	GROUP	NUMBER
![Genesis logo]	**CAMPAIGN**	**21-01-079HG**
	DATE	**MODEL(S)**
Technical Service Bulletin	**December, 2021**	**G80 (DH)**

SUBJECT: FIRMWARE FOR MISSING USIM INFORMATION AVN 4.5 (SERVICE CAMPAIGN 904G)
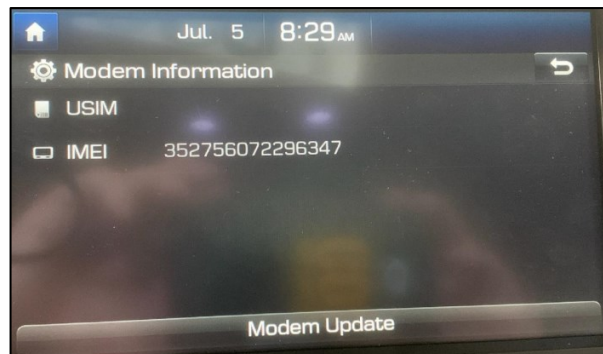

★ IMPORTANT

*** Retail Vehicles ***

Dealers must perform this Service Campaign on all affected vehicles 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 via WEBDCS to identify open Campaigns.

Description: When asked to provide the Modem Information, the Universal Subscriber Identity Module (USIM) information is not available. This bulletin describes the 3-part Software to correct this condition and activate Genesis Connected Services (GCS).

Applicable Vehicles: Certain 18MY G80 (DH) equipped with Standard AVN 4.5 Head Units.

NOTICE

1) Customer must be enrolled into Genesis Connected Services. If not, no further action is required.
2) Take a photo of missing USIM information.
3) Ensure that the battery is sufficiently charged, and the vehicle is set to "IGN 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) If USIM is missing after update, or GCS does not activate, consult Service Desk (1-855-443-6357).

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

Parts Information:

Software Type	Model	Part Number	Image	Comment
AVN Firmware Flash	DH	CAMP972SDCARDS		A set of three SD Cards have been sent to your Dealership.

Lost or replacement Cards can be ordered through your facing PDC if needed. |

NOTE: Firmware provided will include 3 separate SD cards: Enable, Disable, Recovery. After Firmware Flash is complete, return original SD card back into the Customer's vehicle, and confirm Genesis Connected Services are activated, and functional.

Warranty Information

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G80 (DH)	10D194R0	AVN 4.5 SW Flash	0.5 M/H	96560-B1EB04X	M73	ZZ3

Note 1: Capture photo of missing USIM data via STUI in the GDS. You must attach photo of missing USIM data in order to submit the campaign claim. Claims submitted where the picture does not have the missing USIM data will be subject to charge back.

Note 2: Submit Claim on Campaign Claim Entry Screen

Note 3: If a part that is not covered by this campaign is found in need of replacement while performing this service campaign and the affected part is still under warranty, submit a separate warranty 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:

Section A. Confirm USIM Data is Missing Prior to Firmware Flash

1. Turn the vehicle **On** and select **Confirm** on the Head Unit screen.
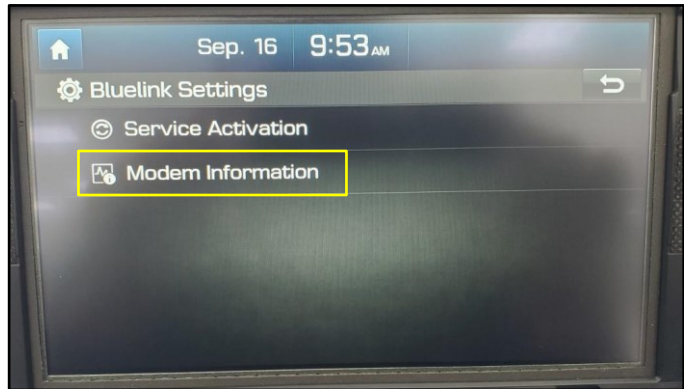
2. Press the hard key **SETUP** button.

