Service Campaign 972: FIRMWARE FOR MISSING UNIVERSAL SUBSCRIBER IDENTITY MODULE (USIM) INFORMATION AVN 4.0 – Dealer Best Practice (TSB# 21-01-080H)

December 23, 2021

Updates to this Document	Date
• TSB # 21-01-080H – Remedy Available	12/23/2021

Dealers must perform this service campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.

Description of Campaign:

When asked to provide the Modem Information, the Universal Subscriber Identity Module (USIM) may not be available. This **TSB# 21-01-080H** describes the 3-part software to correct this condition and activate Blue Link Services.

Affected Vehicles:

- Certain 2016-2018MY Sonata (LFa) equipped with standard AVN 4.0 Head Units
- Certain 2017-2018MY Elantra (AD/ADa) equipped with standard AVN 4.0 Head Units
- Certain 2017-2018MY Santa Fe Sport (AN) equipped with standard AVN 4.0 Head Units
- Certain 2016-2017MY Tucson (TL) equipped with standard AVN 4.0 Head Units
- Certain 2016MY Sonata Hybrid (LF HEV) equipped with standard AVN 4.0 Head Units
- Certain 2017-2018MY Santa Fe (NC) equipped with standard AVN 4.0 Head Units
- Certain 2017-2018MY Sonata Plug-in Hybrid (LF PHEV) equipped with standard AVN 4.0 Head Units
- Certain 2018MY Ioniq Electric (AE EV) equipped with standard AVN 4.0 Head Units
- Certain 2017-2018MY Ioniq Hybrid (AE HEV) equipped with standard AVN 4.0 Head Units

The Fix:

Verify the USIM firmware is missing and update vehicle(s) as required **per TSB #21-01-080H** using the SD Cards provided.
NOTE: Customer must be enrolled into Blue Link. If not, no further action is required.

- **Please note that dealer must take and submit a picture of the missing USIM information with STUI in the GDS**
- **Please refer to the "GDSM and STUI Tips" section on Hyundai Tech Info website for the complete guide on how to capture picture and video using STUI.**

- **Estimated Repair Time (Based on Warranty Time):** Up to 0.5 M/H
- **Recommended Technician Training Level: Certified with 6 months or more experience repairing Hyundai systems with the GDS**

Recommended Alternative Transportation:

It is advisable to have an SRC or other form of alternative transportation reserved for the customer(s) in anticipation of the vehicle remaining at the dealership for additional repairs.

Customer Talk Tracks

It is highly recommended that all customers with an affected vehicle be fully educated on the purpose of performing the update as well as the anticipated benefits and full functionality of Hyundai Blue Link Services.

Best Practice Checklist

 Reservation: Did you check WebDCS for additional campaigns or recalls?
- ☐ Yes
- ☐ No

 Readiness: Are parts in stock to complete this campaign?
- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA

 Reception: Did you explain to the customer the expected repair time based on the repair?
- ☐ Yes
- ☐ No

 Reception: Did you offer the customer Alternative Transportation?
- ☐ Yes
- ☐ No

 Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?
- ☐ Yes
- ☐ No

 Return: Did you get the customer's signature on all warranty lines in addition to the final RO?
- ☐ Yes
- ☐ No

Additional Training & Resources

Hyundai Learning Portal
No additional courses for this campaign.

Hyundaidealer.com
A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of that the service campaign is available for the affected vehicles mentioned above.

Parts
- Please note that a set of 3 SD Cards have been supplied to each Hyundai dealer for this campaign.

Software Type	Model	Part Number	Image	Comment
AVN Firmware Flash	Sonata/Sonata Hybrid/Sonata Plug-in (LFa/LF HEV/LF PHEV)	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.
	Elantra (AD/ADa)			
	Santa Fe Sport (AN)			
	Tucson (TL)			
	Santa Fe (NC)			
	Ioniq Electric/Ioniq Hybrid (AE EV/AE HEV)			

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 Blue Link services are activated, and functional.

Warranty

- **Ensure that the photo of the missing USIM data is captured via STUI.** The photo <u>must be</u> attached to the campaign claim for submission. If the picture provided does not have the missing USIM data, the **claim will be subject to chargeback**.
- Submit claim on <u>campaign claim entry screen</u>
- If a part that is not covered by this recall is found in need of replacement while performing this recall, and the affected part is still within warranty, include it with the separate engine warranty claim. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Elantra (AD)	10D193R0	AVN 4.0 SW Flash	0.5 M/H	96560F2100UAT (AD)	M73	ZZ3
Ioniq Electric & Ioniq Hybrid (AE EV/AE HEV)				96560G2200PGB (AE EV/AE HEV)		
Santa Fe (NC)				96560B851004X (NC)		
Sonata Hybrid (LF HEV)				96560E65004X (LF HEV)		
Sonata Plug-in (LF PHEV)				96560E6UA04X (LF PHEV)		
Tucson (TL)				96560D32104X (TL)		
Sonata (LFa)	10D193R1			96560C20004X (LFa)		
Elantra (ADa)				96560F2100UAT (ADa)		
Santa Fe Sport (AN)	10D193R2			965604Z511 (AN)		

Customer FAQ

Q1: How long will it take to perform this update?
A1: It will take approximately 30 minutes to perform this update, but your vehicle may be needed longer if there are additional repairs needed.

Q2: Does this update affect by Bluetooth functionality?
A2: This update has no effects on the Bluetooth connectivity of your vehicle.

Q3: Do I have to pay for this update?
A3: No, this is update is free of charge as long as your vehicle is eligible per the "Vehicle Information" screen in WEBDCS and is enrolled in Blue Link.

Q4: Why am I not eligible to have this update performed on my car?
A4: Your vehicle is not part of the affected population and/or not enrolled in Blue Link.

Customer Notification

Owners will be mailed with notification letters in Quarter 1 of 2022 with a remedy letter for this service campaign.

Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America

Key Contact Information

Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes

Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall /Campaign Questions)	**1-855-671-3059**	Customer questions or concerns related to **recall or service campaigns**
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, non-campaign related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information

Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	**SRC Documentation**: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car **TSD**: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software **Insurance**: www.HyundaiDealer.com > Service tab > SRC Insurance
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall
NHTSA Website	www.safercar.gov