

 HYUNDAI Technical Service Bulletin	GROUP Campaign	NUMBER 19-01-041H
	DATE December, 2019	MODEL(S) PALISADE (LX2)
SUBJECT: PALISADE NAVIGATION UPDATE (SERVICE CAMPAIGN T4H)		

★ 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: After using voice search to navigate to a location, the radio may not respond. Follow the procedure in this bulletin to update the navigation system.

Applicable Vehicles: Palisade (LX2) equipped with navigation

Parts Information:

Part Name	Part Number	Remark
Software Update USB	96560WAVNLX2 	Part supplied directly by HMA. Extra parts will be available for order from the PDC, or copies can be made.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal P/N	Nature Code	Cause Code
Palisade (LX2)	90C075R0	AVN SOFTWARE UPDATE	0.3 M/H	96560-S8710	M45	ZZ3

⚠ CAUTION

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

Before performing the update, start the vehicle with the engine running, or attach the battery to a charger.

Software Version

Before Update	After Update
LX2.USA.S5W_M.V001.002.190409 or LX2.USA.S5W_M.V001.003.190430 or LX2.USA.S5W_M.V003.001.190614	LX2.USA.S5W_M.V003.002.190813

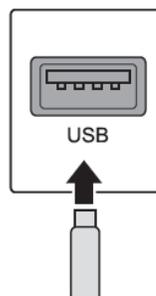
Service Procedure:

A) Navigation Update

1. Press the **START/STOP** button or use a **key** to start the engine.

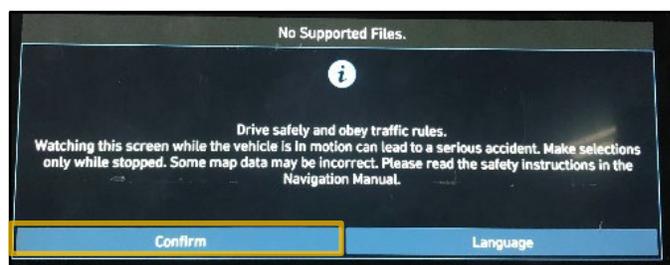


2. Insert the supplied **Software Update USB** into the vehicle's USB port.



3. If the **Drive safely and obey traffic rules** message appears, press **Confirm**.

The **No Supported Files** message may appear. Ignore this message.



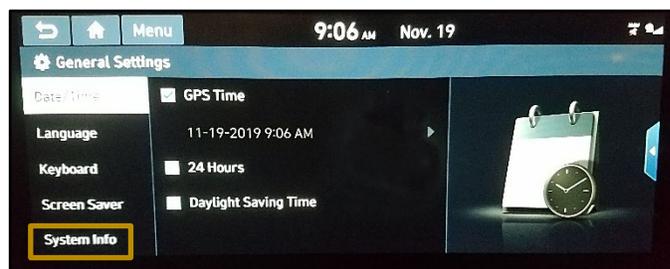
4. Press the **SETUP** button.



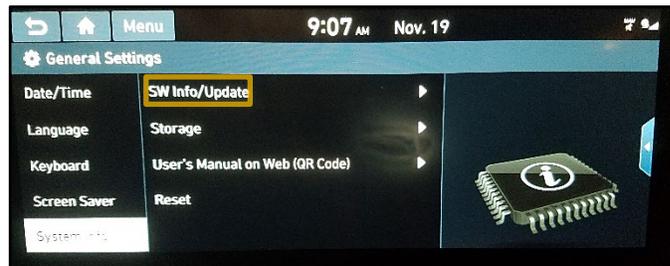
5. Select **General**.



