



# Technical Service Bulletin

GROUP <b>BODY ELECTRICAL</b>	NUMBER <b>24-BE-004H</b>
DATE <b>FEBRUARY 2024</b>	MODEL(S) <b>VENUE (QX)</b>

**SUBJECT:** DISPLAY AUDIO BLACK SCREEN SOFTWARE UPDATE

**Description:** Some Venue (QX) vehicles equipped with Display Audio 2.0 and a key start ignition may exhibit an intermittent black screen during operation. Follow the procedures in this TSB to download and install the software update for the head unit.


## Information

This TSB does not apply to vehicles with a smart key ignition.

## Applicable Vehicles:

- 2023MY Venue (QX) produced 9/1/2022 - 6/30/2023 with a key start ignition.

## Parts Information:

Model	Part Name	Figure	Remarks
Venue (QX)	USB Drive (at least 4GB)		Software Update can be downloaded to any USB drive. Download file size is approx. 2GB, so USB drive should have at least 4GB available memory.

## Warranty Information:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature Code	Cause Code
Venue (QX)	96160F05	Display Audio 2.0V Software Update	0.3 M/H	Refer to WebLTS for applicable part to labor op combination.	M73	ZZ3

**NOTE 1:** Normal warranty applies.

**NOTE 2:** Submit claim on Claim Entry Screen as "Warranty" type.

**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 a part is found in need of replacement while performing this TSB 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.

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

**Service Procedure:**

**STUI**



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

**i Information**

**Before conducting the software update procedure**, verify that both of the following conditions are met:

1. Screen is black but sound is continuously output.
2. Black screen is resolved when adjusting the interior brightness using the dimmer switch.

**Software Download Procedure**

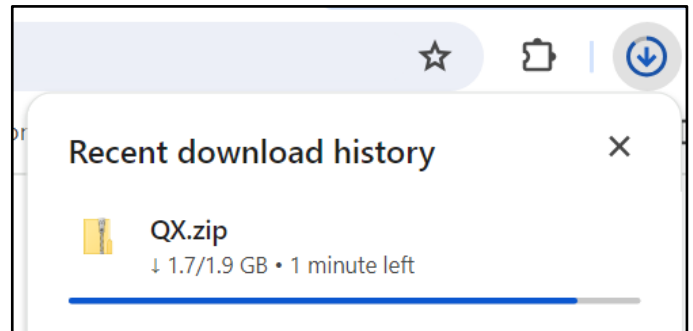
1. Open an internet browser and enter the following address:

[https://mobis-sw.haecdn.com/QX\\_D2V\\_NA\\_Black\\_f/QX.zip](https://mobis-sw.haecdn.com/QX_D2V_NA_Black_f/QX.zip)

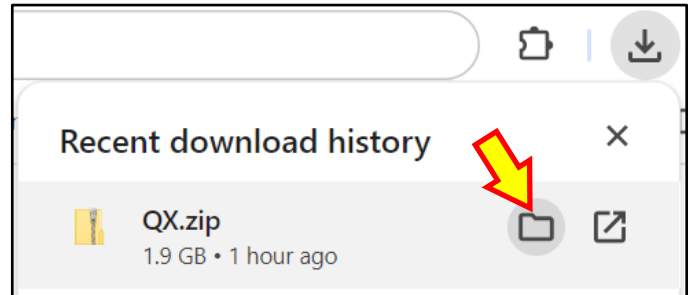
2. The “QX.zip” file will begin downloading.

**i Information**

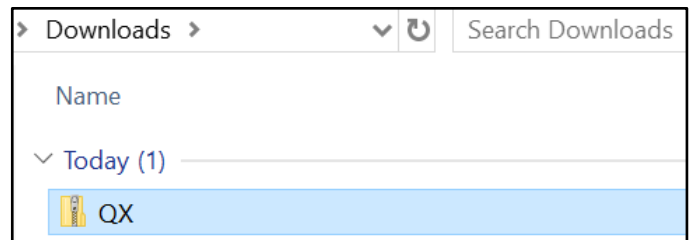
Download will take several minutes, depending on internet connection, speed, etc.



