



Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 24-01-035H
DATE MAY 2024	MODEL(S) TUCSON (NX4A)

SUBJECT: AVN 5TH GEN WIDE SOFTWARE UPDATE
(SERVICE CAMPAIGN TBJ)

*** 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: Some 2024MY Tucson (NX4A) vehicles may have the incorrect software for the AVN 5th Gen Wide system. This incorrect software may result in some functions and images not matching the Owner’s Manual. Follow the procedure in this TSB to update the software to the correct version.

Applicable Vehicles (Certain):

- 2024MY Tucson (NX4A) equipped with AVN 5th Gen Wide produced 8/18/2023 – 8/22/2023

Parts Information:

Model	Part Number	Figure	Remarks
Tucson (NX4A)	NP001-SCTBJ		Applicable campaign VIN will be required to order USB drive.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature Code	Cause Code
Tucson (NX4A)	30DA27R0	AVN Software Update	0.3 M/H	96560-N9520	M14	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.

Service Procedure:

STUI



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

i Information

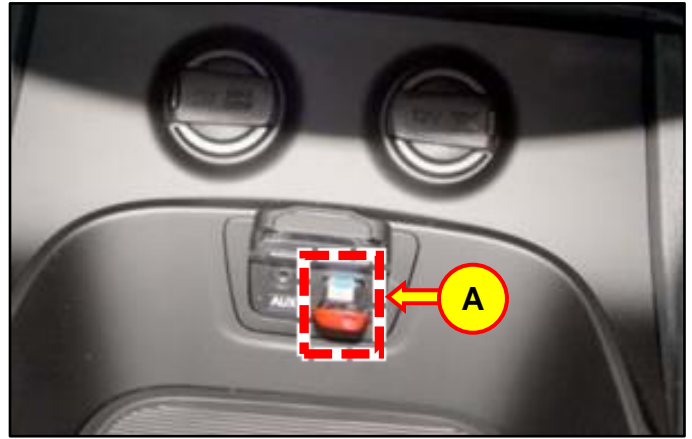
- Ensure that the battery is sufficiently charged and that the power is switched to “ON” to prevent a battery drain during the update.
- Do not remove the USB drive, or turn off the ignition switch during the update. This will prevent the update from completing.
- Verify that the AVN system is using genuine Hyundai parts before performing the update.

AVN Software Update

1. Turn the ignition switch ‘ON’.



2. Insert the USB drive into the USB slot (A).



3. Press the **SETUP** button (B) and enter the Setup menu.



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

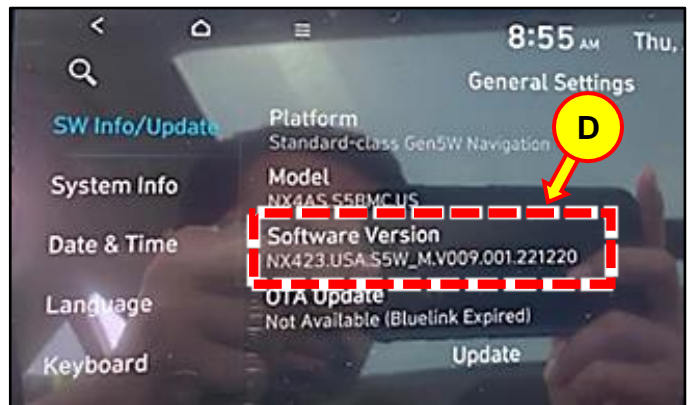


5. Check the **Software Version** (D) on the 'SW Info/Update' screen.
If software version is older than the New version listed below, the AVN needs to be updated.

New Software Version:

- NX423.USA.S5W_M.V010.002.230517

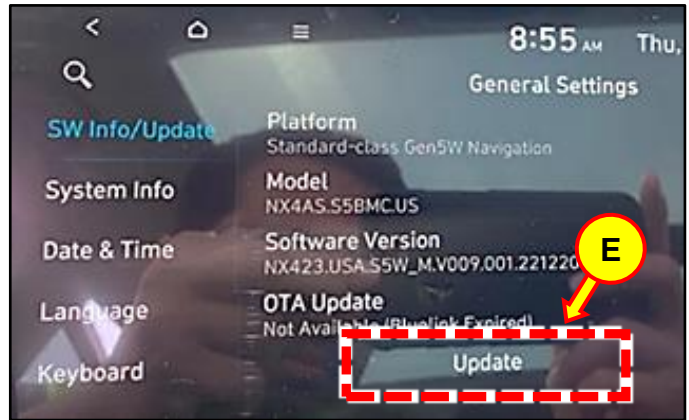
If software version is after 230517 or greater, the software does not need to be updated. Please proceed to step 12.



6. Select **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 **OK**.

The update will take about 60 minutes to complete.

NOTICE

Do not turn off power or remove the USB device. It may cause data loss or system failure.



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.

8. When the update completes, the system will automatically reboot.



9. Press the **SETUP** button (F) and enter the Setup menu.



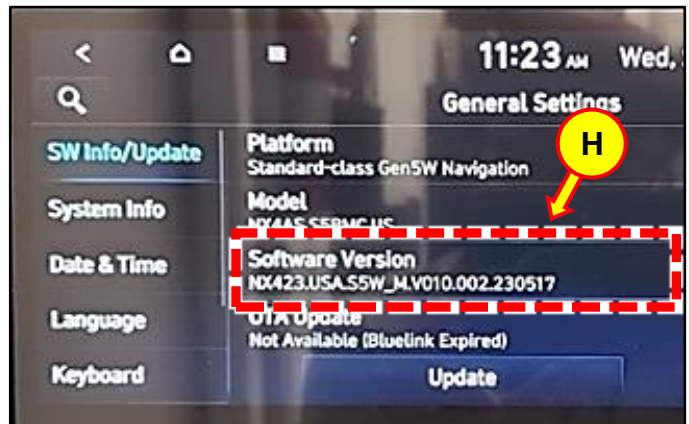
10. Select **General (G)**.



11. Confirm the **Software Version (H)** has been correctly updated by referring to the 'SW Info/Update' screen.

New Software Version:

- NX423.USA.S5W_M.V010.002.230517



12.

STUI



Take a photo of the 'SW Info/Update' screen showing the updated S/W version with the last 6 digits of the VIN and date of repair on a piece of paper.

Put post-it/piece of paper in top right-hand corner for photo.

If software did not need updating, please add "already updated" on the post-it/piece of paper.

Upload the photo to STUI.

