

 Technical Service Bulletin	GROUP	NUMBER
	BODY ELECTRICAL	23-BE-012G
	DATE	MODEL(S)
	AUGUST 2023	G90 (HI)
SUBJECT:	SOFTWARE UPDATE FOR DIS2.0 HEAD UNITS	

Description: On certain 17-19MY G90 (HI) vehicles, the DIS2.0 head units may experience any of the following symptom(s): (1) Battery Drain, (2) Genesis Connected Services (GCS) Activation Issues, (3) Genesis Connected Services Remote Service Failures, (4) Genesis Connected Services Point of Interest Failures. Follow the instructions in this TSB to update the AVN.



IMPORTANT NOTE:

Customers experiencing GCS issues must be enrolled in GCS prior to attempting the update. The update will be unsuccessful, if customer is no longer enrolled in services.

Applicable Vehicles: All 17-19MY G90 (HI) vehicles experiencing condition(s) listed above.

Parts Information:

Model	Parts Name	Part Number	Figure
G90 (HI)	17-19MY G90 Field Fix Script (USB Update)	96560-D2560	

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G90 (HI)	96560F16	AVN Software Update	0.3 M/H	96560*	M45	ZZ3

NOTE 1*: Please refer to the Web Parts Catalog for applicable AVN head unit.

NOTE 2: Normal warranty applies.

NOTE 3: Submit claim on Claim Entry Screen as "Warranty" type.

NOTE 4: This TSB includes Repair validation photos. Op times including VIN, Mileage, and Repair validation photos as outlined in the Digital Documentation Policy.

NOTE 5: 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.

Service Procedure:**Information**

- Confirm that the vehicle exhibits a battery drain issue, or GCS related issues listed in the Description.
- Do not remove the software update USB or turn the IGN switch off during the update.
- Turning of IGN will negatively affect the update.

STUI

This TSB includes Repair validation photos. Refer to the latest Digital Documentation Policy for requirements.

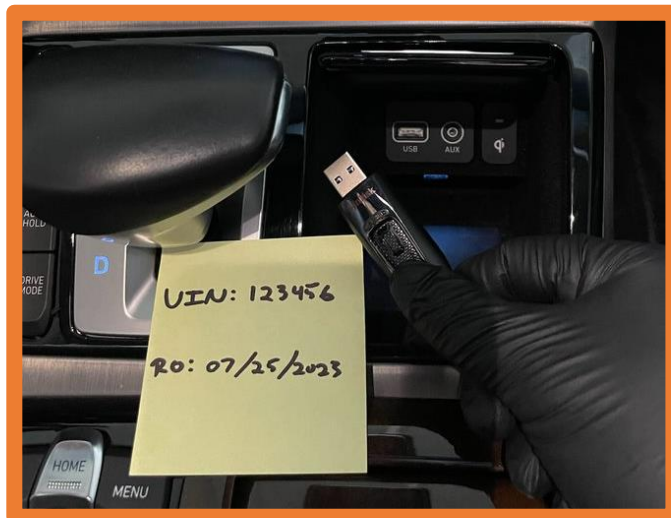
1. Turn the IGN on.



2.

STUI

Using STUI, take a picture of the USB stick near the USB Port with the last six digits of the VIN and date of the inspection included. Upload the photo to STUI.



3. Insert the USB into the front multi jack.



4. In approximately 2~4 minutes, the AVN will be rebooted and go blank as demonstrated in the example photos.

The Genesis Logo will return and request the user to **Confirm** the safety message.



5. Remove the USB immediately after reboot.



Information

If USB is not removed, the reset process will be repeated.



6. Confirm if condition(s) are no longer applicable:
1. Battery Drain
 2. GCS Issues
 - a. GCS Activation Issues
 - b. GCS Remote Service Failures
 - c. GCS Point of Interest Failures

**Information**

If condition is still present, a HU replacement will be required.

7. This procedure is complete.