3. Open the download folder (click the folder icon to “show in folder”).



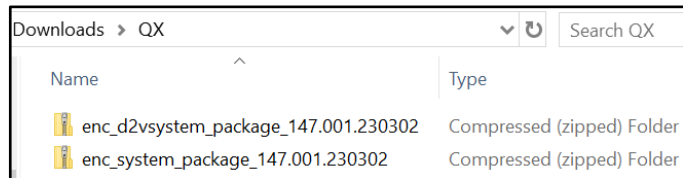
4. Open the file labeled “QX”.



5. Copy both files shown at right to the USB drive.

**i Information**

Be sure to use a USB drive with at least 4GB available space. The combined file size is approximately 2GB.

**Software Update Procedure**

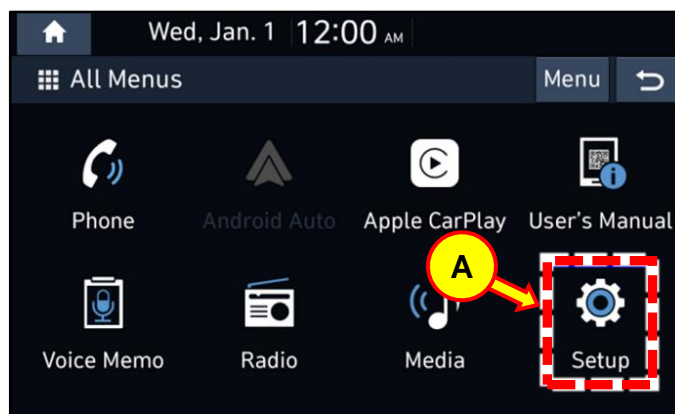
1. Turn ignition switch ON.

**i Information**

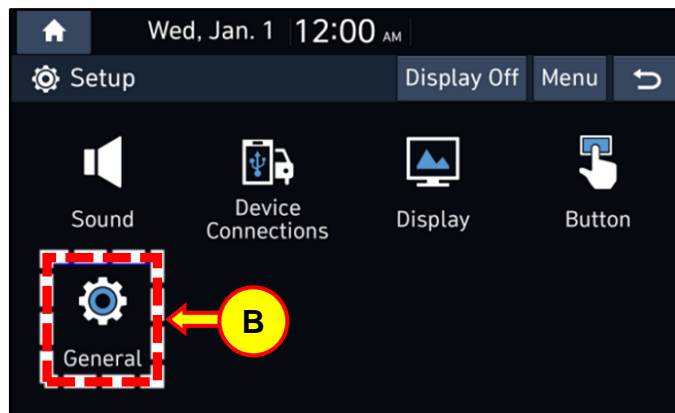
This TSB only applies to vehicles with a key start ignition, it does not apply to those with a smart key ignition.



2. Press '**Setup**' (A) to enter the Setup menu.

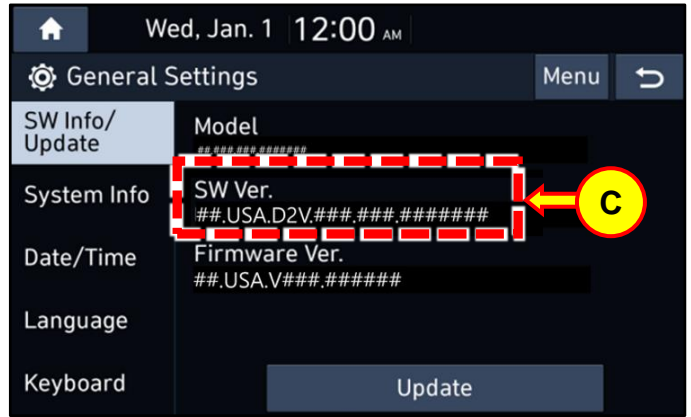


3. Press '**General**' (B) to enter the General Settings menu.

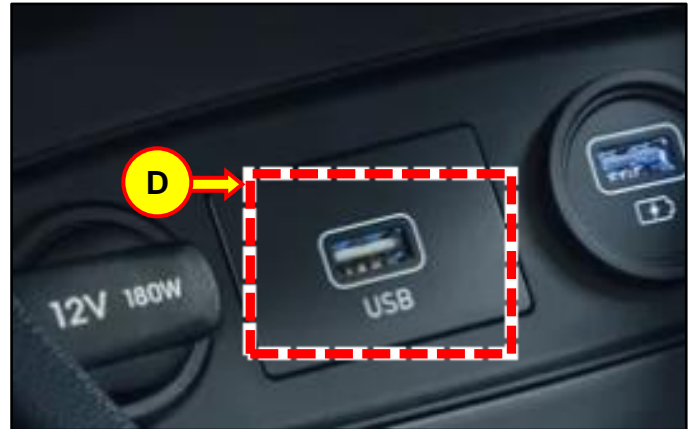


4. Confirm the SW Version (C) matches the “old” version listed below.

- Old Version (before update):  
QX.USA.D2V.003.200.220927
- New Version (after update):  
QX.USA.D2V.003.200.230302



