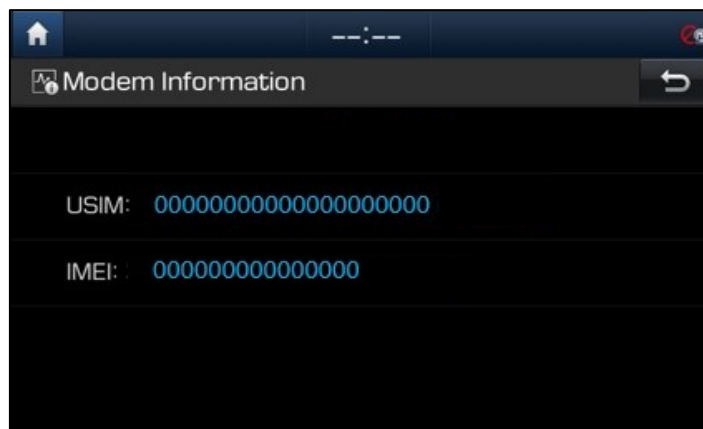
 HYUNDAI Technical Service Bulletin	GROUP BODY ELECTRICAL	NUMBER 21-BE-008H
	DATE May, 2021	MODEL(S) Santa Fe (TMa), Sonata (LFa)
SUBJECT: SOFTWARE UPDATE FOR MODEM INFORMATION DISPLAYING ALL ZEROS		

Description: Certain vehicles may experience 504 Time Out errors when using the Blue Link Mobile App. When asked to provide Modem Information (IMEI/USIM), the Head Unit (HU) displays all zeros. This bulletin describes the procedure to update the Head Unit Software to correct this condition.







Applicable Vehicles: All 19MY & 20MY Santa Fe (TMa), 18MY & 19MY Sonata (LFa) Equipped with Standard AVN 5.0 or Display Audio.

NOTICE

- 1) Customer must be enrolled into Blue Link. If not, no further action is required.
- 2) Take a photo of HU IMEI/USIM displaying all zeros.
- 3) Ensure that the battery is sufficiently charged and the at the power is switched to "On" to prevent a battery drain during the update.
- 4) Do not remove the SD Card, or turn off the ignition switch during the update. This will prevent the update from occurring.
- 5) Before conducting this TSB, verify that vehicle SW is not the latest version.
- 6) If IMEI/USIM continue to show all zeros, consult Techline.

Parts Information:

Software Type	Model	Part Name	Image	Comment
AVN Software Update	LFa	SD Card		Utilize SD Card from Vehicle
	TMa	SD Card		Utilize SD Card from Vehicle
D-Audio Software Update	LFa	Software Update USB		Blank USB Sticks required for update
	TMa	Software Update USB		Blank USB Sticks required for update

NOTE

AVN Software Update: Update SW File can be downloaded from the Navigation Updater Program (NaU) which is an AVN SW Download Program. Detailed procedure is listed below, and listed link:

<https://update.hyundai.com/US/EN/navigationUpdate> (Program Download Link)

Display Audio Software Update: Update SW File can be downloaded from the official Hyundai update web page. Detailed procedure can be found below, and listed link:

<https://update.hyundai.com/US/EN/updateNoticeView/260/pop2>

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Santa Fe (TMa)	96560F14	AVN 5.0 SW Update	0.3 M/H	96560-S2300UAY	M73	ZZ3
Sonata (LFa)	96560F14	AVN 5.0 SW Update	0.3 M/H	96560-C2UU04X	M73	ZZ3
Santa Fe (TMa)	96160F03	D-Audio SW Update	0.3 M/H	96160-S2320VCS	M73	ZZ3
Sonata (LFa)	96160F03	D-Audio SW Update	0.3 M/H	96160-C2UB04X	M73	ZZ3

Note 1: You must attach a picture of the head unit displaying all zeros in order to submit the warranty claim. Claims submitted where the picture does not have the head unit displaying all zeros will be subject to charge back.

Service Procedure:**Section A. Identify the Head Unit Type and Verify the Concern**

1. Turn the vehicle **On** and select **Confirm** on the Head Unit screen.



2. **AVN 5.0** Head Unit will have the Map displayed after the user presses **Confirm**. The user will also see a **Navigational Point of Interest**.

Display Audio Head Unit will not have a navigation option.