6. Select **System Info**.

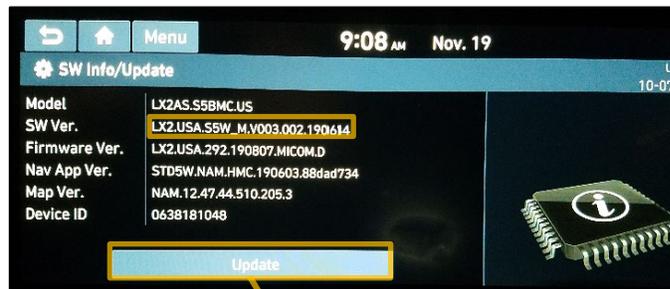


7. Select **SW Info/Update**.



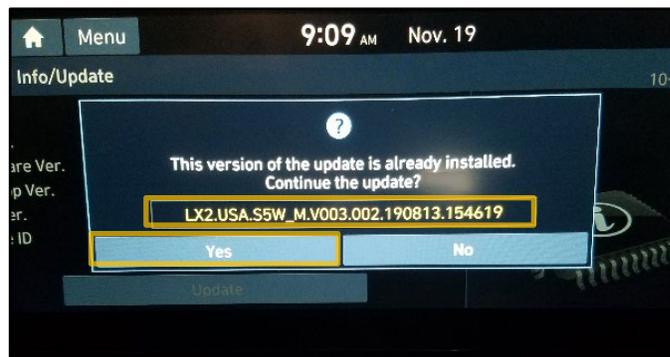
8. Verify that the Software Version on the SW Info/Update screen matches the table below. If the Software Version matches, select **Update**.

Software Version	
Before	LX2.USA.S5W_M.V001.002.190409 or LX2.USA.S5W_M.V001.003.190430 or LX2.USA.S5W_M.V003.001.190614



9. **This version of the update is already installed** message may appear.

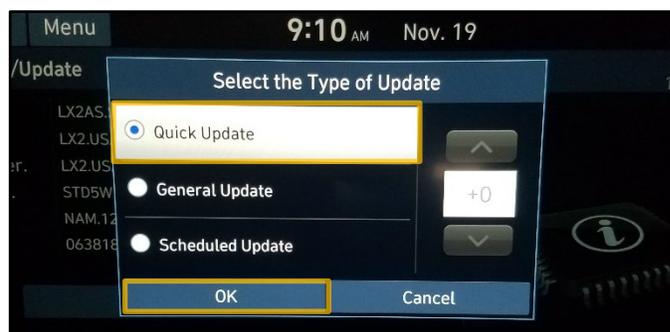
Select **Yes**.



10. **Select the Type of Update** message will appear.

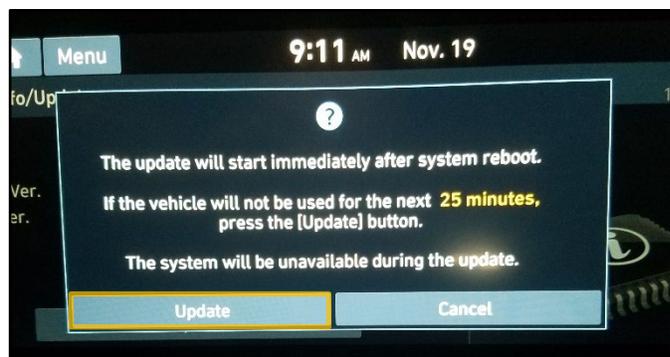
Select **Quick Update**.

Press **OK**.

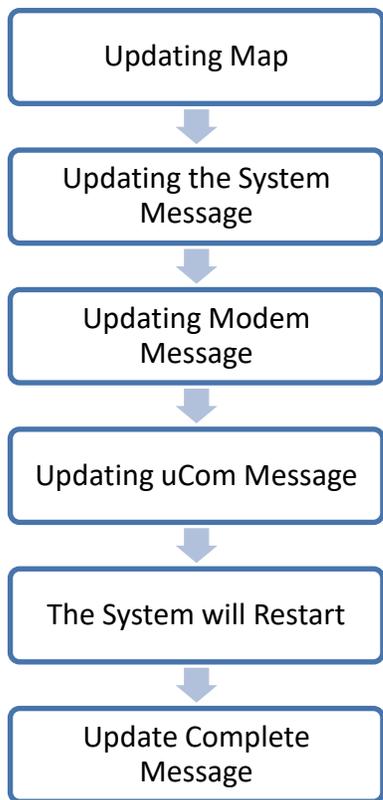


11. **This update will start immediately after system reboot** message will appear.

Select **Update**.