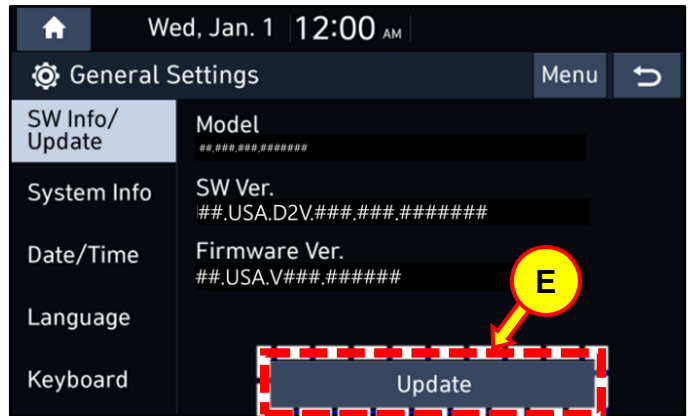
5. Insert the USB drive into the USB slot (D).



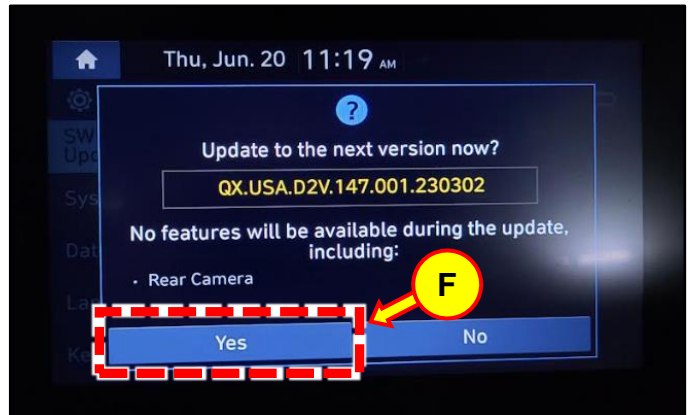
6. Press ‘Update’ (E) at the bottom of the screen to proceed with the software update.

**i Information**

Do not remove the USB drive or turn off the ignition switch during the update. This will prevent the update from completing.



7. Select ‘Yes’ (F) on the pop-up.



The update will process automatically, and will take approximately 15 minutes to complete.

**i Information**

There will be multiple occurrences where the Hyundai logo will appear, or the display will be black during the update process. This is normal.



When the update has completed, the image shown to the right appears, and the system will automatically reboot.

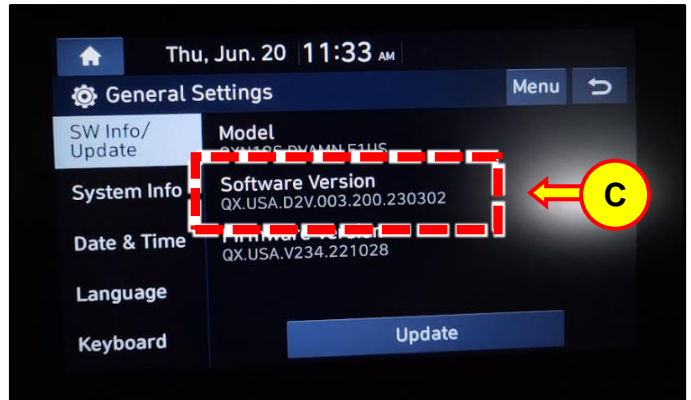


8. After the update has completed, confirm the SW version (C) has been correctly updated by referring to the 'System Info screen'.

- New Version (after update): QX.USA.D2V.003.200.230302

**i Information**

Follow steps 2-4 above to view the System Info.



9. **STUI**  Take a photo of the 'SW Info/Update' screen showing the updated S/W version and upload to STUI.



10. Remove USB drive from the vehicle.