



# Technical Service Bulletin

GROUP	NUMBER
<b>CAMPAIGN</b>	<b>24-01-005G</b>
DATE	MODEL(S)
<b>JANUARY 2024</b>	<b>GV80 (JX1)</b>

**SUBJECT:** AVN SOFTWARE UPDATE - OVER-THE-AIR (OTA) STUCK  
(SERVICE CAMPAIGN T41G)

## ★ 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 utilize a USB flash drive to update the AVN software for the GV80 (JX1) that experienced an unexpected OTA stop.

**Applicable Vehicles (Certain):** 2022-23MY GV80 (JX1) equipped with 6th generation AVN software and produced from 08/24/2021 - 02/24/2023

### Parts Information:

Model	Part Number	Figure	Remarks
GV80 (JX1)	Software Update USB		Each retailer has been shipped 1 USB stick for the start of this campaign. If additional ones are needed, please order from your facing PDC.

### Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV80 (JX1)	30D150R0	AVN Software Update	0.3 M/H	96560-T6DE0	M73	ZZ3

**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.

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 Digital Documentation Policy for requirements.

**i Information**

Ensure the battery is sufficiently charged or attach a suitable 12V battery maintainer to prevent low voltage update failures.

Do **NOT** unplug the USB flash drive or turn **OFF** the ignition while updating to prevent any issues. Before inspecting the vehicle, confirm that the AVN system is using genuine Hyundai parts.

**AVN Software Update**

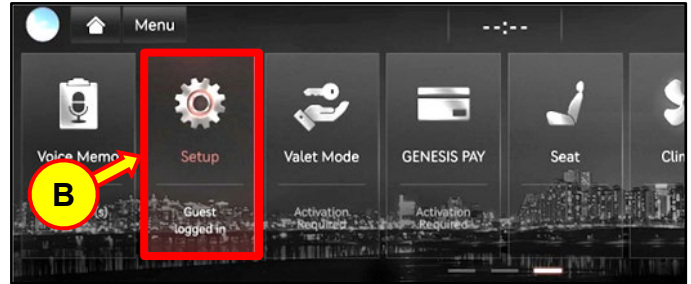
1. Turn **ON** the ignition (A).



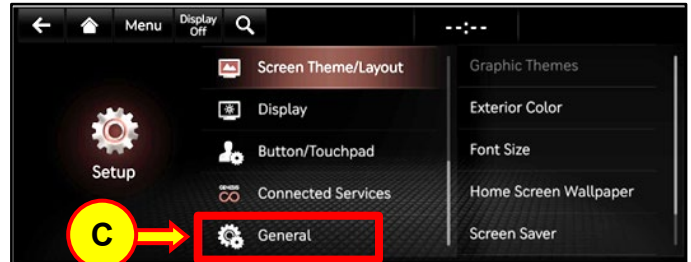
2. To exit out of the updating screen, press and hold the **MAP** and **SETUP** hard key buttons for 5 seconds until screen turns black to reset the unit.



3. Select **Setup** (B).



4. Select **General** (C).

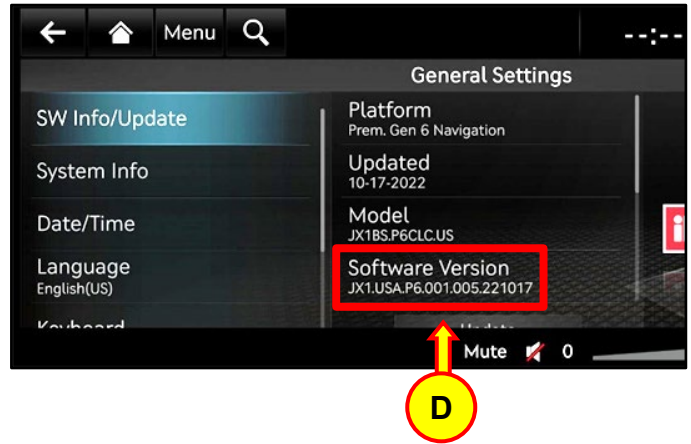


5. Identify the software version (D) and verify the update is required:

- **JX1.USA.P6.001.005.221017** or **JX1.USA.P6.001.005.221025**
  - If the software version does **NOT** match, update is not required.

**i Information**

The updated software version is **JX1\_22.USA.P6.001.007.231101** or later. Any version from **231101** to the latest is acceptable.



6. Insert the USB flash drive into the USB port (E).

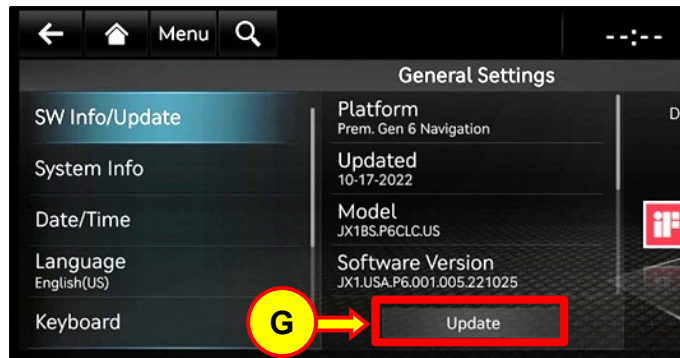
Select **OK** (F) on the pop-up window.