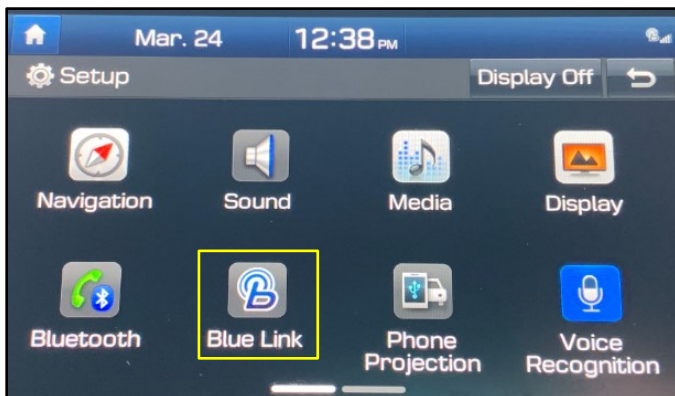
Once confirmed, proceed to the next step.



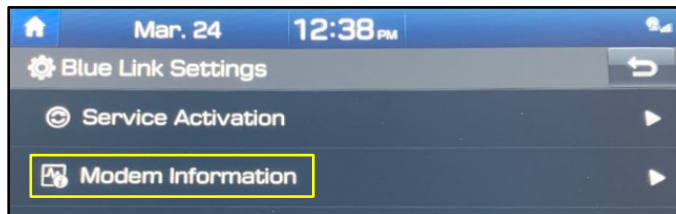
3. Press the **Setup** hard key.



4. Select the **Blue Link** icon.



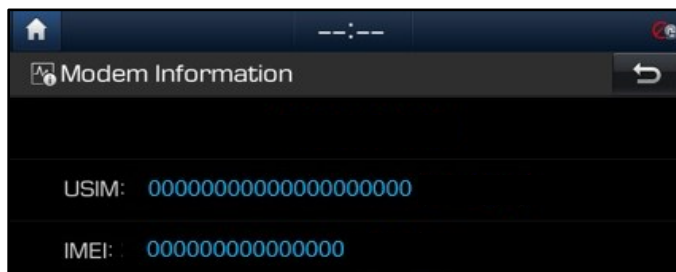
5. Select Modem Information.



6. USIM & IMEI information will display all zeros.

NOTICE

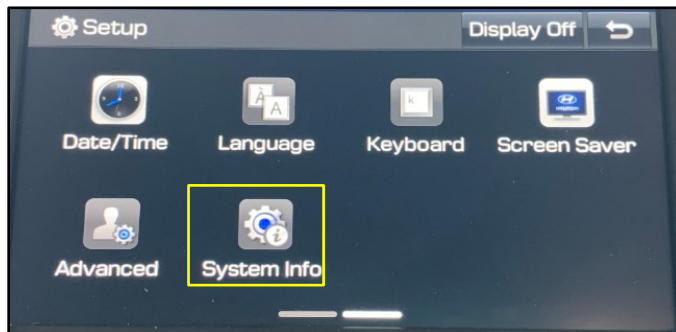
You must attach a picture of the head unit displaying all zeros in order to submit the warranty claim. Claims submitted where the picture does not have the head unit displaying all zeros will be subject to charge back.



7. Return to the **Setup** screen and select the **System Info** icon.

NOTICE

For AVN 5.0, the **System Info** icon will change to the **General** icon after the update is complete.



8. Confirm the current vehicle SW version is older than the update.

Update SW Version AVN 5.0

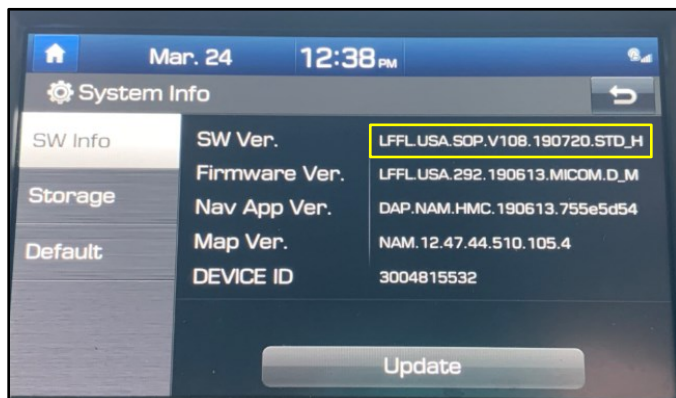
TMa: TM.USA.SOP.V105.200727.STD_H
 LFa 18MY & 19MY
 18MY: LFFL.USA.SOP.V120.201013.STD_H
 19MY: LFFL19.USA.SOP.V120.201013.STD_H

Update SW Version Display Audio

TMa: TM.USA.SOP.V115.200805
 LFa: LFFL.USA.SOP.V108.201102

NOTICE

If the vehicle SW and update SW are the same – replace the Head Unit.



