



Technical Service Bulletin

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| GROUP | NUMBER |
| BODY ELECTRICAL | 22-BE-008H |
| DATE | MODEL(S) |
| OCTOBER, 2022 | Tucson (NX4a) Santa Cruz (NXT) |


SUBJECT: TUCSON/SANTA CRUZ EXTERNAL AMPLIFIER REBOOT GUIDE

Description: This bulletin outlines the repair procedure for vehicles that exhibit symptoms of no audio from all speakers.



Applicable Vehicles:
 Certain 2022-2023MY Tucson (NX4a) vehicles produced from 5/23/2022 ~ 9/16/2022 (VIN starting with 5NM).
 Certain 2022-2023MY Santa Cruz (NXT) vehicles produced from 5/23/2022 ~ 9/16/2022 (VIN starting with 5NT).

Parts Information:

| MODEL | PART NAME | PART NUMBER | PICTURE |
|------------------|--------------------|-------------|---|
| Tucson (NX4a) | External Amplifier | 96370-N9300 |  |
| Santa Cruz (NXT) | | 96370-K5300 | |

Warranty Information:

| MODEL | OP CODE | OPERATION | OP TIME | PART NUMBER | NATURE CODE | CAUSE CODE |
|------------------|----------|---|---------|-------------|-------------|------------|
| Tucson (NX4a) | 20DA19R0 | External Amplifier Reboot ONLY | 0.3M/H | 96370-N9300 | I11 | ZZ3 |
| | 20DA19R1 | External Amplifier Reboot and Replacement | 0.6M/H | | | |
| Santa Cruz (NXT) | 20DA19R2 | External Amplifier Reboot ONLY | 0.3M/H | 96370-K5300 | | |
| | 20DA19R3 | External Amplifier Reboot and Replacement | 0.6M/H | | | |

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

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

NOTE 2: If a part is found in need of replacement while performing this bulletin and the affected part is still under warranty, please 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.

NOTE 3: The incident parts, if applicable, are subject to callback through the normal Warranty Technical Center (WTC) return process. Claim is subject to debit if parts are requested and not returned.

Service Procedure:

A. External Amplifier Reboot

1. Record customer's radio presets.

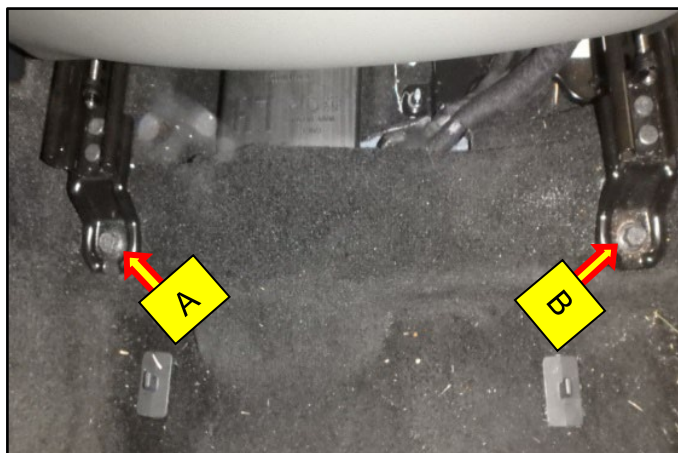
Ensure engine OFF to begin.



2. Remove BOTH driver seat front bolts (A, 14mm) and (B, 14mm).

NOTICE

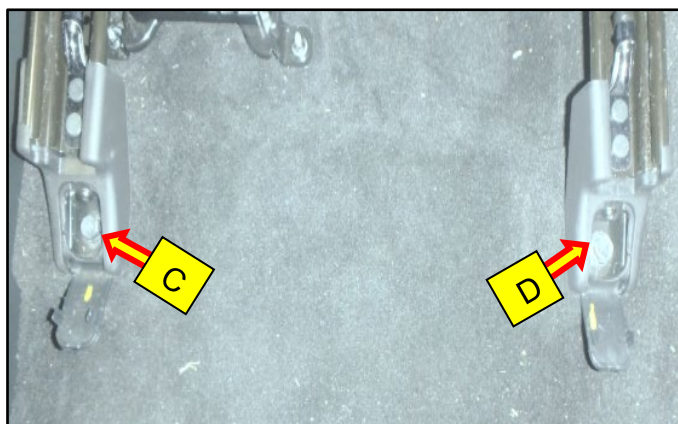
Tightening Torque:
36.2 – 47.0 lb-ft (49.0 – 63.7 Nm)



