

 HYUNDAI Technical Service Bulletin	GROUP CAMPAIGN	NUMBER 21-01-007H
	DATE JANUARY, 2021	MODEL(S) ELANTRA (CN7, CN7a) SONATA (DN8) SONATA HYBRID (DN8 HEV) PALISADE (LX2) VENUE (QX)
SUBJECT: WIRELESS CARPLAY SOFTWARE UPDATE (SERVICE CAMPAIGN T5T)		

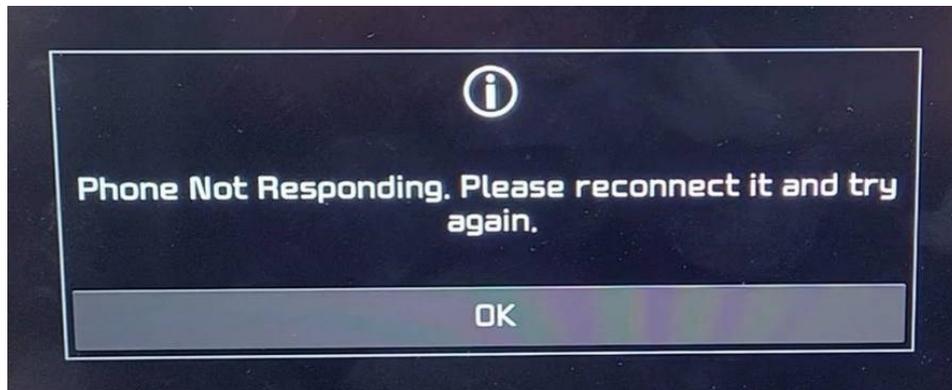
*** IMPORTANT**

*******DEALER STOCK ONLY*******

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns.

Description: When using Wireless CarPlay, the system may intermittently auto disconnect. When Wireless CarPlay is disconnected, a pop up message "Phone Not Responding. Please reconnect it and try again" will appear on the radio screen.



This bulletin describes the procedure to update the radio software to help reduce the disconnection occurrences.

Note: The disconnection phenomenon is caused by the Apple IOS software. Apple IOS software intermittently pause the data transmission, causing the communication interruption between the radio and CarPlay. This software update helps reduce the disconnection occurrences, until Apple provides a software update to correct the condition.

Applicable Vehicles: Certain 2021 MY Elantra (CN7/CN7a), Sonata (DN8), Sonata Hybrid (DN8 HEV), Palisade (LX2), and Venue (QX) equipped with display audio.

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

SUBJECT:**WIRELESS CARPLAY SOFTWARE UPDATE
(SERVICE CAMPAIGN T5T)****Parts Information:**

PART NAME	MODEL	PART NUMBER	PART IMAGE	COMMENT
Software Update USB	ELANTRA (CN7a, CN7)	96300-CN7IOS		One of each software update USB Stick has been shipped to each Hyundai dealership. Additional software update USB stick can be purchased through normal parts ordering process.
	SONATA (DN8/DN8 HEV)	96300-DN8IOS		
	PALISADE (LX2)	96300-LX2IOS		
	VENUE (QX)	96300-QXIOS		

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE	
ELANTRA (CN7a)	10D002R1	D-AUDIO 2.0V SOFTWARE UPDATE	0.3 M/H	96300-CN7IOS	M45	ZZ3	
SONATA (DN8)							
ELANTRA (CN7)	10D002R0						96300-DN8IOS
SONATA (DN8 HEV)							
PALISADE (LX2)							
VENUE (QX)							

NOTE 1: Elantra (CN7a) and Elantra (CN7) are differentiated by the first digit of the VIN number:

CN7a (5NPLM4A...) – Vehicles built in U.S.

CN7 (KMHL4A...) – Vehicles built in Korea.

NOTE 2: Submit Claim on Campaign Claim Entry Screen.

NOTE 3: If a part is found in need of replacement while performing the repair for this Service Campaign T5T, 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 TABLE

Model	Software Version	
	Before Update (Old Version)	After Update (New Version)
Palisade (LX2)	LX2.USA.D2V.001.001.200507 LX2.USA.D2V.001.002.200611 LX2.USA.D2V.002.100.200724	LX2.USA.D2V.002.100.201016
Venue (QX)	QX.USA.D2V.002.100.200624 QX.USA.D2V.002.100.200805 QX.USA.D2V.002.100.200907	QX.USA.D2V.002.100.201113
Sonata (DN8)	DN8.USA.D2V.002.001.200514 DN8.USA.D2V.002.101.200805	DN8.USA.D2V.002.101.201119
Sonata Hybrid (DN8 HEV)	DN8_HEV.USA.D2V.002.001.200514 DN8_HEV.USA.D2V.002.100.200723	DN8_HEV.USA.D2V.002.100.201119
Elantra (CN7/CN7a)	CN7.USA.D2V.001.001.200803	CN7.USA.D2V.001.002.201019

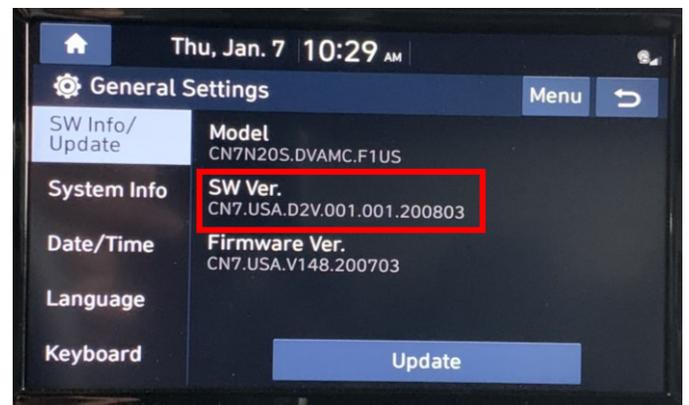
1. Turn the engine ON.
2. Wait until the radio is finished loading.