7. Select **Update** (G).

**i** **Information**

Do **NOT** remove the USB flash drive or turn **OFF** the ignition during the update.



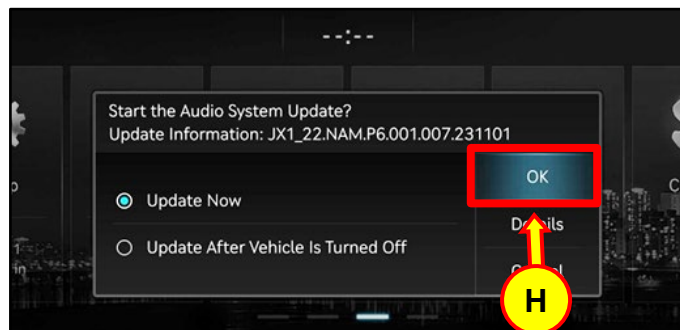
8. Select **OK** (H).

**i** **Information**

Update will run in the background. To monitor the update on the home screen, go to: **Settings > General > System Info/Update > General Settings**

Do NOT turn off the ignition or remove the USB drive during the update to avoid software update or system failure.

Expect multiple instances of the Hyundai logo or a black screen during the update; this is a normal part of the process.

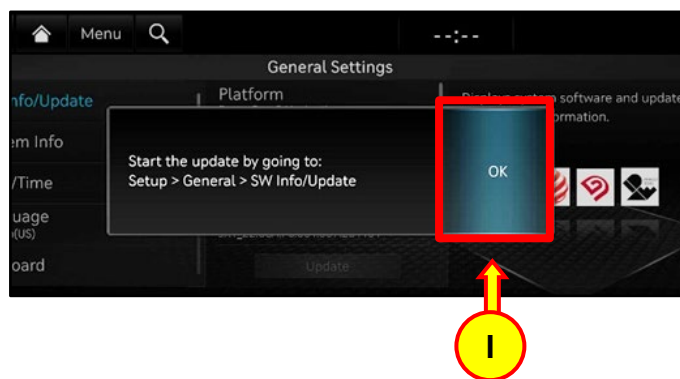


9. If this pop-up window appears, then remove and reinsert the USB flash drive to restart the update.

Select **OK** (I).

**i** **Information**

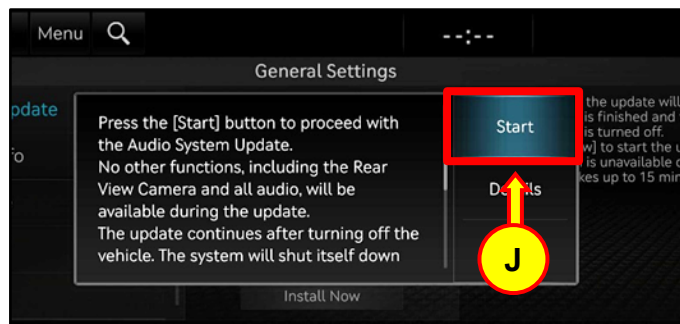
Only in this scenario should the USB be removed during the repair.



10. Select **Start** (J) to proceed to the Audio System Update.

**i** **Information**

Once the Audio System Update is complete, then the system will automatically reboot.

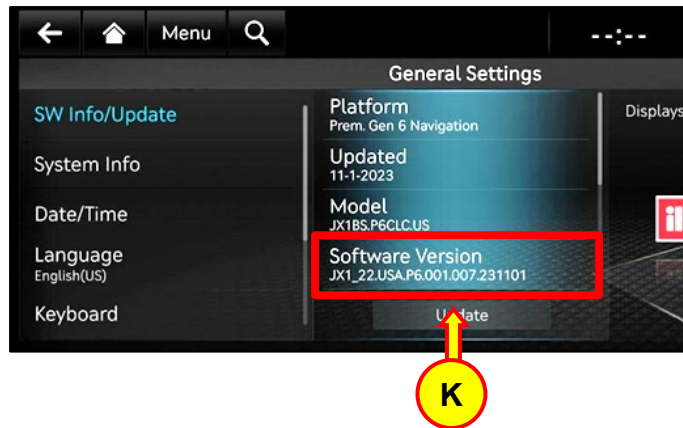



- 11. Verify the latest software version by going to:
  - **Setup > General > SW Info/Update > General Settings**

Ensure that the **Software Version (K)** is **JX1\_22.USA.P6.001.007.231101** or later.

**i Information**

Any version from **231101** to the latest is acceptable.



- 12. **STUI** 

**Take a screenshot with the latest software version installed using your tablet and upload to STUI.**



- 13. The service procedure is now complete.