



## Technical Service Bulletin

|                  |                   |
|------------------|-------------------|
| <b>GROUP</b>     | <b>NUMBER</b>     |
| <b>CAMPAIGN</b>  | <b>24-01-044G</b> |
| <b>DATE</b>      | <b>MODEL(S)</b>   |
| <b>JUNE 2024</b> | <b>SEE BELOW</b>  |

**SUBJECT:** AVN 6<sup>TH</sup> GEN SOFTWARE UPDATE FOR INCOMPLETE OTA UPDATE (SERVICE CAMPAIGN T47G)

### \* IMPORTANT

Retailers must perform this service campaign on all affected vehicles prior to retail delivery to a guest 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:** Certain G80 (RG3), GV70 (JK1), GV70 Electrified (JK1A EV), and GV80 (JX1) vehicles equipped with the AVN 6<sup>th</sup> Gen system may experience an incomplete OTA update. Follow the procedures in this bulletin to check whether the OTA update completed and, if not, update the AVN 6<sup>th</sup> Gen system using the applicable supplied USB drive(s).



### Applicable Vehicles (Certain):




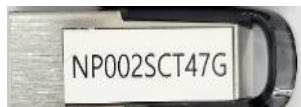







- 2021-2024MY G80 (RG3) equipped with AVN 6<sup>th</sup> Gen system produced from 07/25/2020 - 09/27/2023
- 2022-2023MY GV70 (JK1) equipped with AVN 6<sup>th</sup> Gen system produced from 03/11/2021 - 06/14/2023
- 2024MY GV70 Electrified (JK1A EV) equipped with AVN 6<sup>th</sup> Gen system produced from 03/25/2023 - 12/09/2023
- 2021-2024MY GV80 (JX1) equipped with AVN 6<sup>th</sup> Gen system produced from 07/27/2020 - 08/23/2023

### NOTICE

To avoid any potential damage to Genesis EVs, Genesis EV repairs can only be performed by EV certified Genesis retailers.

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

**Parts Information:**

| Model                            | Part Name  | Part Number on Individual USB | Figure   |   |
|----------------------------------|--|-------------------------------|--|---|
|                                  |  |                               | Front of USB   | Back of USB   |
| 21MY<br>GV80 (JX1)               | Software Update<br>USB Drives<br> | NP001SCT47G                   |    |    |
| 22-24MY<br>GV80 (JX1)            |  | NP002SCT47G                   |    |    |
| 21MY<br>G80 (RG3)                |  | NP003SCT47G                   |    |    |
| 22-24MY<br>G80 (RG3)             |  | NP004SCT47G                   |    |    |
| GV70 (JK1)                       |  | NP005SCT47G                   |  |  |
| GV70<br>Electrified<br>(JK1A EV) |  |                               |  |   |

**NOTE:** Each retailer has been shipped all 5 USB drives for the start of this campaign. Additional ones can be ordered from your facing PDC.

**Warranty Information:**

| Model                                 | Op. Code | Operation   | Op. Time | Causal Part   | Nature Code | Cause Code |
|---------------------------------------|----------|---|----------|---|-------------|------------|
| G80 (RG3)<br>GV70 (JK1)<br>GV80 (JX1) | 40D058R0 | AVN Software Update   | 0.3 M/H  | 96560-T6600 (GV80)<br>96560-T1100 (G80)<br>96560-AR600 (GV70) | M73         | ZZ3        |
| GV70 Electrified (JK1A EV)            | 40D058R1 |   | 0.3 M/H  | 96560-IT600   |             |            |
| GV80 (JX1)<br>G80 (RG3)<br>GV70 (JK1) | 40D058R2 | AVN Software Version Verification ONLY - No Update Required | 0.2 M/H  | 96560-T6600 (GV80)<br>96560-T1100 (G80)<br>96560-AR600 (GV70) |             |            |
| GV70 Electrified (JK1A EV)            | 40D058R3 |   | 0.2 M/H  | 96560-IT600   |             |            |

**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:** Op times include VIN, Mileage, and photo capture of the AVN updated software version screen as outlined in the Digital Documentation Policy.

**Service Procedure:**

**STUI**



This TSB includes Repair validation photos. Refer to the latest Warranty 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 Genesis parts before performing the update.