9. For AVN 5.0, remove the SD Card from vehicle and proceed to **Section B** on page 5.

For Display Audio, proceed to **Section C** on page 8.



Section B. AVN 5.0 SW Update

1. Download the Navigation Updater Program (NUP).

Details and specifications for download can be found:

<https://update.hyundai.com/US/EN/navigationUpdate>

NOTICE

The affected vehicle SD card is required for this section.



2. Log in to the NUP.

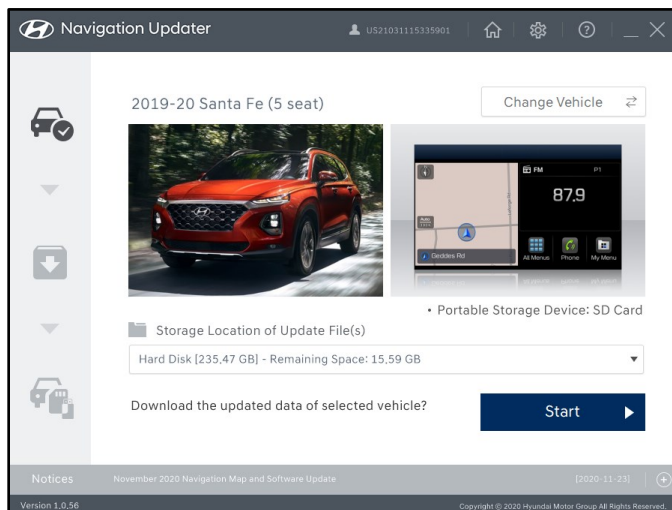
Use the Guest Login if an account has not been created.

3. Follow the prompts and click **OK**.

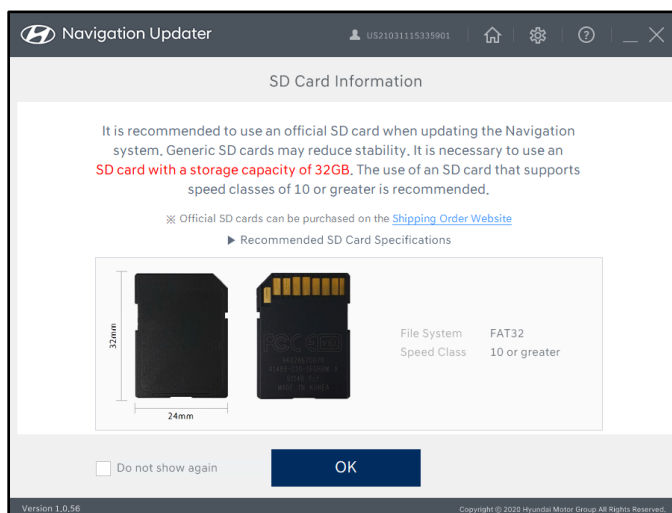
4. Select vehicle and production date.

Click **OK** when complete.

5. Select Hard Disk and click **Start**.



6. Review SD Card Information and click **OK**.

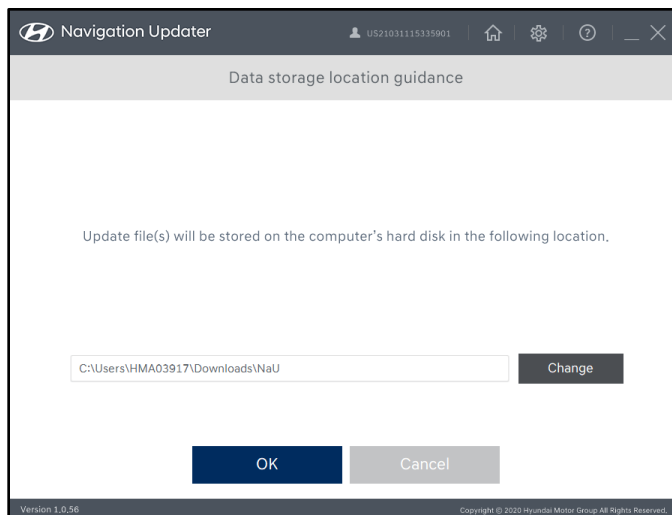


7. Select folder where update will be saved and click **OK**.

After download is complete, copy the software update directly to the affected vehicle SD Card.

