 HYUNDAI Technical Service Bulletin	GROUP CAMPAIGN	NUMBER 22-01-077H
	DATE SEPTEMBER 2022	MODEL(S) Tucson (NX4)
SUBJECT: D-AUDIO SOFTWARE UPDATE: VOLUME UNAVAILABLE (SERVICE CAMPAIGN T9D)		

* IMPORTANT	*** Retail Vehicles ***
Dealers must perform this Service Campaign whenever an affected vehicle is in the shop for any maintenance or repair. Access the "Vehicle Information" screen (VIS) via WEBDCS to identify open campaigns.	


Description: This bulletin describes the procedure to correct vehicles that are experiencing Bluelink/Bluetooth volume unavailability.



Applicable Vehicles: Certain 2022MY Tucson (NX4) produced from 11/09/2021- 04/18/2022

Software Information Table		
Cars	Before update (Old Version)	After update (New Version)
Tucson (NX4)	NX4.USA.D2V.002.001.210901	NX4.USA.D2V.003.100.220331

Parts Information:

Part Name	Figure	QTY.	Comment
S/W UPDATE USB MEMORY STICK	96160-DAV2 	1	One software update USB stick has been shipped to each Hyundai dealership. Additional software update USB stick can be purchased through normal parts ordering process.

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

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature	Cause
Tucson (NX4)	20D076R0	D-AUDIO 2.0V SOFTWARE UPDATE	0.3 M/H	96160-N9480	M45	ZZ3

NOTE 1: Submit Claim on Campaign Claim Entry Screen

NOTE 2: If a part is found in need of replacement while performing this campaign 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.

Service Procedure:

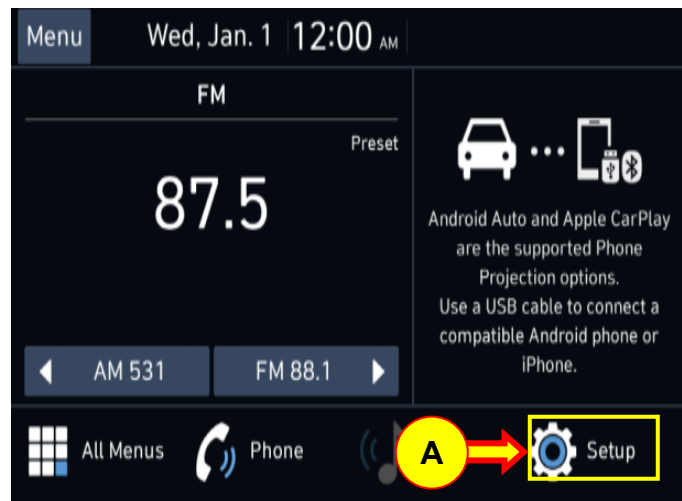
1. Turn the vehicle on and select confirm on the head unit screen.

NOTICE

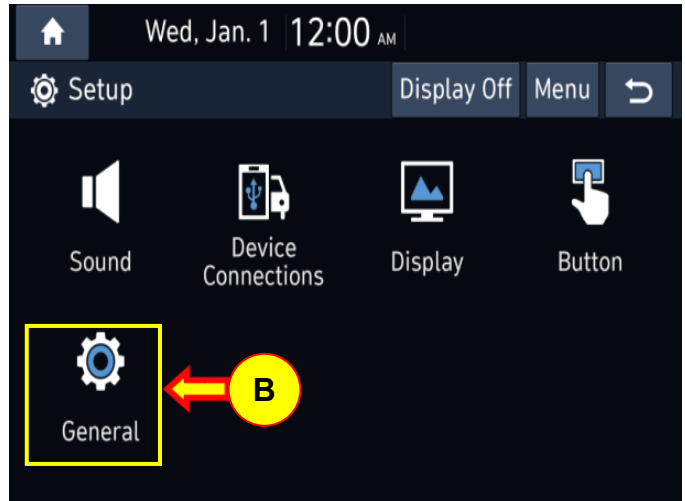
Ensure that the battery is sufficiently charged and the power is switched to “On” to prevent a battery drain during the update. Do not remove the USB memory stick or turn off the ignition switch during the update. This will prevent the update from occurring.



2. Press **SETUP** button (A) and enter the setting menu.



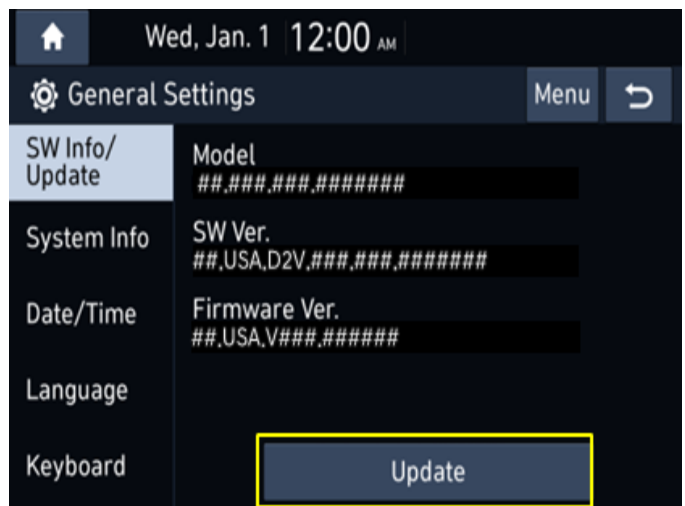
3. Press **GENERAL** button (B).



