



Technical Service Bulletin

GROUP	NUMBER
BODY ELECTRICAL	23-BE-003H
DATE	MODEL(S)
MARCH, 2023	Tucson (NX4a) Santa Cruz (NXT)

SUBJECT: TUCSON/SANTA CRUZ EXTERNAL AMPLIFIER REPLACEMENT

This TSB supersedes 22-BE-008H to revise the Warranty Information for updated op codes.

Description: This bulletin outlines the repair procedure for some 22MY and 23MY Tucson and Santa Cruz vehicles that exhibit symptoms of no audio or intermittent sound from the vehicle's speakers.



STUI




This TSB includes STUI pictures as a requirement. Where indicated, please include the last 6 digits of the VIN and date of repair on a piece of paper. Ensure the VIN and date of repair are clearly visible. Finally, please ensure the captured pictures are completed according to the steps in this TSB and uploaded to STUI. All claims submitted that have illegible, incomplete, missing, or incorrect picture(s) are subject to debit.

Applicable Vehicles:

Certain 2022-2023MY Tucson (NX4a) vehicles produced from 5/23/2022 ~ 9/30/2022 (VIN starting with 5NM).
Certain 2022-2023MY Santa Cruz (NXT) vehicles produced from 5/23/2022 ~ 9/29/2022 (VIN starting with 5NT).

Parts Information:

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

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

Warranty Information:

MODEL	OP CODE	OPERATION	OP TIME	PART NUMBER	NATURE CODE	CAUSE CODE
Tucson (NX4a)	20DA19R4	External Amplifier Replacement	0.6M/H	96370-N9300	I11	ZZ3
Santa Cruz (NXT)	20DA19R5	External Amplifier Replacement	0.6M/H	96370-K5300		

NOTE 1: Confirm that the vehicle exhibits no sound or intermittent sound from its speakers before proceeding with this repair.

NOTE 2: Submit Claim on Campaign Claim Entry Screen.

NOTE 3: 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 4: The incident parts 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.**

NOTE 5: Op time includes taking a STUI picture and uploading. The STUI picture must include the new amplifier installed with a piece of paper displaying the last 6 digits of the VIN and date of the repair. **If not included, claim will be subject to debit.**

Service Procedure:

1. Confirm that no audio or intermittent sound can be heard from the vehicle's speakers before proceeding.

2. Record customer's radio presets before proceeding.

Ensure engine OFF to begin.



3. 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 all speakers after amplifier replacement.

NOTICE

If testing via AM/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.

4. 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 all speakers after amplifier replacement.

NOTICE

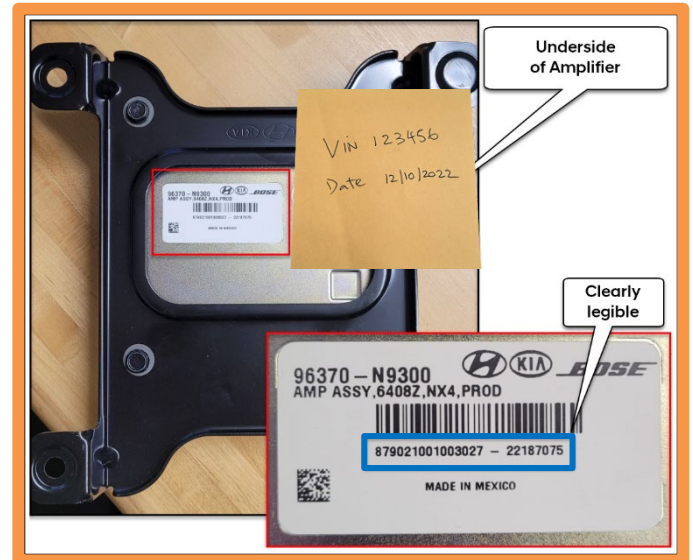
If testing via AM/FM/SXM radio, ensure vehicle has clear view to the sky to receive radio signal.

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

STUI

Using STUI, take a photo of the underside of amplifier clearly showing the blue box along with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



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

TSB procedure is complete.