SUBJECT: AVN SOFTWARE UPDATE – OVER-THE-AIR (OTA) STUCK (SERVICE CAMPAIGN T39G)

★ IMPORTANT

Dealers must perform this service campaign on all affected vehicles prior to customer retail delivery and 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 provides instructions to update the AVN software for vehicles experiencing an OTA stop during the AVN software update at 65% due to a lack of storage space from an overflow of log files.

Applicable Vehicles (Certain):
- 23MY GV60 (JW1 EV) produced from 02/04/2022 - 10/18/2022
- 23MY G90 (RS4) produced from 05/11/2022 - 10/26/2022

NOTICE

Genesis EV Repairs can only be performed by Genesis EV Certified Dealers.

Parts Information:

Model	Part #	Figure	Remarks
GV60 (JW1 EV)	SVCT39GQQH		Only used for software version: JW.NAM.ccIC.001.001.220311 *Only a very small set of vehicles will need this USB Stick. Please confirm vehicle's software version before ordering.

AVN Information:

Model	System	Part Number	Existing Version	New Version
GV60 (JW1 EV)	CCiC (Connected Car Integrated Cockpit)	96560-CU700	JW.NAM.ccIC.001.001.220311	JW.NAM.ccIC.001.005.230523
		96560-CU700	JW.NAM.ccIC.001.001.220509 JW.NAM.ccIC.001.002.220801	JW.NAM.ccIC.001.003.230127
G90 (RS4)		96560-T4450	RS4.NAM.ccIC.001.001.220610	RS4.NAM.ccIC.001.003.230127

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 Code	Cause Code
GV60 (JW1 EV)	30D140R0	AVN Software Update	0.3 M/H	96560-CU700	M73	ZZ3
G90 (RS4)				96560-T4450		

NOTE 1: Submit claim on Claim Entry Screen as "Campaign" type.

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.

NOTE 3: This TSB includes Repair validation photos. Op times include VIN, Mileage and Repair validation photos as outlined in the Digital Documentation Policy.

NOTE 4: If the latest software version is confirmed to be installed on the vehicle prior to performing the update, please submit the campaign claim to close out the campaign on the vehicle.

Service Procedure:

STUI 📷

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

ℹ️ **Information**

Make sure the battery is charged and the power is turned **ON** to avoid a battery drain during the update.

Do **NOT** unplug the USB drive or turn **OFF** the ignition while updating to prevent any issues.

Before inspecting the vehicle, confirm that the AVN system is using genuine Genesis Parts.

BEFORE performing any update, look up the vehicle's current software version shown on page 1 to verify whether a USB update is required:
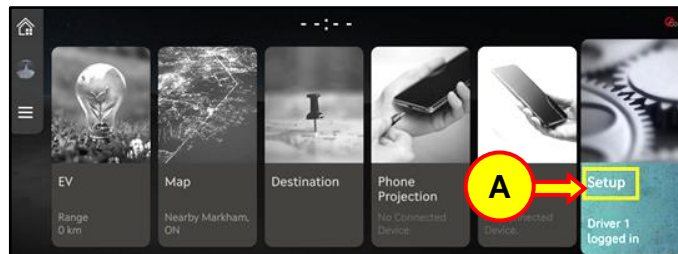- **Home >Setup > General > SW Info/Update**

Perform **ONLY ONE** section to complete this service procedure:

Model	TSB Section	USB Update Required?	Page
GV60 (JW1 EV)	GV60 (JW1 EV) – AVN Software Update – **OTA Running** JW.NAM.ccIC.001.001.**220311** Clear the LOG data by entering Dealer Mode, and then reset head unit. After, check the S/W version is updated to (JW.NAM.ccIC.001.002.220801), update the S/W with USB for latest update. (JW.NAM.ccIC.001.005.230523)	Yes	3
	GV60 (JW1 EV) – AVN Software Update – **OTA Not Running -** JW.NAM.ccIC.001.001.**220311** Update the S/W with USB for latest update. (JW.NAM.ccIC.001.005.230523)	Yes	8
GV60 (JW1 EV) and G90 (RS4)	AVN Software Update – GV60 (JW1 EV) – Version: JW.NAM.ccIC.001.001.**220509**/ **220801** G90 (RS4) – Version: RS4.NAM.ccIC.001.001.**220610** Clear the LOG data at entering Dealer Mode, and then reset head unit. After, check the S/W version is updated to JW for (JW.NAM.ccIC.001.003.230127) and RS4 for (RS4.NAM.ccIC.001.003.230127)	No	9

