		GROUP	NUMBER
HYUNDAI		**CAMPAIGN**	**20-01-041H**
Technical Service Bulletin		DATE **OCTOBER, 2020**	MODEL(S) **IONIQ PLUG-IN (AE PHEV) IONIQ HYBRID (AE HEV) SONATA HYBRID (DN8 HEV)**
SUBJECT:	NAVIGATION SOFTWARE UPDATE (SERVICE CAMPAIGN T5J)		

Description: Certain 2020 MY Ioniq Plug-In (AE PHEV), Ioniq Hybrid (AE HEV), and 2020 - 2021 MY Sonata Hybrid (DN8 HEV) may exhibit a check engine light ON with a DTC P17A0 (Navigation Control Module). This bulletin describes the procedure to install an Audio Video Navigation (AVN) software update to address the condition stated above.

Applicable Vehicles:
- Certain 2020 MY Ioniq Plug-In (AE PHEV) and Ioniq Hybrid (AE HEV)
- Certain 2020 - 2021 MY Sonata Hybrid (DN8 HEV)

Parts Information:

PART NAME	PART NUMBER	PART IMAGE	NOTE
Software USB	96300-P17A0		One software update USB stick has been shipped to each Hyundai dealerships. Additional software update USB stick can be purchased through normal parts ordering process.

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

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
IONIQ PLUG-IN (AE PHEV) IONIQ HYBRID (AE HEV) SONATA HYBRID (DN8 HEV)	00D069R0	AVN SOFTWARE UPDATE	0.3 M/H	96300-P17A0	I3A	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 T5J, 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.
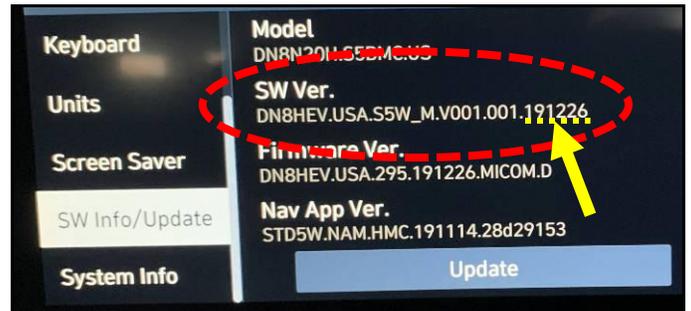
Service Procedure:

SOFTWARE UPDATE

1. Turn the engine ON.

2. Wait until the radio is finished loading.

   Press and hold the **SETUP** button until the software version screen is displayed.

3. Verify the last six digits of the S/W version on the screen are lower than the number listed below. If the S/W version is higher, then it is not necessary to perform the software update.

   In the example to the right from a SONATA HYBRID (DN8 HEV), the last six digits are 191226 which is lower than 200702. This vehicle qualifies for the software update.

   IONIQ PLUG-IN (AE PHEV)
   AEPEPHEV.USA.S5W_M.V004.001.200624

   IONIQ HYBRID (HEV)
   AEPEHEV.USA.S5W_M.V004.001.200716

   SONATA HYBRID (DN8 HEV)
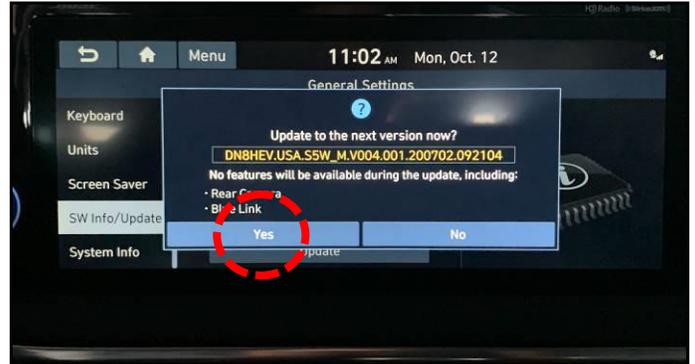   **DN8HEV.USA.S5W_M.V004.001.200702**

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

5. The **"Update to the next version now?"** message will appear.
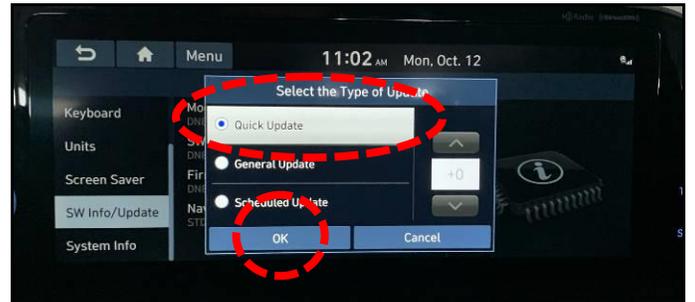
    Select **"Yes"**.