12. The Software Update will have 6 phases.



CAUTION

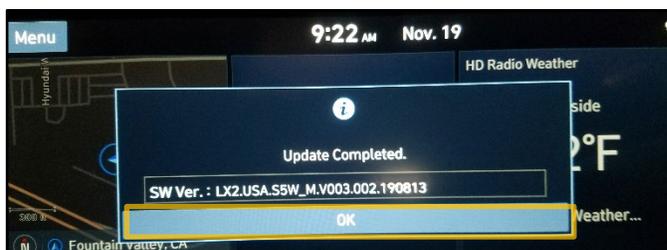
Do not press buttons on the center console or turn vehicle **OFF** while update is running.

NOTICE

In case the vehicle is turned **OFF** during the update process, do not remove the Software Update USB. The update will resume when the vehicle ignition is turned back **ON**.

If a manual update is needed, use the following steps:

1. Press the **SETUP** button.
2. Select **System Info**.
3. Select **SW Info**.
4. Select **Update**.
5. Select **OK** in the update screen.



NOTICE

There will be multiple occurrences where the display will be black during the update process. This is normal.

B) Navigation Update Verification

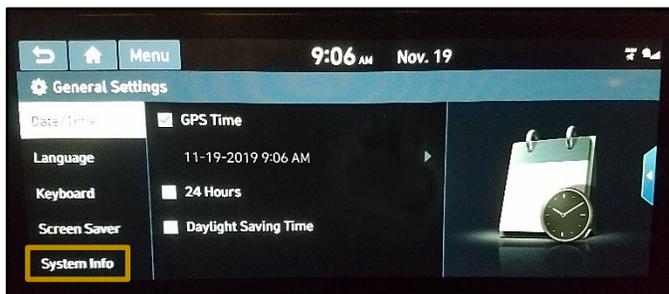
1. Press the **SETUP** button.



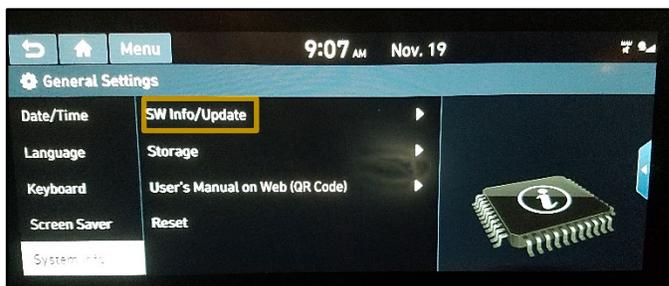
2. Select **General**.



3. Select **System Info**.

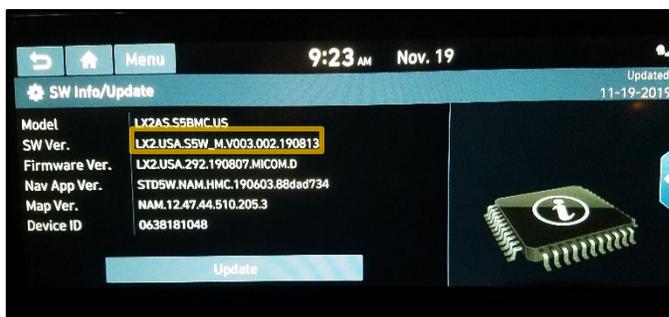


4. Select **SW Info/Update**.

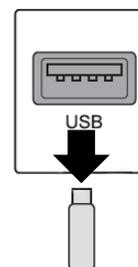


5. Verify that the Software Version on the SW Info/Update screen matches or is newer than the table below.

Software Version	
After	LX2.USA.S5W_M.V003.002.190813



6. Remove the Software Update USB from the Vehicle's USB port.



7. Service procedure is now complete.

C) Troubleshooting

1. Ignition turned off during the update process:
 - a. Do not remove the Software Update USB.
 - b. Turn the Ignition **On**.
 - c. The system will reboot and recognize the USB is installed.
 - d. The update process will restart from the beginning.
2. USB is removed during the update process:
 - a. Error message will be displayed.
 - b. Insert the Software Update USB back in the USB port.
 - c. Select **OK**.
 - d. The system will reboot and start from the beginning.
 - e. After the system reboots, select **OK** to restart the update process.