SUBJECT:	D-AUDIO SOFTWARE UPDATE: VOLUME UNAVAILABLE (SERVICE CAMPAIGN T9D)

This TSB supersedes TSB 22-01-077H to include instructions on Page 6 on how to download the software onto a USB memory stick if previously supplied memory stick is unavailable.

★ **IMPORTANT**

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

Access the "Vehicle Information" screen via WEBDCS to identify open campaigns.

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

STUI 📷

This TSB includes a STUI picture 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 picture is completed according to the steps in this TSB and uploaded to STUI. **All claims submitted that have an illegible, incomplete, missing, or incorrect picture are subject to debit.**

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 *or Newer*

Parts Information:

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

Part Name	Figure	QTY.	Comment
S/W UPDATE USB MEMORY STICK	96160-DAV2 NX4/HEV/PHEV 96160-DAV2	1	One software update USB stick has been shipped to each Hyundai dealership. If the previously supplied memory stick is unavailable, the software update can be downloaded to any USB. Please reference **Download Software** section below on page 6.

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:

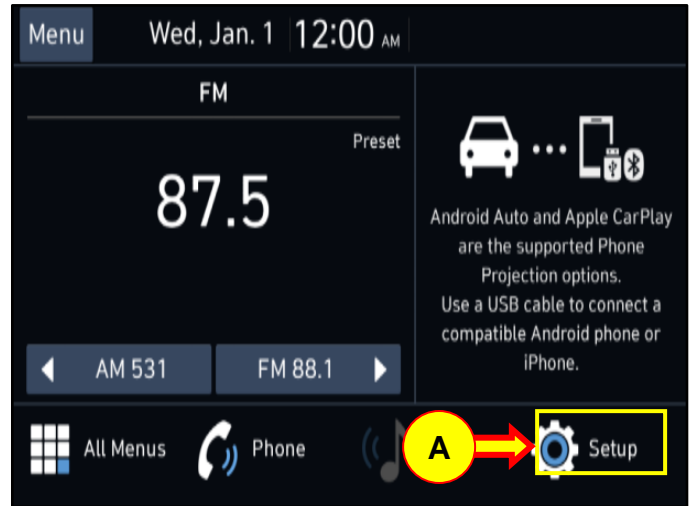. Turn the vehicle on and select confirm on the head unit screen.

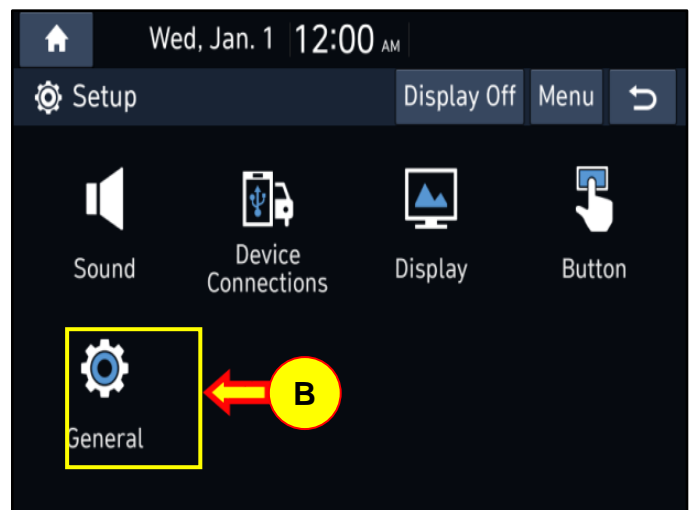| **NOTICE** |
|---|
| **Ensure that the battery is sufficiently charged and the power is switched to "On" to prevent a battery drain during the update.**

Do not remove the USB memory stick or turn off the ignition switch during the update. This will prevent the update from occurring. |

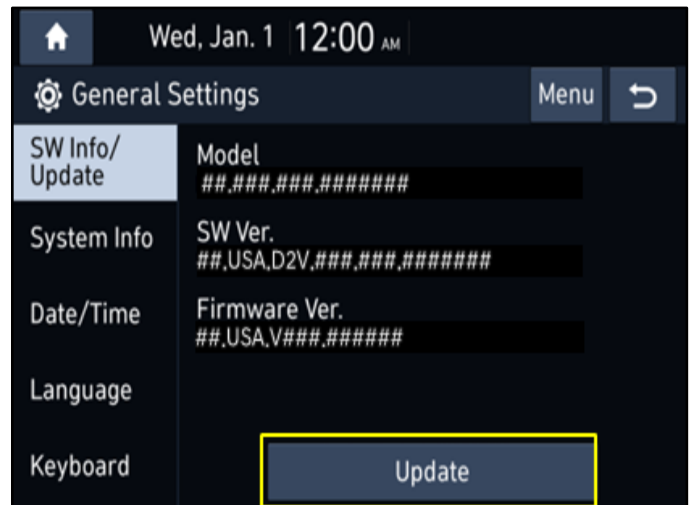2.   Press **SETUP** button (A) and enter the setting menu.

