SUBJECT:

INSTRUMENT CLUSTER SOFTWARE UPDATE
(SERVICE CAMPAIGN T6T)

★ **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 (VIS) via WEBDCS to identify open Campaigns.

Description: Some 2021 Santa Fe Hybrid (TM HEV) vehicles may exhibit the Auto-Shut Off incorrect clock countdown displayed on the instrument cluster. If the user selects 60 minutes, the countdown clock will start at 29:59 instead of 59:59. This bulletin provides the service procedure to update the instrument cluster software to correct the Auto-Shut Off countdown clock.

Incorrect Auto-Shut Off Countdown

Example display of Display Audio system

Example display of Navigation Radio system

Applicable Vehicle: Certain 2021MY Santa Fe Hybrid (TM HEV)

Warranty Information:

MODEL	OP. CODE	OPERATION	OP. TIME	CAUSAL PART	NATURE	CAUSE
Santa Fe Hybrid (TM HEV)	10D066R0	Cluster Software Upgrade	0.3 M/H	94011-CL020	I3T	ZZ3

Note 1: Submit claim on Campaign Claim Entry Screen
Note 2: If part that is not covered by this campaign is found in need of replacement while performing this Campaign T6T and the affected part is still under warranty, 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.

INSTRUMENT CLUSTER SOFTWARE UPDATE PROCEDURE

NOTICE

Check if the vehicle's software version is affected:
- Check the current version of the instrument cluster ROM ID and compare it to the ROM ID information table listed below before attempting to perform the software update.

NOTICE

You must initially perform the GDS Instrument Cluster Update in Auto Mode.
- Refer to the TSB **15-GI-001** for the tablet-based Mobile GDS ECU update procedures.
- If the instrument cluster update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.

NOTICE

- **In the ECU Upgrade screen, select CLU as the system to update.**

GDS INFORMATION:

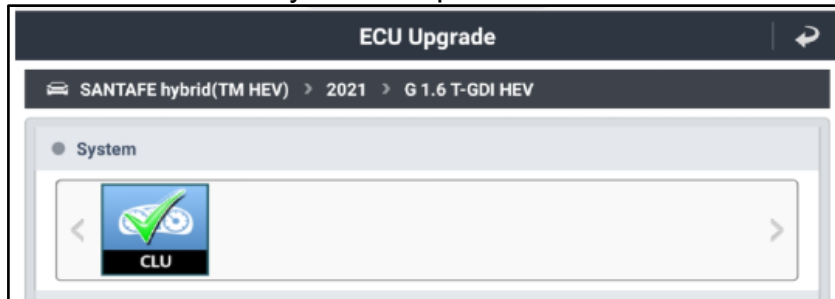| EVENT INFORMATION	
MODEL	**EVENT DESCRIPTION**
Santa Fe Hybrid (TM HEV)	"710.TM PE HEV CLUSTER CONTROL LOGIC IMPROVEMENT(12.3 Inch)"

ROM ID INFORMATION TABLE:

MODEL	CLUSTER SIZE	CLUSTER P/N	ROM ID	
			OLD	**NEW**
Santa Fe Hybrid (TM HEV)	12.3 Inch	94011-CL020 94012-CL000	1.02	1.13

MANUAL MODE PASSWORD INFORMATION TABLE:

MENU	PASSWORD
#710. TM PE HEV 94011-CL020/94012-CL000	0201

Service Procedure:

1. Select CLU as the system to update.

2. Check the current version of the instrument cluster ROM ID and compare it to the ROM ID Information Table listed above before attempting to perform the software update.

3. Perform GDS software update. Refer to TSB **15-GI-001** for the tablet-based Mobile GDS ECU update procedures.

4. After the software has updated, check for Diagnostic Trouble Codes in the **ALL** menus and erase any DTC.

5. Confirm the Auto-Shut Off countdown for 30 and 60 minutes are correct.