Press and hold the SETUP button.

Some models may require an extra step. Press and hold the SETUP button, and then press “SW Info/Update” on the screen.

3. Refer to the software table from above. Verify the Software Version shown on the screen matches the older software version.

If the radio software version does not match with the older software version in the table, then do not perform the software update. Submit campaign claim for applicable model to close out the campaign.

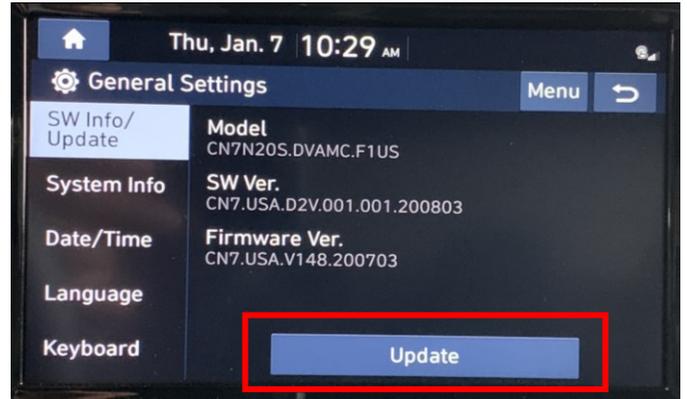


4. Check the model on the USB stick label to confirm that it matches with the vehicle that is being updated.

Insert the Software Update USB into the USB port.



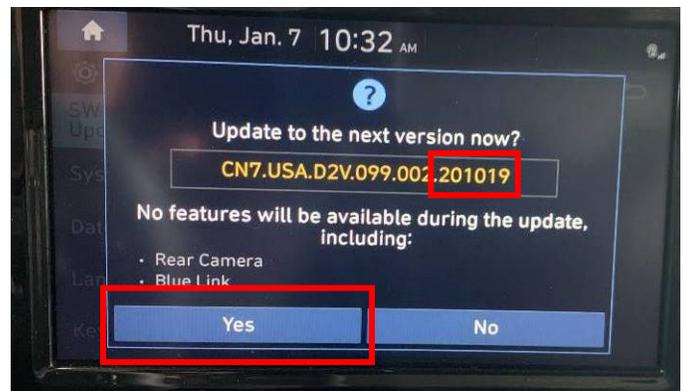
5. Press the 'Update' button at the bottom of the screen to proceed with the software update.



6. Confirm that the last six digits of the software version match the last six digits (new version) on the software table above, for the applicable model.

In the example of the picture to the right, the last six digits are "201019".

Select 'YES' to start the update.



The system update will begin.

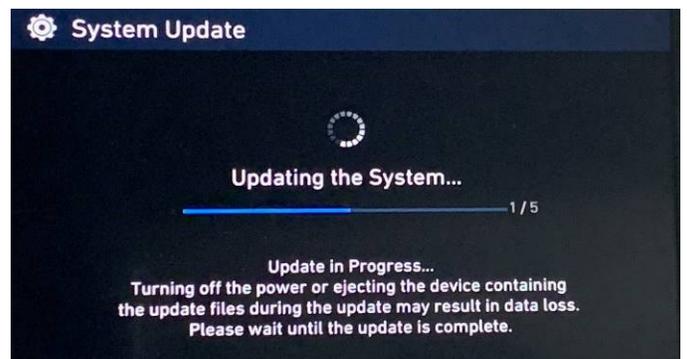
The update will take approximately 15 minutes.

NOTICE

It is normal for the screen to turn black, display the Hyundai logo and different messages throughout the updating process.

CAUTION

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



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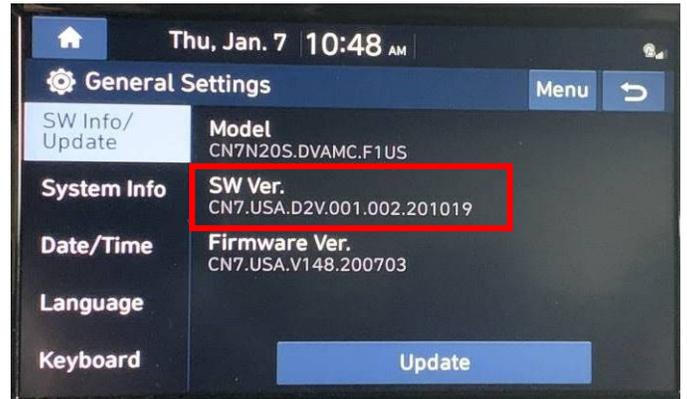
When the software update is completed, it will automatically restart the system and the radio mode screen will be displayed.



7. After the software has been updated, confirm the new software version matches with the software in the table on page 3.

NOTICE

**If the software version does not match, confirm the correct Software Update USB was used.
If the incorrect Software Update USB was used, then perform the update again using the correct Software Update USB.**



8. Remove the Software Update USB from the USB port after the update is completed.

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.