NOTICE

If downloading directly to your computer, confirm that you have sufficient storage.



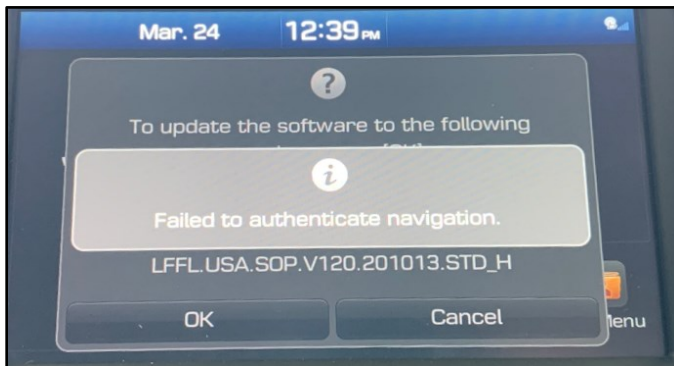
8. Download should be on the root of the customer's SD Card.

BIN	4/8/2021 7:37 PM	File folder	
Data	4/8/2021 7:38 PM	File folder	
DAUDIOPLUS	4/8/2021 7:36 PM	File folder	
Text.Info	4/8/2021 8:05 PM	File folder	
vr	4/8/2021 8:05 PM	File folder	
2019_Sonata_USA.ver	4/8/2021 10:01 PM	VER File	60 KB
HKMC_Navi.apk	4/8/2021 7:37 PM	APK File	1 KB

9. Insert the SD Card Back into the vehicle SD Port.

User may receive error message
“Failed to authenticate navigation”.

Please ignore and proceed to update the device by pressing OK or returning to **System Info**.



10. Return to **System Info** as shown in **Section A, Steps 7-8**, and select **Update** if the latest SW is not installed.

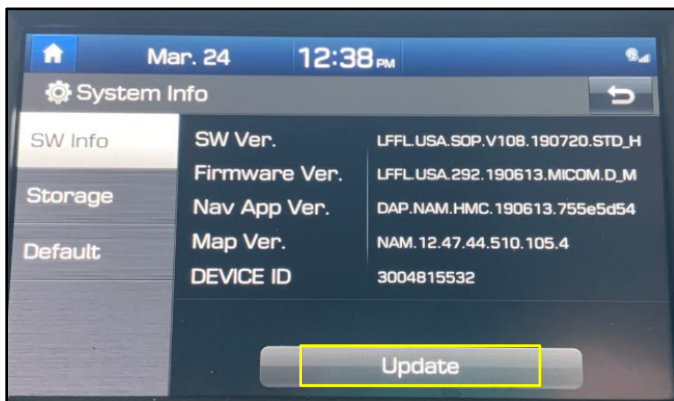
Updated SW Version AVN 5.0

TMa: TM.USA.SOP.V105.200727.STD_H

LFa 18MY & 19MY

18MY: LFFL.USA.SOP.V120.201013.STD_H

19MY: LFFL19.USA.SOP.V120.201013.STD_H

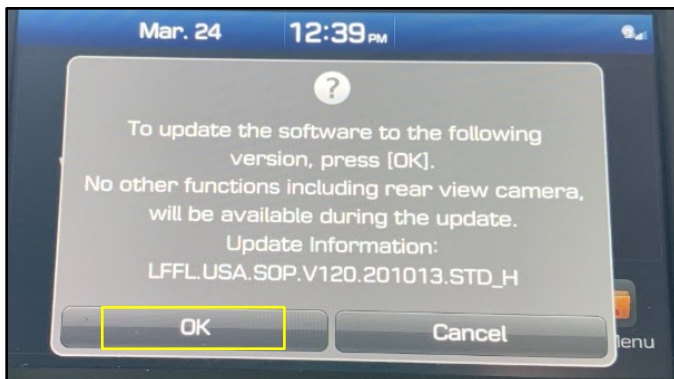


11. Select **OK** and proceed with the update.

NOTICE

System update may take 10-30 minutes.