**AVN Software Version Information**

| Model                      | AVN Part Number                           | New Software Version              |
|----------------------------|---|-----------------------------------|
| GV80 (JX1)                 | 96560-T6600<br>96560-T6DE0<br>96560-T6DF0 | JX1(JX1_22).USA.P6.001.007.231101 |
| G80 (RG3)                  | 96560-T1100<br>96560-T1600                | RG3(RG3_22).USA.P6.001.007.231101 |
| GV70 (JK1)                 | 96560-AR600<br>96560-AR650<br>96560-IY600 | JK1.USA.P6.001.007.231101         |
| GV70 Electrified (JK1A EV) | 96560-DS600<br>96560-IT600                | JK1.USA.P6.001.007.231101         |

## Verification of Software Update Version

1. Turn the ignition switch **ON**.



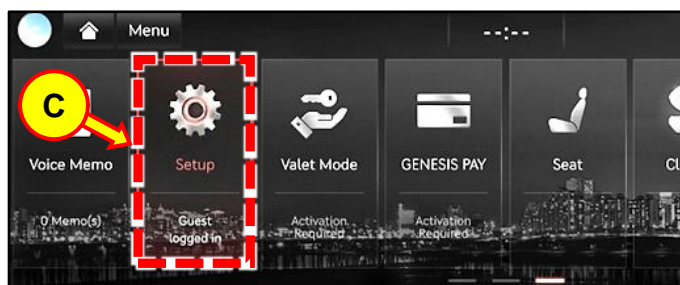
2. Press the **MAP** (A) and **Setup** (B) buttons at the same time for 5 seconds.

**i** **Information**

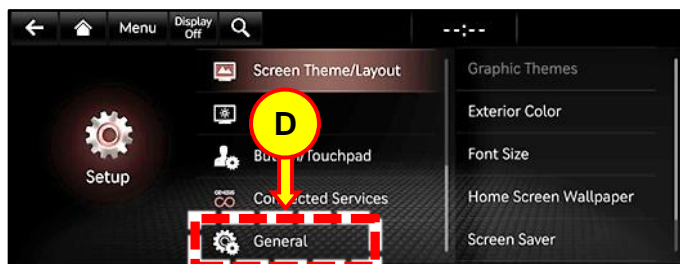
This will reset the head unit so the version can be verified, and also stop the OTA update if it's running.



3. Select **Setup** (C) to enter the Setup menu.



4. Select **General** (D).

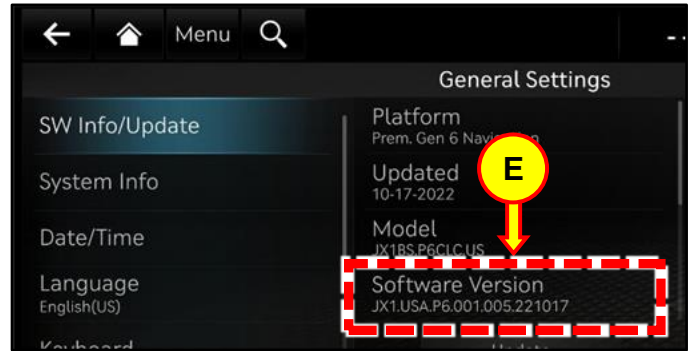


5. Check the **Software Version (E)** in the **SW Info/Update** screen.  
Refer to [AVN Software Version Information](#) on page 4 for complete updated versions.

- If version ends with “**231101**” or later:  
**Do not proceed with the software update.**

Go to step 6 to take a STUI photo. Service procedure is complete.

- If version is before “**007.231101**”:  
Go to [AVN Software Update with USB Drive](#) on page 7 to update the system with the latest software.



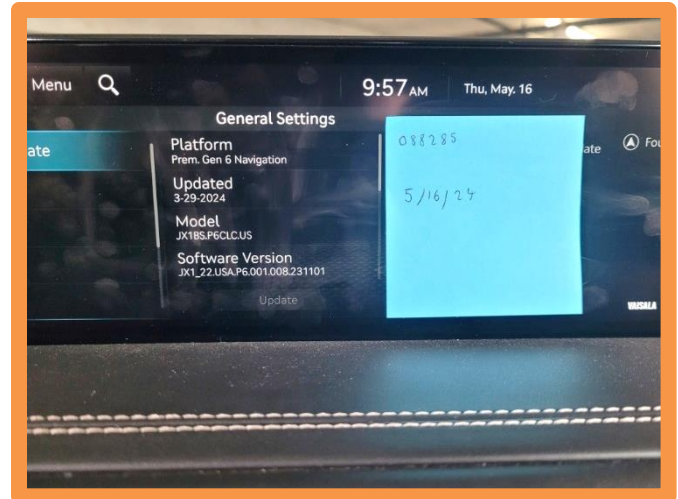
- 6.