3. Select **Blue Link** icon.

    > **NOTICE**
    >
    > Both, the Hyundai AVN4.0 and Genesis AVN4.5 Head Units, display the Blue Link icon.
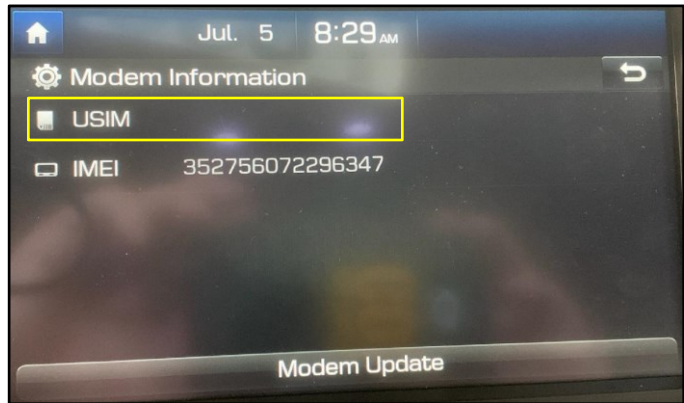
4.   Select **Modem Information** and verify USIM and IMEI are displaying.

5.   If USIM information is missing, capture photo using STUI in the GDS and proceed to **Section B**.

> **NOTICE**
>
> Ensure RO or last 6 digits of the VIN are written in the background of the photo. Data must be clear and visible.

> **NOTICE**
>
> - **It is required** to take and submit a picture of the missing USIM information with STUI in the GDS; claim will be subject to chargeback if required photo is not taken.
> - Refer to the "**GDSM and STUI Tips**" section on the Hyundai Tech info website for the complete guide on how to capture pictures and videos using STUI.

Section B. Install ENABLE Software

1.   Locate and remove SD card cover, press SD card carefully, and remove SD card found in-vehicle.

Insert **ENABLE SD** card back into head unit interface.

2.   Press the hard key **SETUP** button.

3.   Scroll down and select **System Info** on the head unit display.
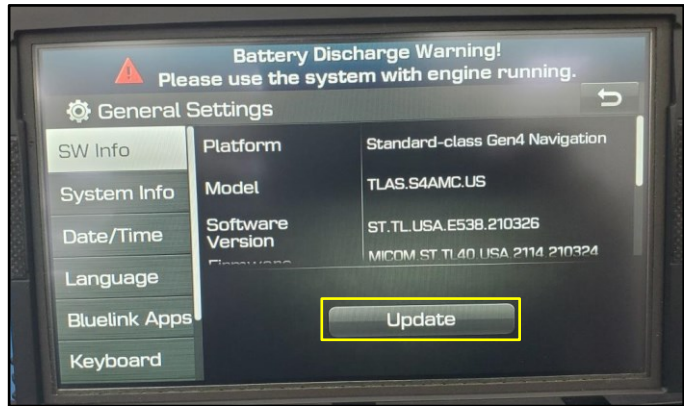
NOTICE

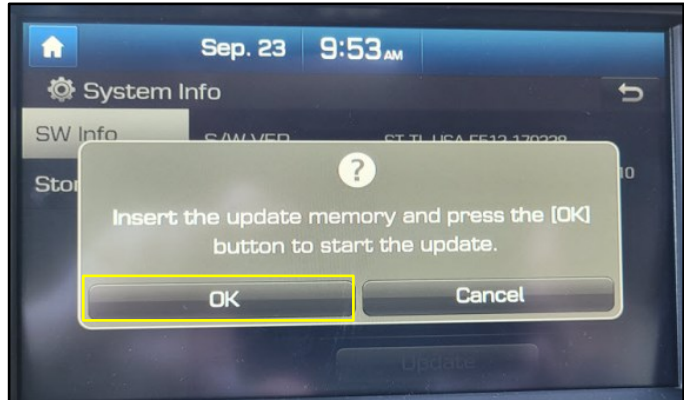Older units will display **General** icon rather than **System Info**.

Proceed to select General if System Info is not available.

4.   Press **Update**.

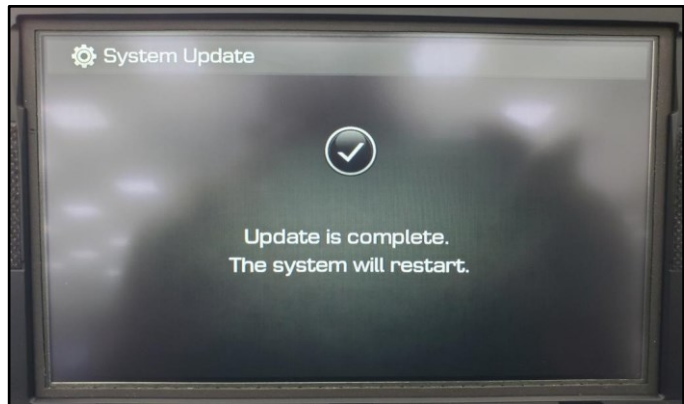5.   Press **OK** and update will initiate.