GV60 (JW1 EV) – AVN Software Update – OTA Running – JW.NAM.ccIC.001.001.220311

1. Select **Setup** (A) on the **HOME** screen.

2. Select **General** (B) on the **Setup** screen.
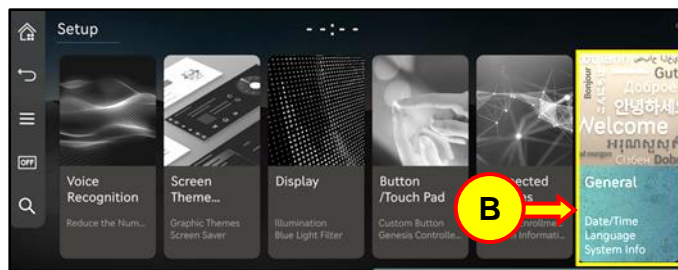
3. Under **SW Info/Update** (C), ensure the software update (D) is running.

    If the update isn't running, then proceed to the next section (page 8): **GV60 (JW1 EV) – AVN Software Update – OTA Not Running - JW.NAM.ccIC.001.001.220311**.
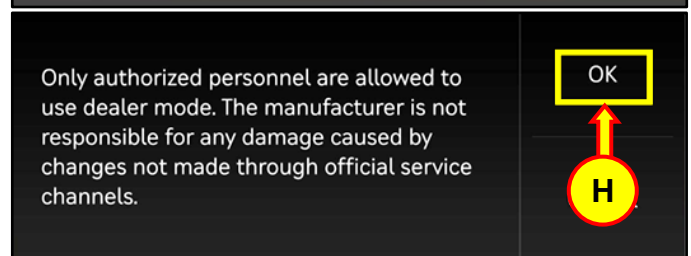
4.   Select **Setup** (E) on the **HOME** screen.

5.   Tap on the area marked by the yellow circle (F) on the screen five times to enter the **Dealer Mode**.

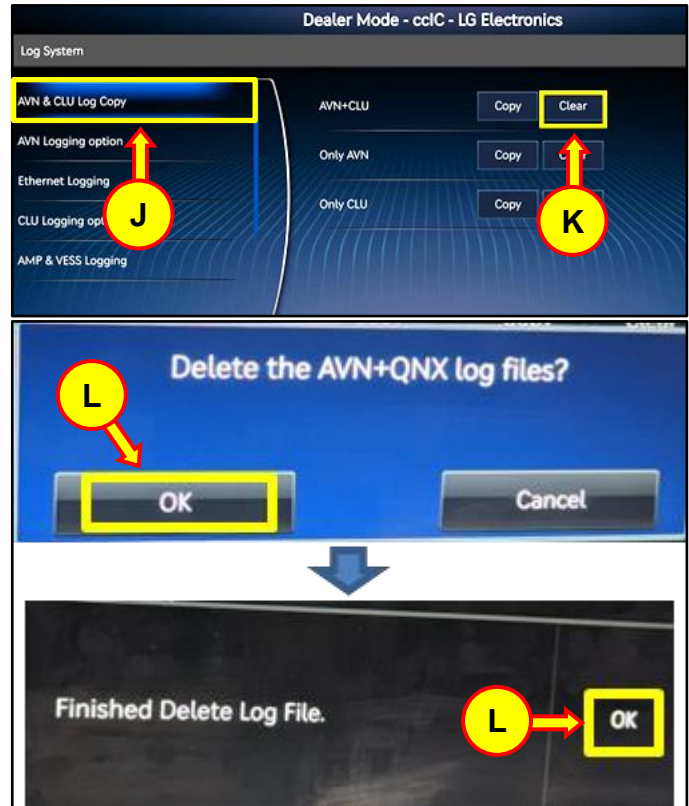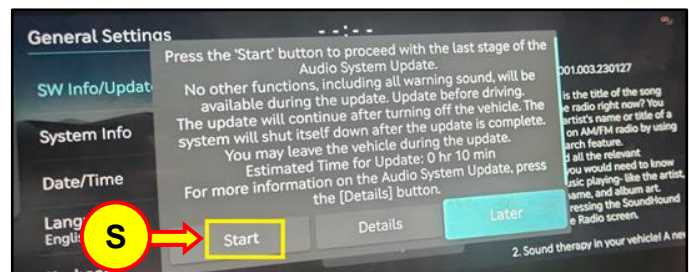6.   Enter the 4-digit password – **0929** (G) and select **OK** (H).