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 stick into the slot.

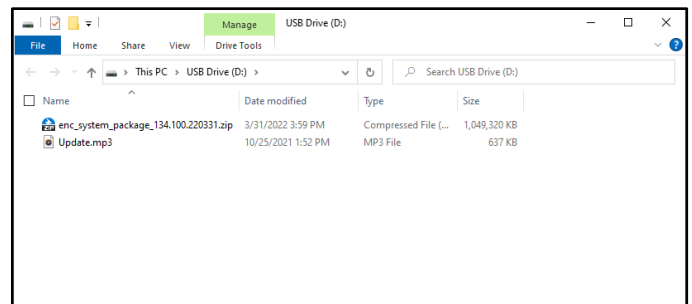   If the USB memory stick is not available, skip to page 6 to **Download Software** section.

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.

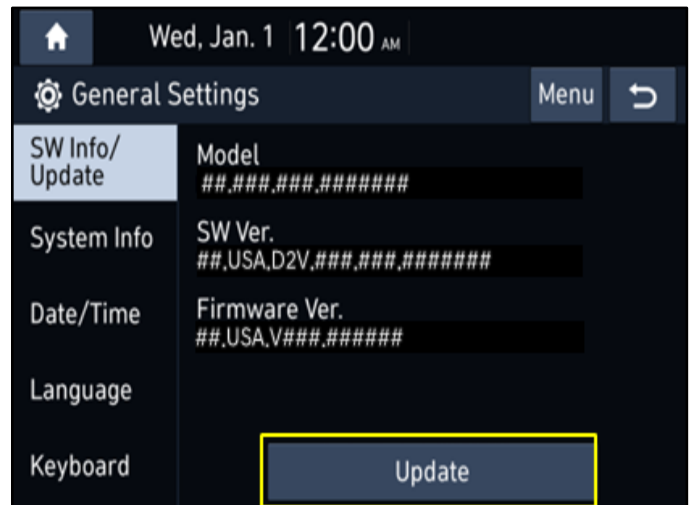   > If the MP3 file plays and the update fails, the file is corrupt.

    > 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.
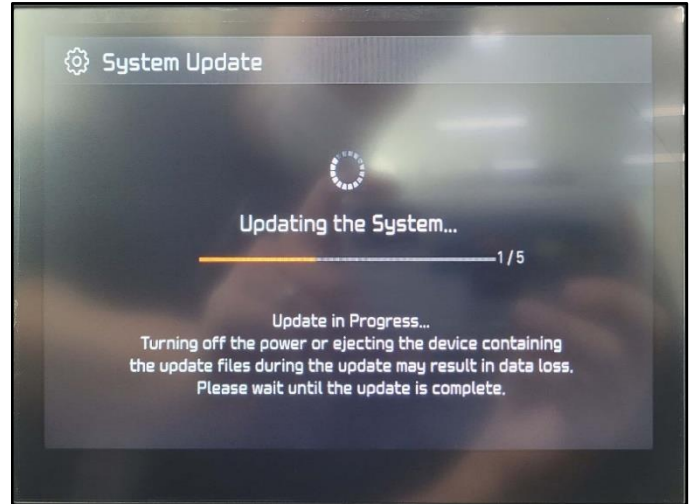
    NOTICE