Once completed the system will **Restart**.



12. After the update, confirm the SW Version was updated.

System Info Icon has been Updated to **General Settings** Icon.

Hard Key Setup – General Settings –
SW Info/Update



Section C. Display Audio SW Update

1. Go to the Hyundai SW download **Notifications** page and select **Display Audio Software Update**.

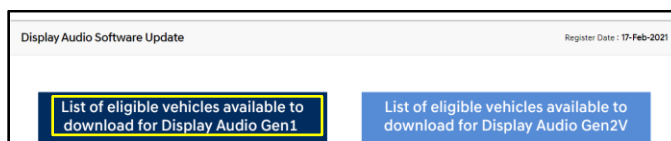
<https://update.hyundai.com/US/EN/updateNoticeList>

NOTICE

A USB stick is required for this section.

Type	Title	Date	Views
Audio	Display Audio Software Update	17-Feb-2021	9506
Navigation	November 2020 Navigation Map and Software Update	23-Nov-2020	25616
Navigation	August 2020 Navigation Map and Software Update	25-Aug-2020	30673

2. Select download for Gen1 Vehicles.



3. Select the update based off the vehicle model code, TM or LF, and proceed to download.

Download and **Extract** files to the USB Stick.

Vehicle	Model	SW version	Download
ACCENT	2018-20 ACCENT	HC.USA.SOP.V115.201029	Download
ELANTRA	2019-20 ELANTRA	ADPE.USA.SOP.V115.200806	Download
	2017-19 IONIQ Hybrid	AEHEV.USA.SOP.V108.201102	Download
	2020 IONIQ Hybrid	AEPEV.USA.SOP.V115.201029	Download
IONIQ	2017-19 IONIQ Electric	AEV.USA.SOP.V108.201102	Download
	2020 IONIQ Electric	AEPEV.USA.SOP.V115.201102	Download
	2018-19 IONIQ Plug-in-Hybrid	AEPEV.USA.SOP.V108.201104	Download
	2020 IONIQ Plug-in-Hybrid	AEPEV.USA.SOP.V115.201030	Download
KONA	2019 KONA	OS19MY.USA.SOP.V115.201030	Download
	2019 KONA Electric	OSEV.USA.SOP.V115.201029	Download
	2020 KONA Electric	OSEV20.USA.SOP.V115.201030	Download
SANTA FE	2019-20 SANTA FE (5 seat)	TM.USA.SOP.V115.200805	Download
	2019 SANTA FE (7+ seat)	NC.USA.SOP.V108.201102	Download
	2018-19 SONATA	LFFL.USA.SOP.V108.201102	Download
SONATA	2018-19 SONATA Hybrid	LFHEV.USA.SOP.V108.201102	Download
	2019 SONATA Plug-in-Hybrid	LFPL.USA.SOP.V108.201102	Download
TUCSON	2019-20 TUCSON	TLFL.USA.SOP.V115.201030	Download
VELOSTER	2019-21 VELOSTER	JS.USA.SOP.V108.201103	Download
	2019-21 VELOSTER N	JSN.USA.SOP.V115.201030	Download

Unzip and copy the 'DAUDIO' folder in the newly created folder to the root directory of the USB Storage.

Minimum USB Stick: 4Gbytes
Formatted to FAT32 is recommended

4. Proceed to the **System Info** screen as shown in **Section A, Steps 7-8**.

Confirm the current SW version is older than the Target SW.

Updated SW Version

TMa: TM.USA.SOP.V115.200805
LFA: LFFL.USA.SOP.V108.201102



5. Insert the USB stick into the USB Port and select **Update**.



6. Select **OK** and proceed with the update.

NOTICE

System update may take 10-30 minutes.

Once completed the system will **Restart**.



7. After the update, return to the **System Info** screen and confirm the SW Version was updated.

Update SW Version Display Audio

TMa: TM.USA.SOP.V115.200805

LFa: LFFL.USA.SOP.V108.201102



8. The service procedure is now complete.