7.   Select **Log System** (I) on the **Dealer Mode** screen.

8.   Select **AVN & CLU Log Copy** (J) located on the left-side menu.

Navigate to **AVN+CLU** and select **Clear** (K).

Select **OK** (L) twice on the two pop-up prompts.

9.   Turn **OFF** the ignition completely and then turn **ON** the ignition without stepping on the brake pedal to activate the **ACC** mode.

Hold down the **MAP** (M) and **SETUP** (N) buttons simultaneously for 5 seconds to reset the AVN system.

> ℹ **Information**
>
> The Genesis logo should appear on the cluster screen.

10.   Select **Setup** (O) on the **HOME** screen.

11.   Select **General** (P) on the **Setup** screen.

12. Under **SW Info/Update** (Q), run the software update.

> **ℹ Information**
>
> The software update will take approximately 30 minutes.

13. Select **Finish Update** (R) once the software update reaches 100%.

14. Select **Start** (S) on the pop-up prompt.

15. Press **OK** (T) once the update is complete.

> **ℹ Information**
>
> The system will reboot.
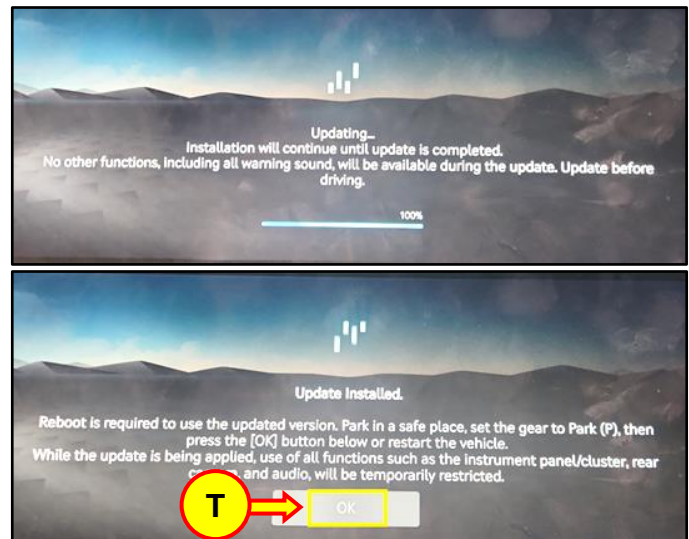
16. Select **Setup** (U) on the **HOME** screen.
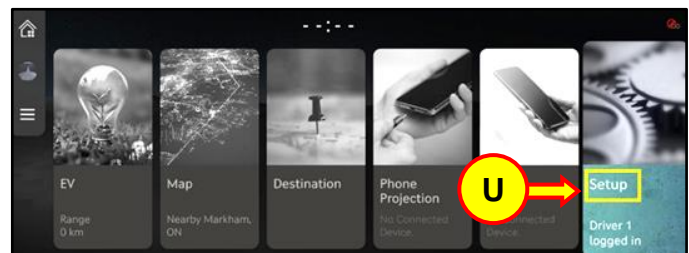
17.   Select **General** (V) on the **Setup** screen.
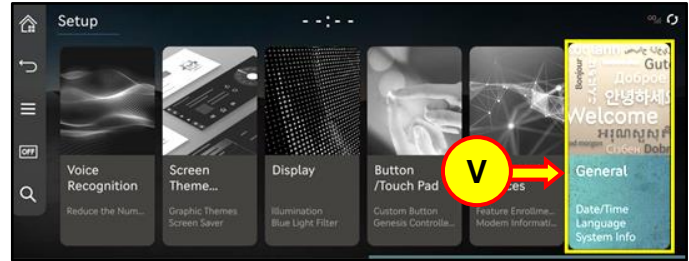
18.   Under **SW Info/Update**, confirm the software version is **JW.NAM.ccIC.001.002.220801** (W).

