



Technical Service Bulletin

| | |
|--------------------------|-------------------------------|
| GROUP CAMPAIGN | NUMBER 24-01-060H |
| DATE JULY 2024 | MODEL(S) VENUE (QX) |

SUBJECT: 5TH GEN WIDE AVN S/W UPDATE (SERVICE CAMPAIGN TBZ)

★ 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 certain vehicles, equipped with the 5th generation AVN software, that may experience an inoperative radio. The radio may not respond or is completely inoperative when pressing the **RADIO** button / icon on the AVN screen or when selecting the **RADIO** option in the menu.

Applicable Vehicle:

- 2023MY Venue (QX) equipped with 5th Gen Wide AVN and produced from 09/16/2022 – 06/06/2023

Parts Information:

| Model | Part Name | Part Number | Figure | Remarks |
|------------|-----------|-------------|--|---|
| Venue (QX) | USB Stick | QXAPPCRASH |  | Each dealer has been shipped 1 USB stick at the start of this campaign. If additional ones are needed, please order from your facing PDC. |

Warranty Information:

| Model | Op. Code | Operation | Op. Time | Casual Part | Nature Code | Cause Code |
|------------|----------|--------------------------------------|----------|----------------|-------------|------------|
| Venue (QX) | 40D081R0 | Software Update for 5th Gen Wide AVN | 0.3 M/H | 96560-K2370MDD | M72 | 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: Op times include VIN, Mileage, and photo capture of the “S/W Info/Update” 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 the AVN system is a genuine Hyundai part before starting the service procedure.

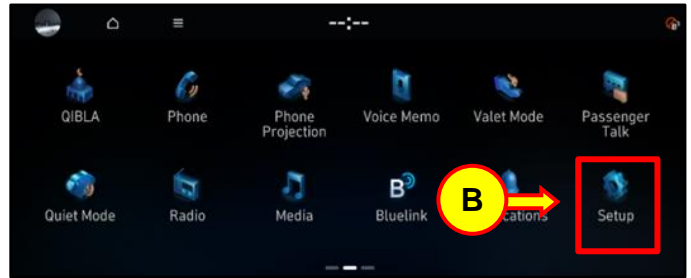
NOTICE

- Ensure the 12V battery is sufficiently charged before proceeding with the update.
- Do not remove the USB drive or turn off the ignition during the update. This will prevent the update from completing.

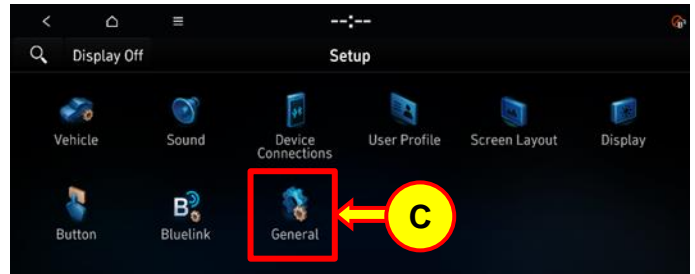
1. Turn **ON** (A) the engine.



2. Press **Setup** (B).



3. Press **General** (C).

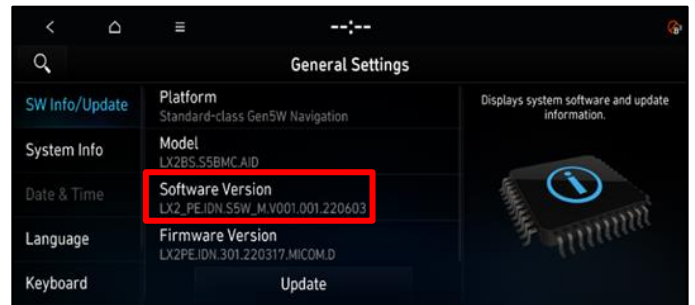


4. Verify the vehicle's software version.

i Information

If the software version ends in '**231215**' or later then the service procedure is not needed. Proceed with claim submission.

If the software version is earlier than '**231215**', then proceed with service procedure.



5. Insert the USB flash drive into the slot.

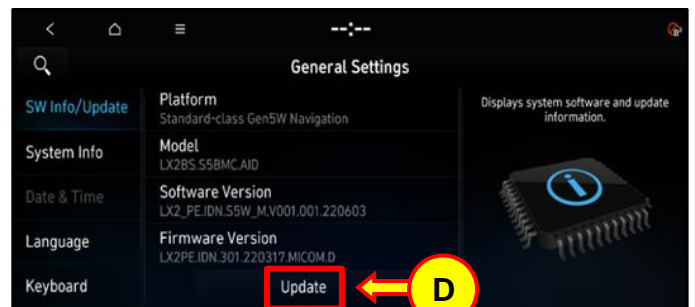


6. Press **Update** (D).

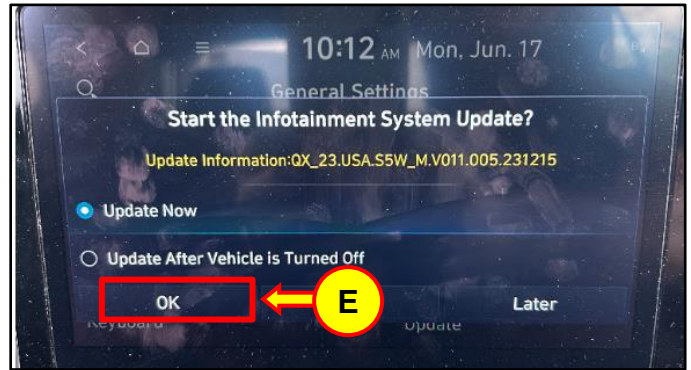
NOTICE

Do **NOT** remove the USB flash drive during the update.

Do **NOT** turn **OFF** the ignition during the update.



7. Press **OK** (E).



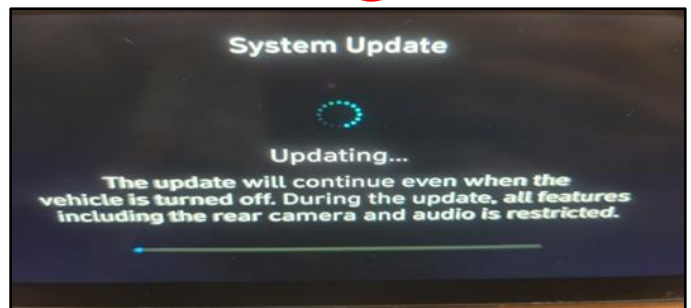
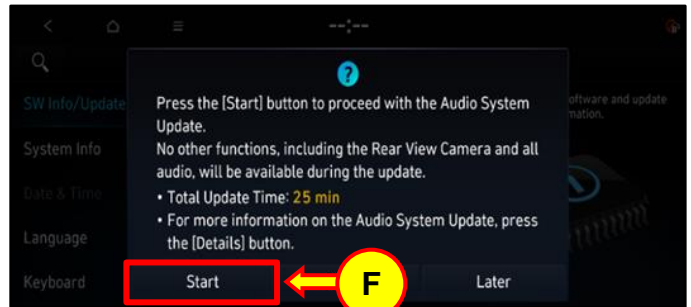
8. Press **Start** (F) if update does not begin automatically.

NOTICE

Do **NOT** remove the USB flash drive to prevent a system failure.

Do **NOT** turn **OFF** the ignition to prevent a system failure.

The screen may flash the Hyundai logo or appear black during the update. This is normal.



9. Confirm the software version has been updated by referring to the **S/W Info and Update** screen (G).

The software version should end in '**231215**'.



10.

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 of photo.