6. Select "**Quick Update**", and then select "**OK**".

> ### NOTICE
>
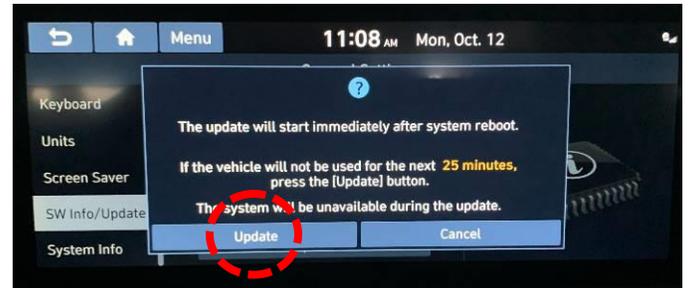> **Depending on the vehicle current software level, a different pop up message may appear which will provide the following type of update choices: Update Now, Background Update, and Scheduled Update. Select "Update Now".**

7. The update prompt message will appear.

    Select **"Update"** to begin.

    The system update will occur.
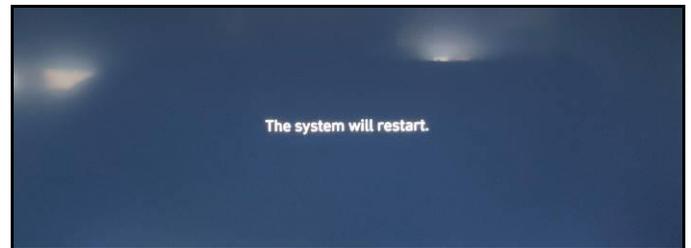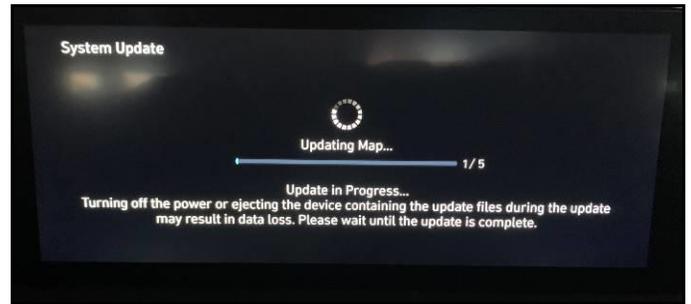
    The update will take approximately 30 minutes.

> ### ⚠ CAUTION
>
> Do not press buttons on the center console, remove the USB stick, or turn vehicle **OFF** while the update is running.
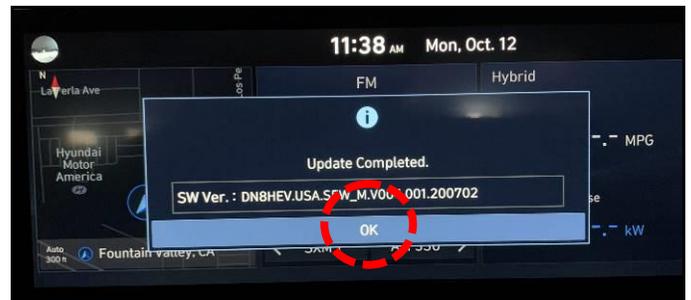
During the updating process, the system will auto reboot.

Some vehicle alerts such as parking light ON, certain lights in the instrument cluster may flash, and audio beeping may occur during the update.

8. The update is completed when an "**Update Completed**" message appears on the screen.

   Select **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:

   IONIQ PLUG-IN (AE PHEV)
   AEPEPHEV.USA.S5W_M.V004.001.200624

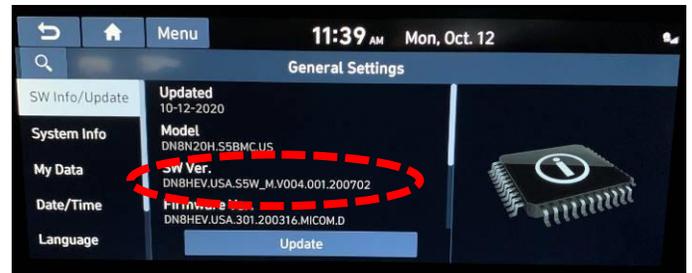   **IONIQ HYBRID (AE HEV)**
   AEPEHEV.USA.S5W_M.V004.001.200716

   SONATA HYBRID (DN8 HEV)
   DN8HEV.USA.S5W_M.V004.001.200702

This example is for DN8 HEV

NOTICE

Follow Steps 2 - 3 to access the Software Version.

10. Remove the **S/W Update USB** from the USB port after the S/W version is confirmed.

TROUBLESHOOTING

1. **Engine/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.
   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 vehicle USB port.
   c. Select **OK**.
   d. The system will reboot and start from the beginning.
   After the system reboots, select **OK** to restart the update process.