**STUI**



If the version ends with “**231101**” or later:

Take a picture of the screen using your tablet showing the latest software version with the last 6 digits of the VIN & date of repair on a piece of paper and upload to STUI.



**Information**

If version check is unavailable because the OTA update is in progress in the background, reset the head unit (step 2) and check again. Check version within 1-2 minutes after reset.

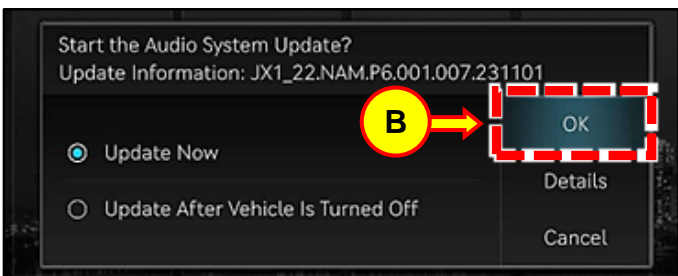
AVN Software Update with USB Drive

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

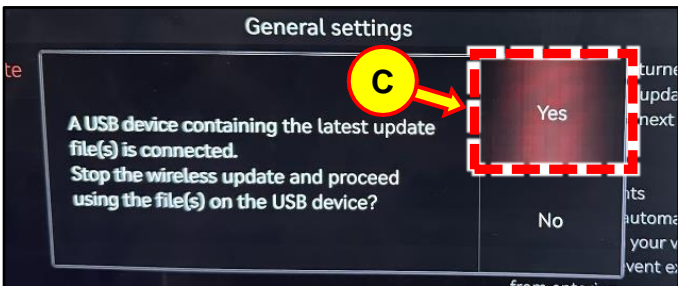


2. You may start the update using one of the following methods (depending on pop-up seen):

- Select **OK** (B) on the pop-up window to start the update.



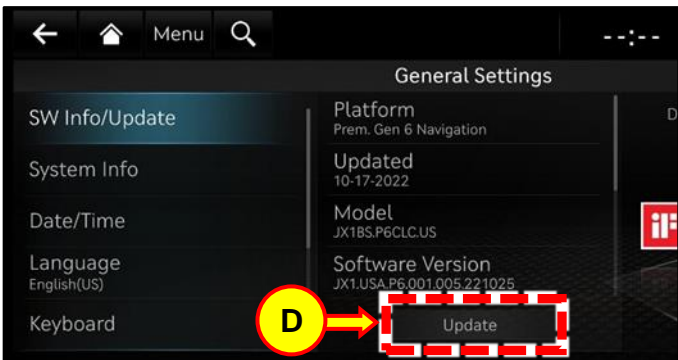
- If the OTA update is still in progress, you may see the screen at right. In this case, select **Yes** (C) to stop the OTA process and start the software update with the USB drive.



- Alternatively, you can also navigate to the Software Info/Update screen (**Setup > General > SW Info/Update > General Settings**). Then select **Update** (D).

**i Information**

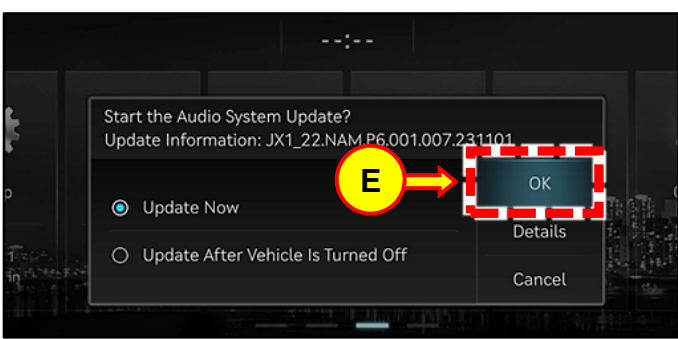
Do **NOT** remove the USB drive or turn **OFF** the ignition switch during the update. This will prevent the update from completing.



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

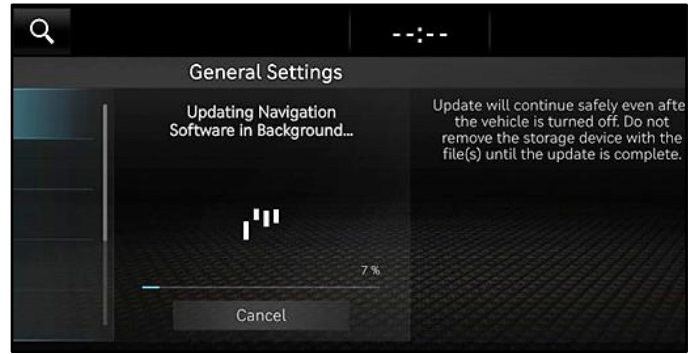
**NOTICE**

Do **NOT** turn **OFF** power or remove the USB device. This may cause data loss or system failure.