19.   Insert the USB flash drive (SVCT39GQQH) into the USB port (X).

Select **OK** (Y) on the prompt to run the final software update (**JW.NAM.ccIC.001.002.230523)**.

| i | **Information** |

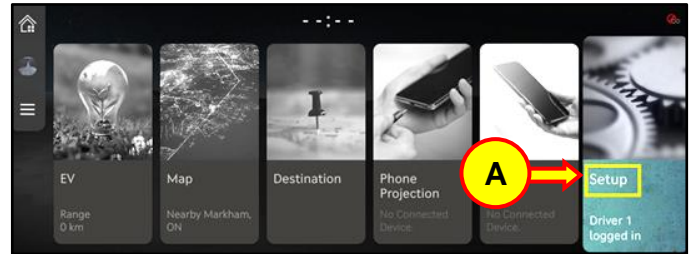Do **NOT** unplug the USB flash drive or turn **OFF** the ignition during the software update.
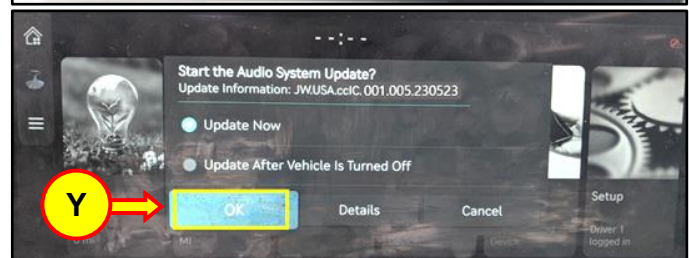
20.

STUI 📷

Take a screenshot of the latest software version installed on the vehicle using your particular tablet's screenshot save method and upload to STUI.
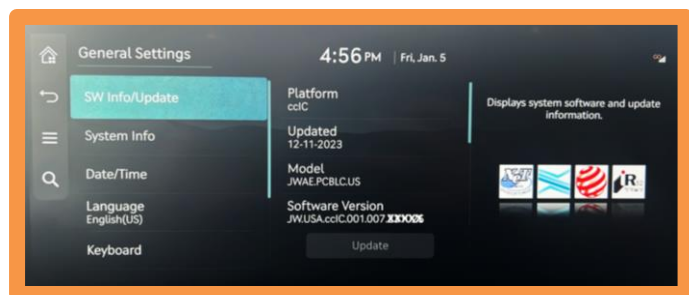
21.   This service procedure is now complete.

GV60 (JW1 EV) – AVN Software Update – OTA Not Running - JW.NAM.ccIC.001.001.220311

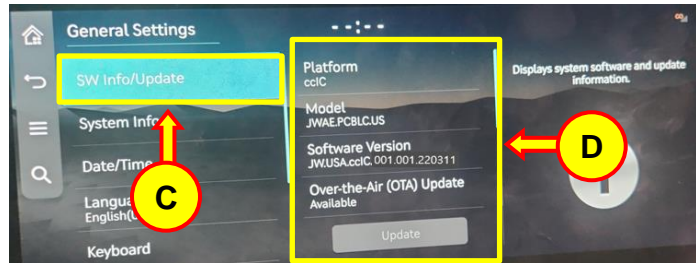1. Select **Setup** (A) on the **HOME** screen.

