		GROUP	NUMBER
Technical Service Bulletin		BODY ELECTRICAL	19-BE-015H-1
		DATE	MODEL(S)
		October, 2019	Multiple
SUBJECT:	INFORMATION ON CLOCK	NOT SHOWING	ON AVN 4.0

This TSB supersedes 19-BE015H to add causal part number.

Description: This bulletin contains information regarding the clock display on certain Navigation (AVN 4.0) head units. This procedure is specifically for the clock date and time not displaying which started appearing around August 17, 2019. Other similar concerns which were opened before this date are a different root cause and will not be resolved by this information. An example of the clock concern is shown in the screenshot below:



	Certain Navigation Equipped Models:		
Applicable Vehicles:	 16MY – 17MY Veloster (FS) 17MY – 18MY Elantra (AD) 16MY – 17MY Elantra GT (GD) 15MY – 16MY Genesis (DH) 18MY Ioniq HEV / PHEV (AE HEV/PHEV) 15MY – 17MY Sonata (LF) 	 16MY – 17MY Sonata HEV / PHEV (LF HEV/PHEV) 15MY – 17MY Azera (HG) 16MY – 17MY Tucson (TL) 17MY – 18MY Santa Fe Sport (AN) 17MY – 18MY Santa Fe (NC) 	

Warranty Information:

Model	OP Code	Operation	OP Time	Causal Part #	Nature Code	Cause Code
Multiple	96560F12	AVN GPS RESET	0.2 M/H	96560- XXXX*	M62	ZZ3

*Note (1) See parts catalog for complete P/N.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Service Procedure:

1. Vehicle Preparation

• Vehicle must be outside and receiving a good GPS signal.

2. Check the Current Vehicle Time

- Check the current time in 'Setting Menu
 > Navigation > GPS information'.
- If this problem is present, it will be shown as error time in picture to the right.
- Take picture of error screen. Picture documentation will be needed when submitting warranty claim.
- Proceed to the next step.

3. Remove Multimedia Fuse

- Turn off vehicle.
- Locate fuse panel.
- Locate "Multimedia" fuse and remove for **3 minutes**. Diagram of fuse location is located on the back of the fuse panel cover. Please note that fuse location varies between all vehicles.
- See picture to the right.

Real Time			Error Time		
2019/08	/19 09:55:49	9 2039/04/04 09:55:49			
0 075 BX		속도 고도	0 km/h 49m		
· + +19 848	45 0 km/h 25 49m 10 471 MM	시간 날짜	4:21 PM 2039/04/02		



NOTICE

- Fuse location varies between all vehicles.
- Some vehicles have 2 Multimedia fuses. Both fuses need to be removed for this procedure.

4. Verify Fix

• Verify if clock date and time have returned and date / settings are not grayed out.

If symptom remains, please contact Hyundai Techline (800-325-6604).