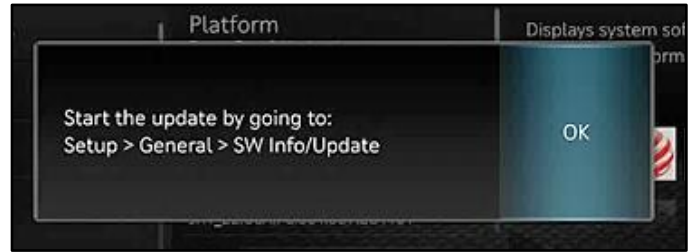
**i Information**

- The update will run in the background. If desired, you may see the progress by navigating to: **Setup > General > SW Info/Update > General Settings**.
- There will be multiple occurrences where the Genesis logo will appear, or the display will be black during the update process. This is normal.

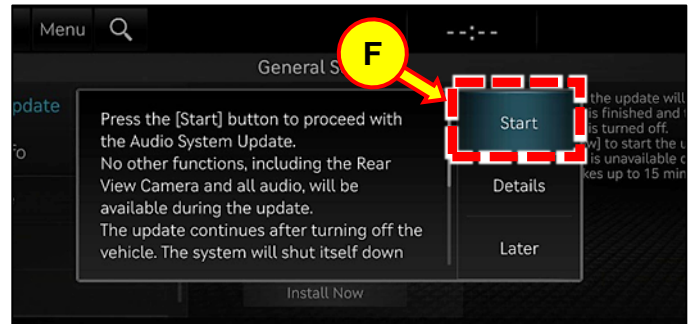


**If the pop-up window at right appears:**

Remove the USB drive. Then insert it again, and retry the update, starting at step 1 on the preceding page.



4. When the pop-up shown at right appears, select **Start** (F).



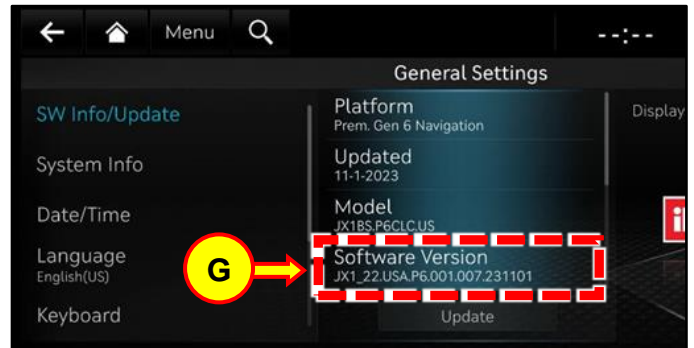
The audio system will reboot automatically after the update completes.



5. Verify the updated Software Version (G) by navigating to: **Setup > General > SW Info/Update > General Settings**.

New version ends with “007.231101” or later.

Refer to [AVN Software Version Information](#) on page 4 for complete updated versions.

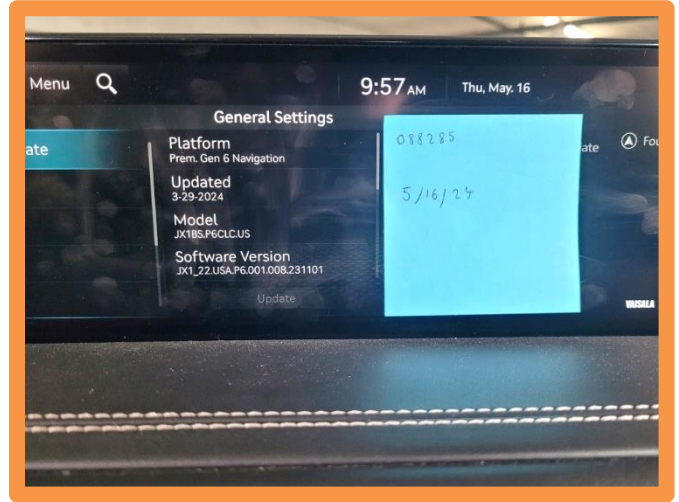


6.

**STUI**



**Take a picture of the screen using your tablet showing the updated software version with the last 6 digits of the VIN & date of repair on a piece of paper and upload to STUI.**



7. Service procedure is complete.