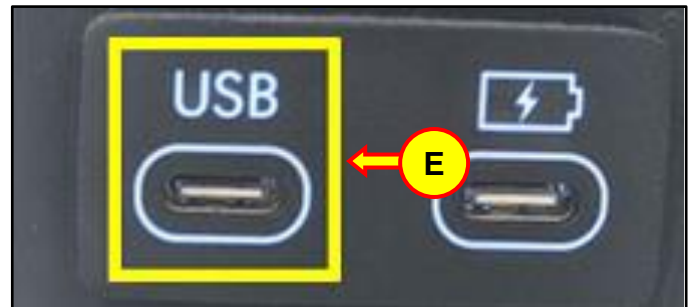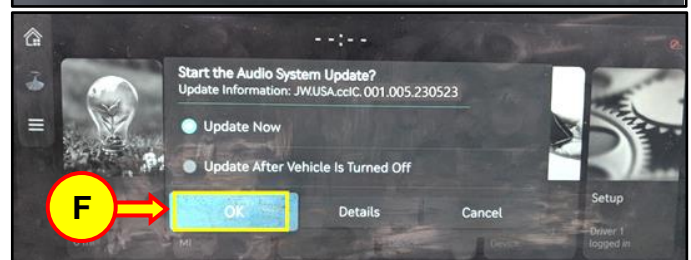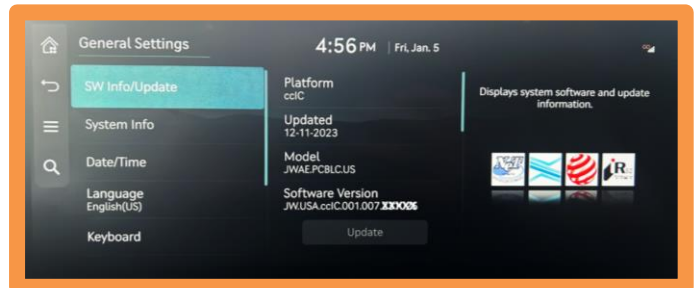2. Select **General** (B) on the **Setup** screen.
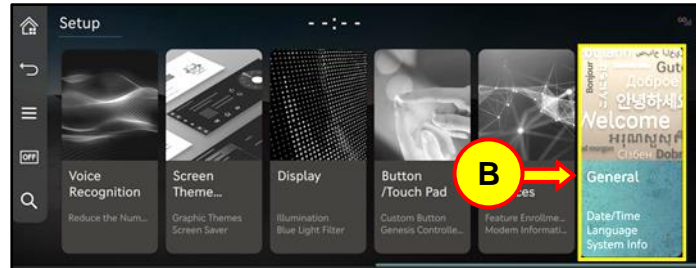
3. Under **SW Info/Update** (C), ensure the software update (D) is **NOT** running.

   If the update is running, then go to the previous section (page 3): **GV60 (JW1 EV) – AVN Software Update – OTA Running – JW.NAM.ccIC.001.001.220311**.

4. Insert the USB flash drive (SVCT39GQQH) into the USB port (E).

   Select **OK** (F) on the prompt to run the final software update
   (**JW.NAM.ccIC.001.002.230523**).

   > **i** **Information**
   >
   > Do **NOT** unplug the USB flash drive or turn **OFF** the ignition during the software update.

   STUI 📷

   Take a screenshot of the latest software version installed on the vehicle using your particular tablet's screenshot save method and upload to STUI.
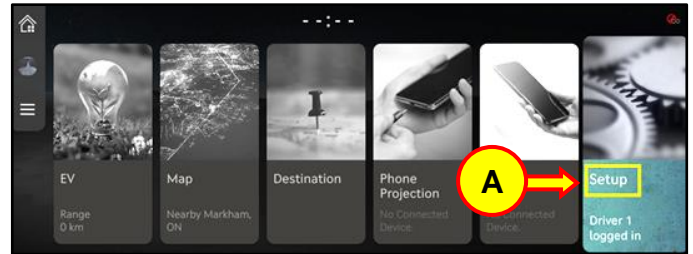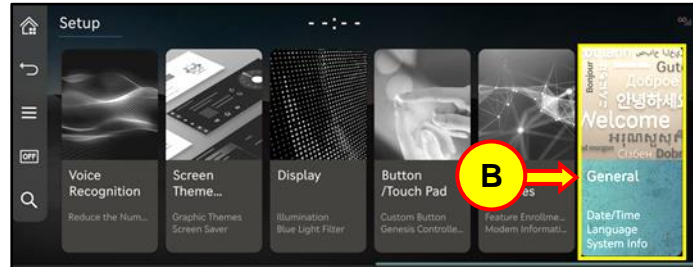
6. The service procedure is now complete.