6.   System will reboot when update is complete.
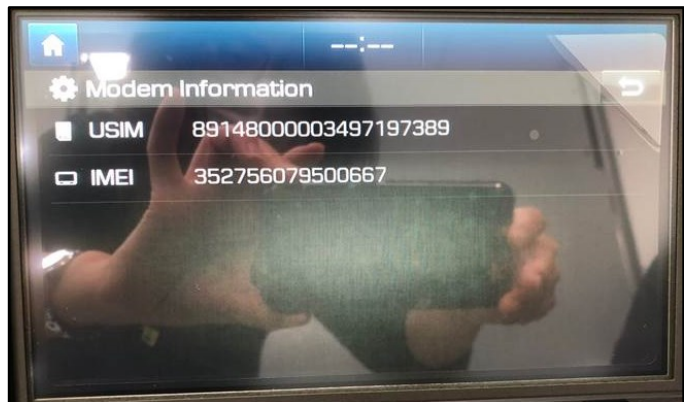
        Update may take up to 5-10 minutes.

> **NOTICE**
>
> If **pop-up update** appears after "Update is complete" or after power up, select Cancel. The Enable Update was already completed.

7.   Confirm USIM data is present after the update.

        Refer to **Section A, Steps 1-5** for instructions.

8.   After verification, return to Blue Link Settings and press **Service Activation**.
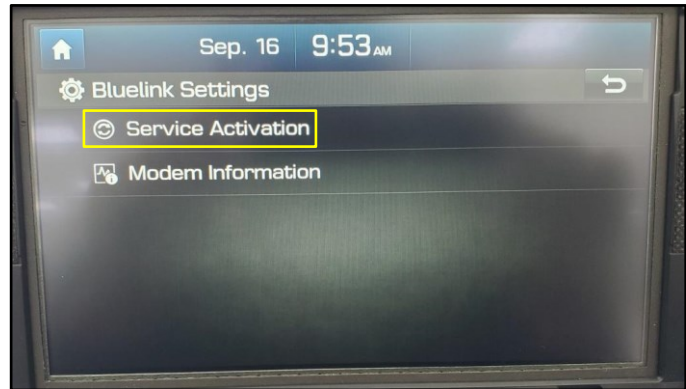

NOTICE

After Update is complete, confirm USIM data is present.

Service Activation was renamed to **Reconfiguration** for updated head units**.**

NOTICE

Both, the Hyundai AVN4.0 and Genesis AVN4.5 Head Units, display Blue Link Settings.

Section C. Install DISABLE Software

1.   Remove SD card cover, press SD card carefully, and remove **ENABLE** SD card.

Insert **DISABLE** SD card back into head unit interface.

2.   Press the hard key **SETUP** button.

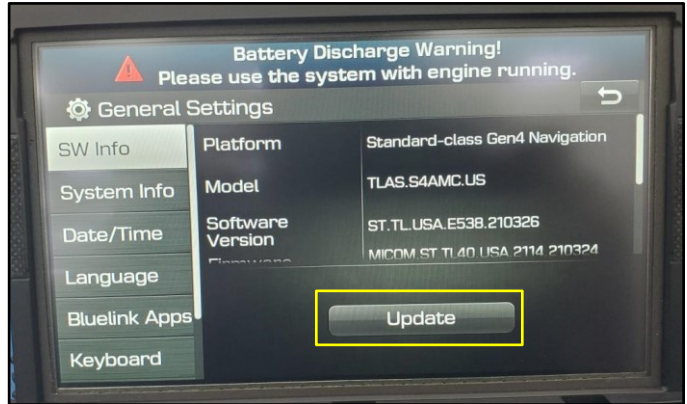3.   Scroll down and select **System Info** on the head unit display.

> **NOTICE**
>
> Older units will display **General** icon rather than **System Info**.
>
> Proceed to select General if System Info is not available.