4. Confirm the S/W version that's currently installed is valid.
If the SW version is older than the new version in the Software Information Table, proceed with the SW update procedure below.

Refer to the software information table on page 1.

If the SW version is not older, finish the service procedure.



5. Insert the USB memory into the slot.

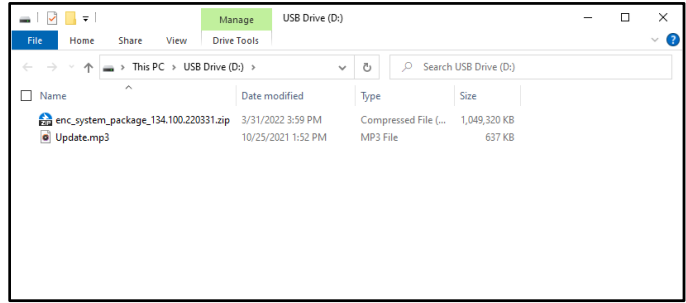


- 6. The USB drive has an MP3 file that will play automatically when USB is plugged into the slot.

This is to distinguish when the update does not work due to file corruption or a faulty USB.

If the MP3 file plays and the update fails, the file is corrupt.

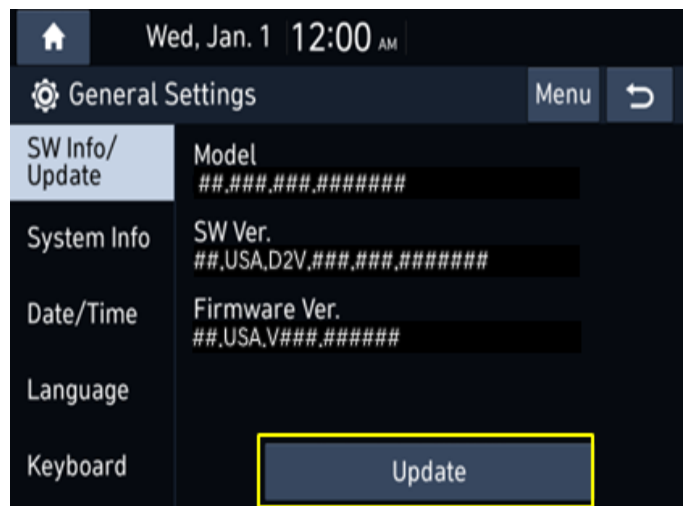
If the MP3 file does not play and the update fails, the USB is faulty.



Press the **UPDATE** button at the bottom of the screen to proceed with the software update.

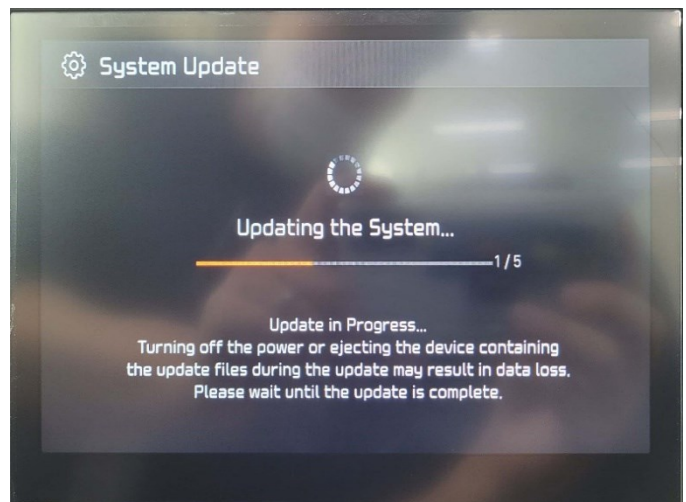
NOTICE

Do not remove the USB memory stick or turn off the ignition switch during the update.

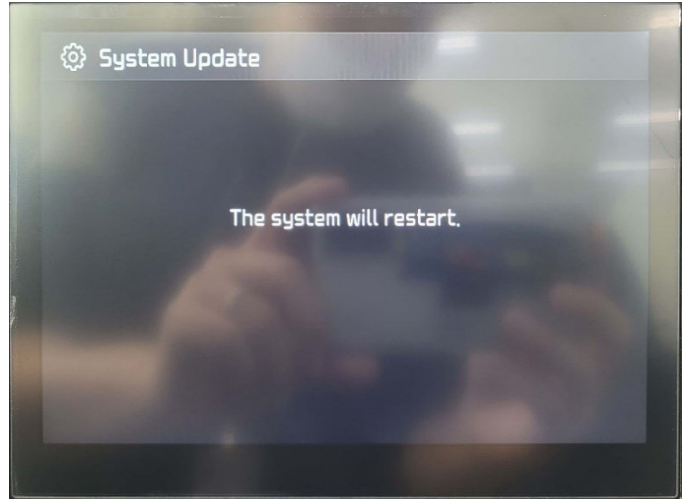


- 7. The update is done automatically, so please wait until the update is complete. (Approximate time ~ 15 minutes).

There will be multiple occurrences where the Hyundai logo will appear, or the display will be black, during the update process. This is normal.



8. When the update is complete, the image shown to the right appears, and the system will automatically restart.



9. After the system restarts, confirm the S/W version has been correctly updated by referring to the **SW INFO/UPDATE** screen (See steps 1- 4 above).

Updated S/W version ends in 003.100.220331.

Remove the USB memory stick from the vehicle.



NOTICE

Picture to the right is updated version for a Canadian vehicle; the updated version will say USA instead of CAN for a USA vehicle.

NX4.USA.D2V.003.100.220331