AVN Software Update GV60 (JW1 EV) – Version: JW.NAM.ccIC.001.001.220509/220801
G90 (RS4) – Version: RS4.NAM.ccIC.001.001.220610
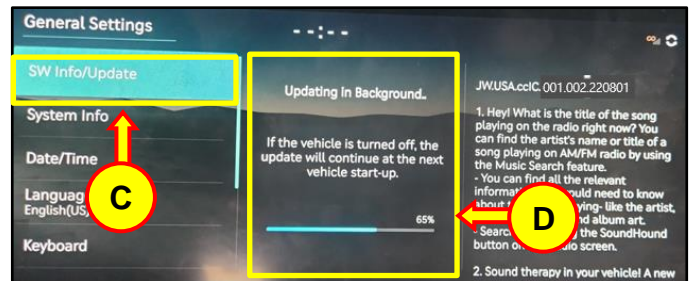
1.   Turn **ON** the ignition.

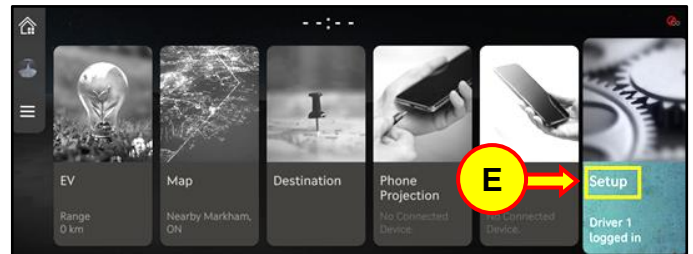Select **Setup** (A) on the **HOME** screen.

2.   Select **General** (B) on the **Setup** screen.
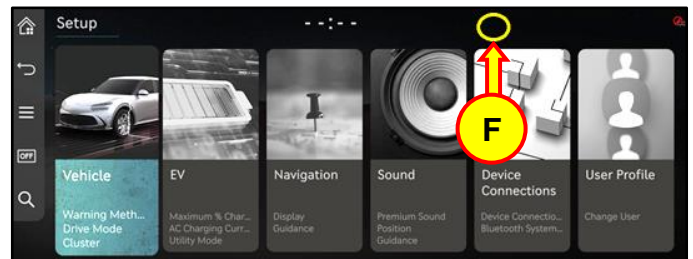
3.   Under **SW Info/Update** (C), ensure the software update (D) is running.
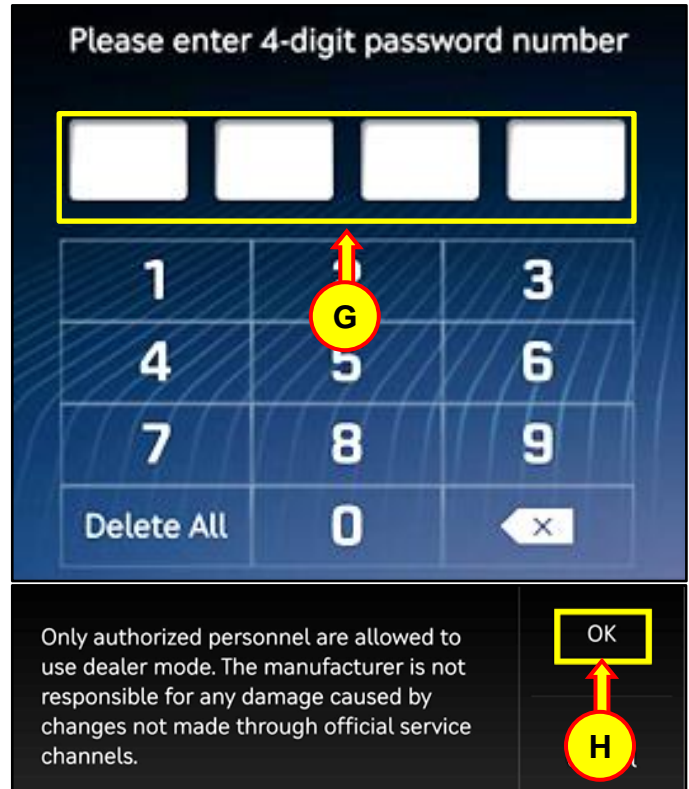
4.   Select **Setup** (E) on the **HOME** screen.

