 <b>HYUNDAI</b> <b>Technical Service Bulletin</b>	GROUP <b>CAMPAIGN</b>	NUMBER <b>20-01-034H</b>
	DATE <b>AUGUST, 2020</b>	MODEL(S) <b>NEXO (FE)</b>
<b>SUBJECT:</b> RADIO PRESET RESETTING HEAD UNIT SOFTWARE UPDATE (SERVICE CAMPAIGN T5I)		

**★ 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 "Vehicle Information Screen (VIS)" via WEBDCS to identify open Campaigns.

**Description:** This bulletin describes the procedure to install an Audio Video Navigation (AVN) software update which corrects a condition in which the radio presets may reset during AVN start up.

**Applicable Vehicles:** Certain 2019 - 2020 MY NEXO (FE)

**Parts Information:**

PART NAME	PART NUMBER	PART IMAGE	NOTE
Software USB	00305-NEXO		<p>One software update USB stick has been shipped to each of the certified Fuel Cell Hyundai dealerships.</p> <p>Additional software update USB stick can be purchased through normal parts ordering process.</p>

**Warranty Information:**

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
NEXO (FE)	00D060R0	AVN SOFTWARE UPDATE (FE)	0.3 M/H	96560-M5100	M45	ZZ3

**NOTE 1:** Submit Claim on Campaign Claim Entry Screen

**NOTE 2:** If a part is found in need of replacement while performing the repair for this Service Campaign T5I, and the affected part is still under warranty, please submit a separate claim using the same Repair Order. If the affected part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.

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

**Service Procedure:**

**SOFTWARE UPDATE**

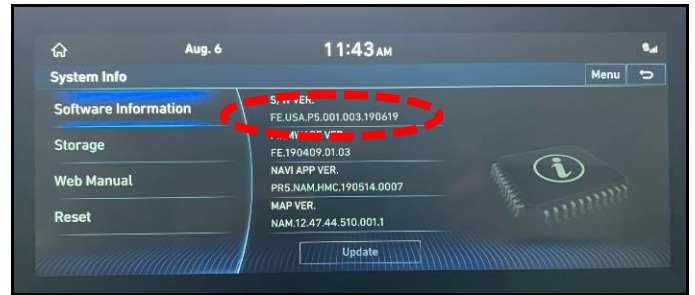
1. Turn the engine ON.
2. Wait until the radio is finished loading.

Press and hold the **SETUP** button.



3. Verify that the **S/W Version** listed on the screen matches the older software version.

FE.USA.P5.001.002.190408  
or  
FE.USA.P5.001.003.190619

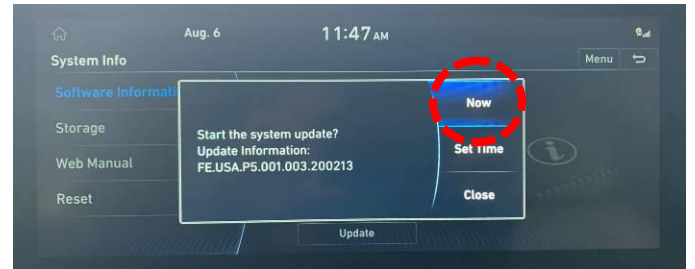


4. Insert the **S/W Update USB** into the USB port.



5. The **“Start the system update?”** message will appear.

Select **Now** to update.



**SUBJECT:**

**RADIO PRESET RESETTING HEAD UNIT SOFTWARE UPDATE  
(SERVICE CAMPAIGN T5I)**

6. Select **Update**.

**NOTICE**

After selecting **Update**, it may take approximately 1 minute for the update to initiate.



The system update will occur.

The update will take approximately 50 minutes.

**CAUTION**

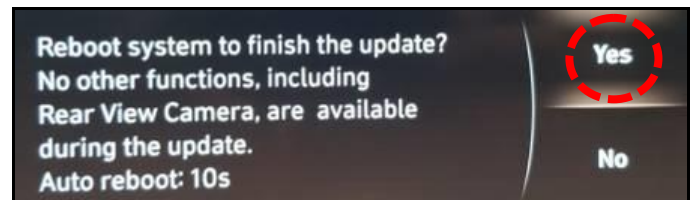
Do not press buttons on the center console, remove the USB stick, or turn vehicle **OFF** while the update is running.



7. During the updating process, the system will auto reboot to finish the update.

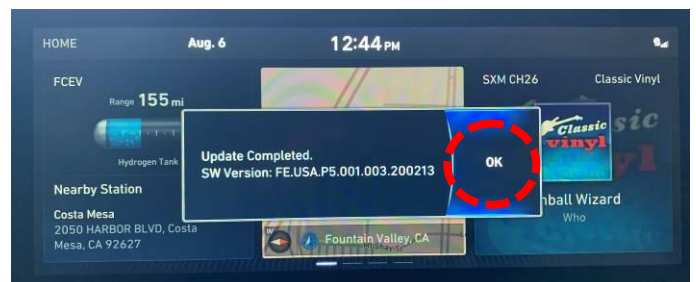
Select **Yes** or do nothing and the system will automatically continue the update after 10 seconds.

Update continues after displaying the reboot message as seen on the right.



8. An **“Update Completed”** message will appear with the new Software Version number.

Press **OK**.

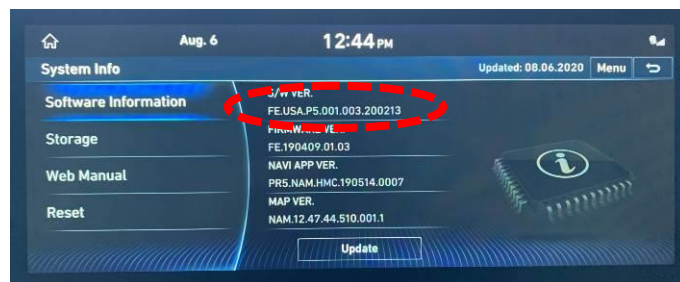


9. Even though the Software Version appeared on the Update Completed message, double check the Software Version number.

The new version should now be:  
FE.USA.P5.001.003.200213

**NOTICE**

Follow Steps 2-3 to access the Software Version.



10. Remove the **S/W Update USB** from the USB port after the update is completed.

## TROUBLESHOOTING

1. **Engine/Ignition turned OFF during the update process:**

- Do not remove the software update USB.
- Turn the Ignition **ON**.
- The system will reboot and recognize the USB.

The update process will restart from the beginning.

2. **USB is removed during the update process:**

- Error message will be displayed.
- Insert the software update USB back in the vehicle USB port.
- Select **OK**.
- The system will reboot and start from the beginning.

After the system reboots, select **OK** to restart the update process.