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4.   Press **Update**.
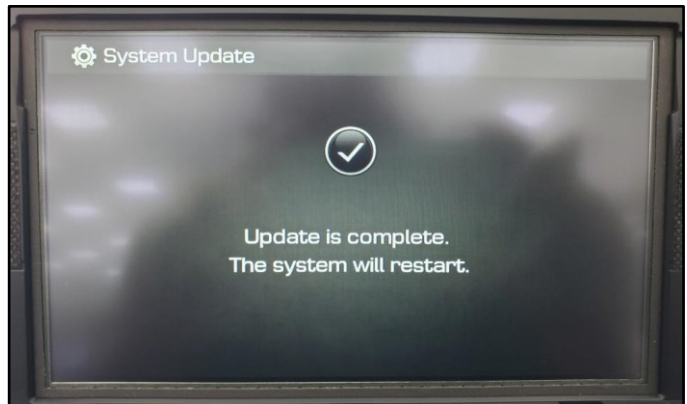

5.   Press **OK** and update will initiate.

6.   System will reboot when update is complete.

        Update may take up to 5-10 minutes.

> ## NOTICE
>
> After Update is complete, confirm USIM data is present. Refer to **Section A, Steps 1-5**.
>
> If **pop-up update** appears after "Update is complete" or after power up, select Cancel. The Disable Update was already completed.

Section D. Install RECOVERY Software

1.   Remove SD card cover, press SD card carefully, and remove **DISABLE** SD card.

      Insert **RECOVERY** SD card back into head unit interface.

2.   Press the hard key **SETUP** button.

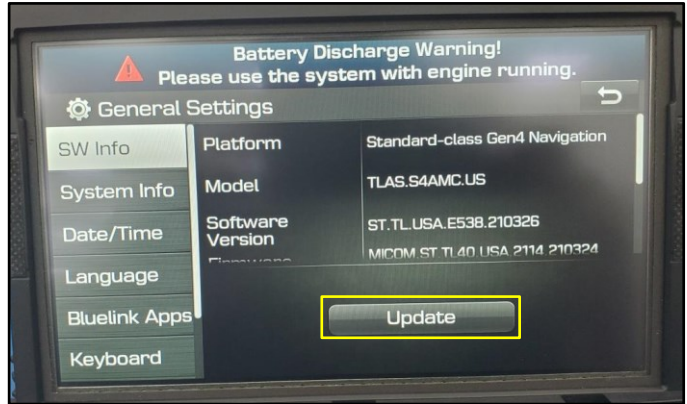3.   Scroll down and select **System Info** on the head unit display.

> **NOTICE**
>
> Older units will display **General** icon rather than **System Info**.
>
> Proceed to select General if System Info is not available.

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4.   Press **Update**.

5.   Press **OK** and update will initiate.

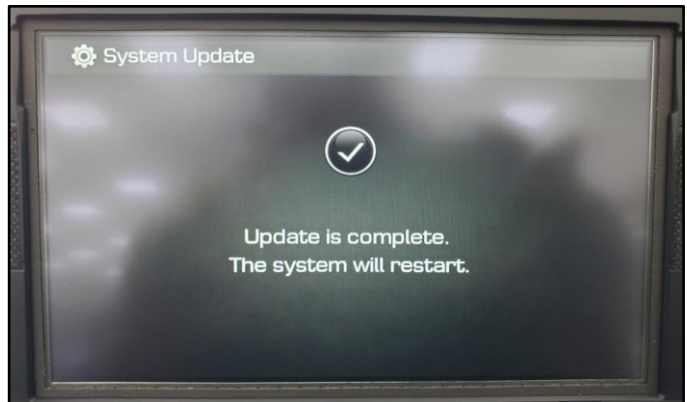6.   System will reboot when update is complete.

Update may take up to 5-10 minutes.

NOTICE

After Update is complete, confirm USIM data is present. Refer to **Section A, Steps 1-5**.

If **pop-up update** appears after "Update is complete" or after power up, select Cancel. The Recovery Update was already completed.

Verify Genesis Connected Services are working properly.

7. Remove SD card cover, press SD carefully, and remove **RECOVERY** SD Card.

    Insert original SD card that was removed in Section B, Step 1, back into the head unit interface.

    ### NOTICE

    Confirm SW is up to date, and Genesis Connected Services are functional.
    - SOS & Service Link
    - Remote Services
    - Point of Interest (If Customer is Subscribed)

8. The service procedure is now complete.