5.   Tap on the area marked by the yellow circle (F) on the screen five times to enter the **Dealer Mode**.

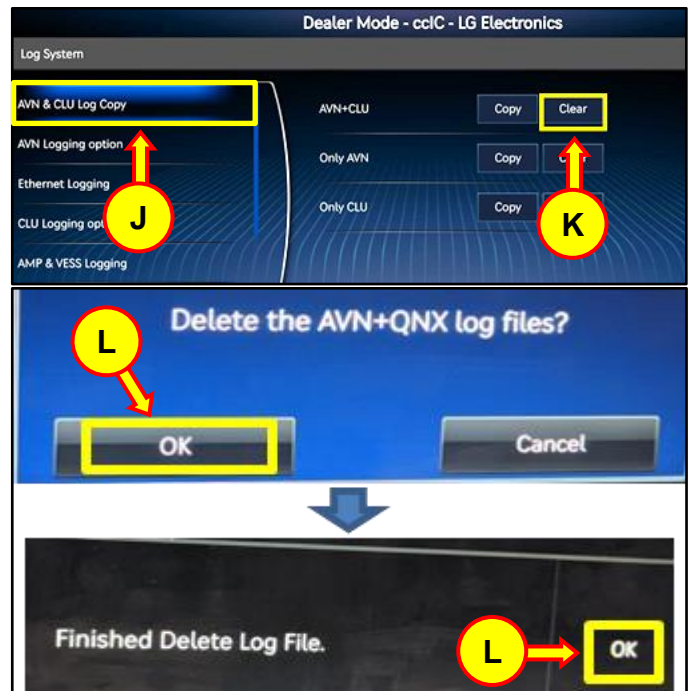6. Enter the 4-digit password – **0929** (G) and select **OK** (H).

7. Select **Log System** (I) on the **Dealer Mode** screen.

8. Select **AVN & CLU Log Copy** (J) located on the left-side menu.

    Navigate to **AVN+CLU** and select **Clear** (K).

    Select **OK** (L) twice on the two pop-up prompts.

9. Turn **OFF** the ignition completely and then turn **ON** the ignition without stepping on the brake pedal to activate the **ACC** mode.

   Hold down the **MAP** (M) and **SETUP** (N) buttons simultaneously for 5 seconds to reset the AVN system.
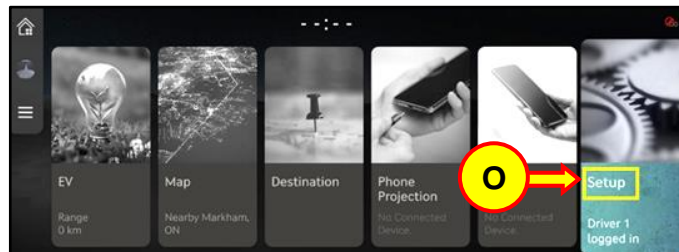
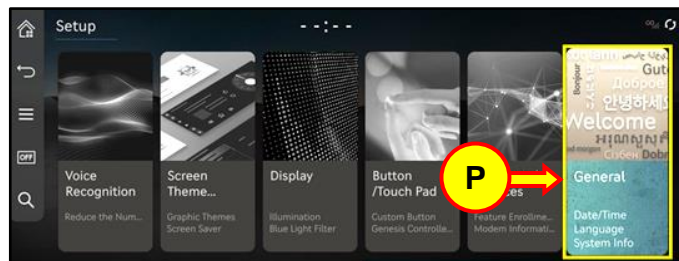 | ℹ | **Information** |
   |---|---|

   The Genesis logo should appear on the cluster screen.