3. Remove BOTH driver seat rear bolts (C, 14mm) and (D, 14mm).

NOTICE

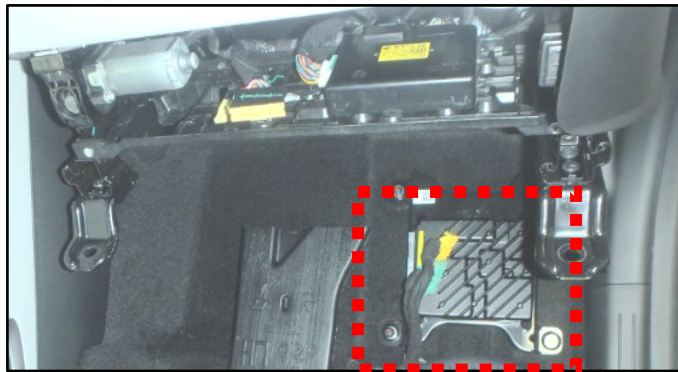
Tightening Torque:
36.2 – 47.0 lb-ft (49.0 – 63.7 Nm)



4. Raise driver seat to gain access to the amplifier.

CAUTION

Raise seat gently to avoid damage to the floor harness seat connectors.



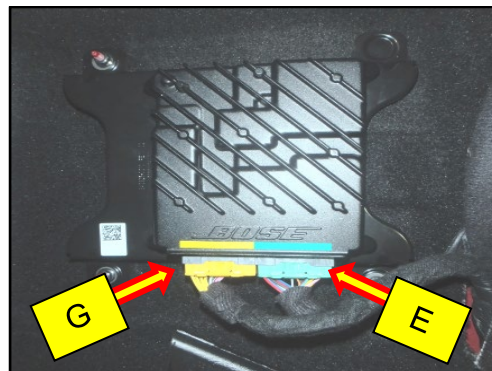
5. Loosen the negative battery terminal bolt (F, 10mm) and disconnect harness from the battery.



6. Disconnect and reconnect connectors (G) and (E) to reboot the amplifier.

NOTICE

Ensure connectors are properly seated after reconnecting.



7. Reconnect negative battery terminal.

NOTICE

Tightening Torque:
5.8 – 7.2 lb-ft (7.8 – 9.8 Nm)

8. Turn Ignition ON and wait for head unit to turn ON. Test if sound can be heard from the speakers.

NOTICE

If testing via FM/SXM radio, ensure vehicle has clear view to the sky to receive radio signal.

If testing via Bluetooth/Phone Projection, ensure phone is compatible, phone's volume is increased, and is properly connected to the head unit.

9. If reboot if successful, reassemble vehicle in reverse order and go to step 12.

If No Audio concern persists after reboot, then proceed to amplifier replacement procedure with step 10 or 11.

B. External Amplifier Replacement Guide

10. For **Tucson (NX4a)**
Refer to shop repair procedure Tucson (NX4A) [2022-2023] > Body Electrical System > AVN System > External Amplifier > Repair procedures for complete repair breakdown.

Verify that sound can be heard from speakers.

11. For **Santa Cruz (NXT)** :
Refer to shop repair procedure Santa Cruz (NX4A OB) [2022-2023] > Body Electrical System > Audio/AVNT System > External Amplifier > Repair procedures for complete repair breakdown.

Verify that sound can be heard from speakers.

STUI

Using STUI, take a photo of the amplifier with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



12. Reprogram customer's radio presets, if applicable.

TSB procedure is complete.