    Do not remove the USB memory stick or turn off the ignition switch during the update.
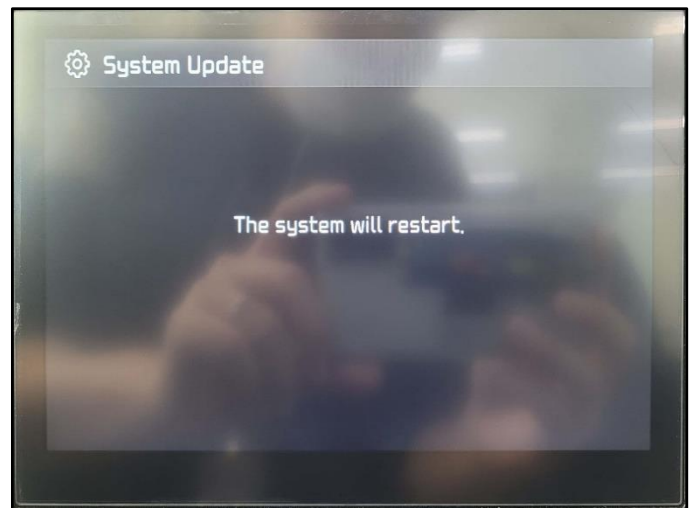
7. The update is done automatically, so please wait until the update is complete. (Approximate time ~ 15 minutes).

    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).

    Sample updated S/W version: 003.100.220331 or newer software.
    Remove the USB memory stick from the vehicle.

> **NOTICE**
>
> **The picture to the right is the 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*

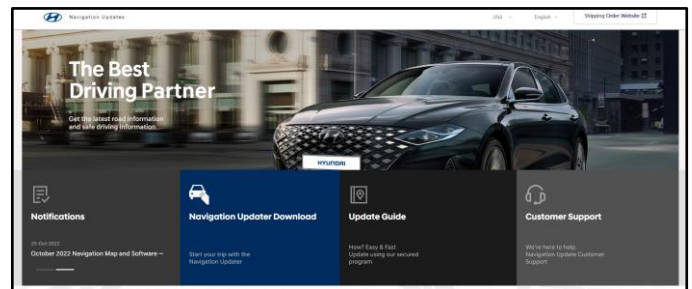10. Collect photo of VIN Plate and software version screen on head unit.

STUI 📷

Using STUI, photograph both software version screen and VIN Plate. Ensure the photo is in focus and captures the VIN information. Upload the photo to STUI.
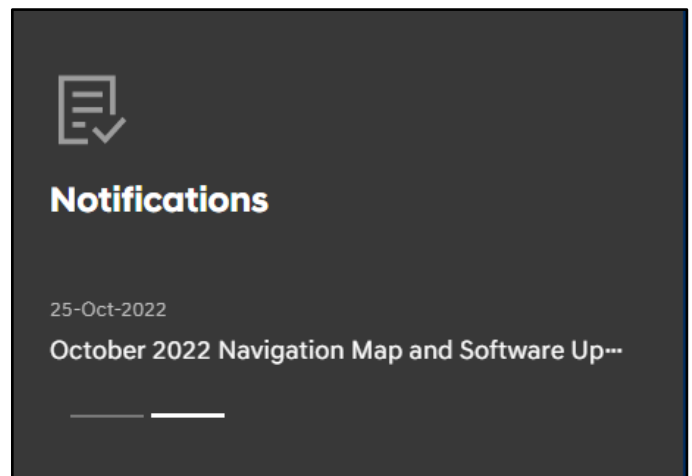
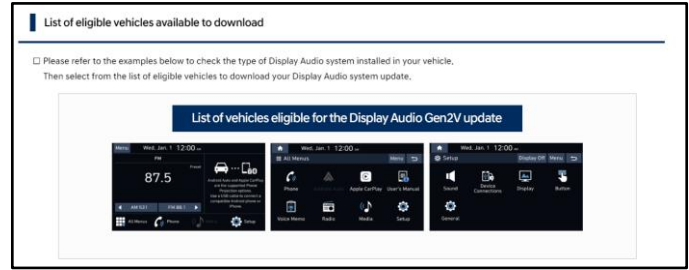**Download Software:**

1. Navigate to
   https://update.hyundai.com/US/EN/Main

2. Select **NOTIFICATIONS.**

3. Select **DISPLAY AUDIO SOFTWARE UPDATE**.

4. Select **LIST OF VEHICLES ELIGIBLE FOR THE DISPLAY AUDIO GEN2V UPDATE.**

5. Return to pg. 2 Service Procedure to update, after download completes.

TUCSON	2022 TUCSON	NX4,USA,D2V,003,200,220927	
	2022 TUCSON Hybrid	NX4_HEV,USA,D2V,003,200,220927	Download
	2022 TUCSON Plug-in Hybrid	NX4_PHEV,USA,D2V,003,200,220927	

NOTICE

The latest update available on site is subject to change. The software can be newer than what is shown in the picture to the right.