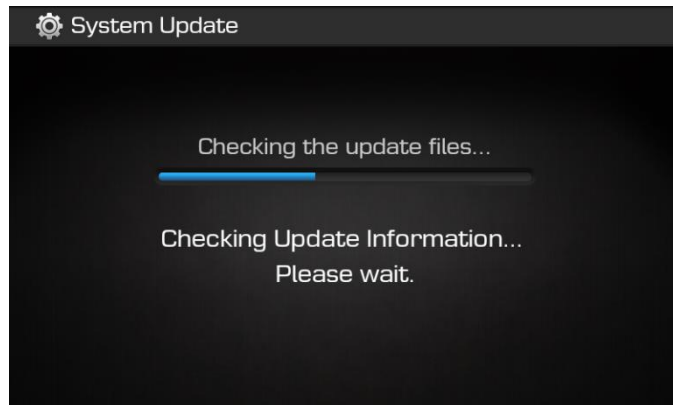
Select the ‘OK’ icon (F) on pop-up to begin the update.



- Please wait until the update is complete. Total software update time: ~ 15 minutes.

NOTICE

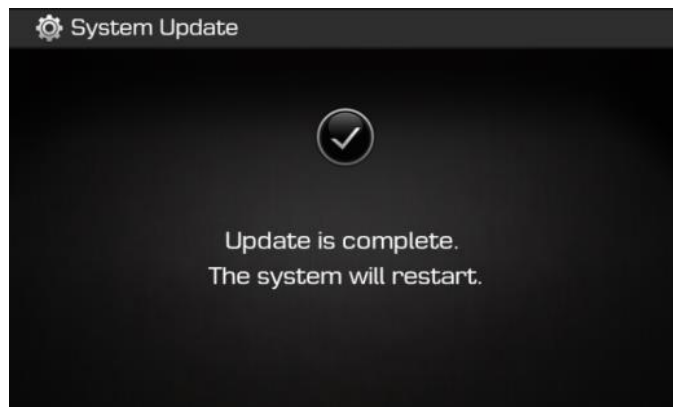
There will be multiple occurrences where the Hyundai logo will appear, or the display will be black during the update process. This is normal.



The system will reboot automatically after the “The system will restart” message appears.

NOTICE

The software update is completed after the system reboots and the Disclaimer or the Home screen is displayed.



- 9. Once the update has completed, and the system has restarted, confirm that the FIX SW Version has been correctly updated by referring to steps 2-4 above to check the SW Version.



FIX SW Version
JS.U.S.A.SOP.V098.181115

- 10. Remove the USB stick from the slot.



- 11. Before releasing the vehicle back to the owner, request that the owner confirm that remote services are working by asking them to send a remote service request using the MyHyundai smart phone app.