10. Select **Setup** (O) on the **HOME** screen.

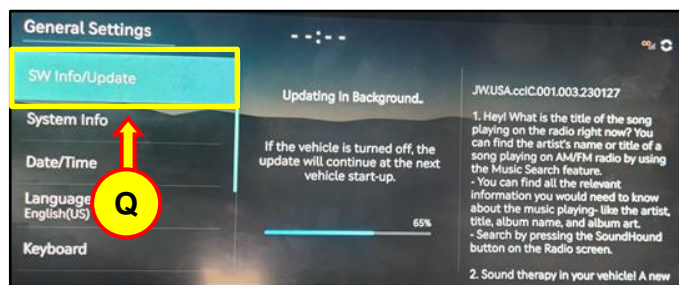11. Select **General** (P) on the **Setup** screen.

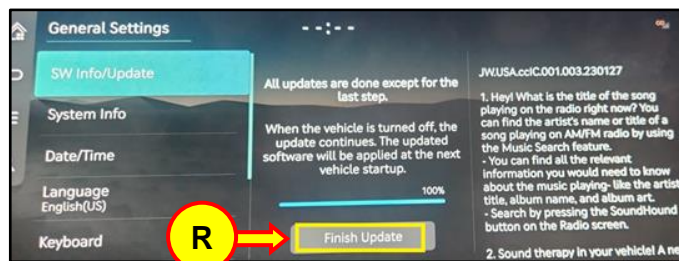12. Under **SW Info/Update** (Q), run the software update.

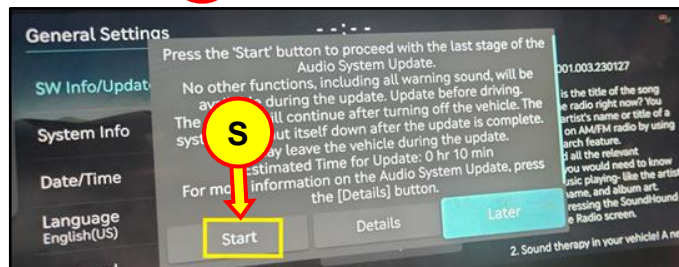 | ℹ | **Information** |
    |---|---|

    The software update will take approximately 30 minutes.

13. Select **Finish Update** (R) once the software update reaches 100%.
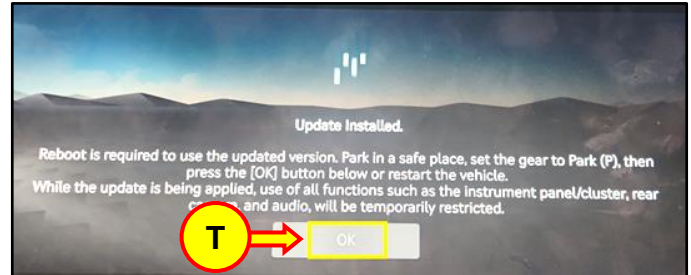
14. Select **Start** (S) on the pop-up prompt.

15.   Select **OK** (T) once the update reaches 100%.

> **ⓘ Information**
>
> The system will reboot.
>
> Updated software versions are:
>
> - JW.NAM.ccIC.001.003.230127
> - RS4.NAM.ccIC.001.003.230127

16.

> **STUI** 📷
>
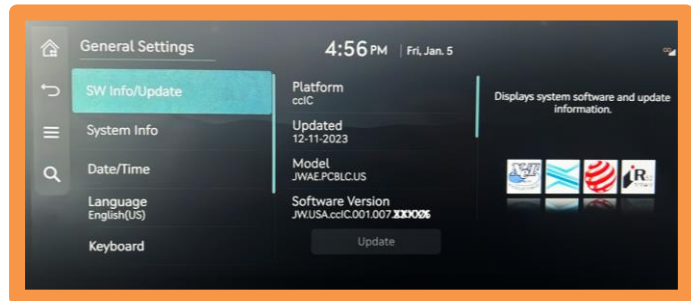> **Take a screenshot of the latest software version installed on the vehicle using your particular tablet's screenshot save method and upload to STUI.**

17.   The service procedure is now complete.