



Technical Service Bulletin

GROUP	NUMBER
BODY ELECTRICAL	24-BE-001H-2
DATE	MODEL(S)
NOVEMBER 2024	VELOSTER N (JS N)

SUBJECT: AVN SOFTWARE UPDATE FOR RADIO APP CRASH AND UNEVEN ROAD WARNING

This TSB supersedes TSB 24-BE-001H-1 to remove all models except Veloster N (JS N). This TSB no longer applies to the models listed below:

- Elantra (CN7)
- Elantra Hybrid (CN7 HEV)
- IONIQ 5 (NE EV)
- Kona (OS)
- Kona N (OS N)
- Kona EV (OS EV)
- Palisade (LX2)
- Sonata (DN8)
- Sonata Hybrid (DN8 HEV)
- Tucson (NX4)

Description: Some Veloster N (JS N) vehicles equipped with the AVN 5th Gen Wide system may exhibit a condition where the radio app crashes frequently when entering radio mode and/or displays a message that reads “Uneven Road Ahead, Drive carefully” on the cluster along with a warning sound. Follow the procedure outlined in this bulletin to update the AVN software to resolve this condition.


***i* Information**

If the condition occurs on any model other than Veloster N (JS N), then follow the update information on the update.hyundai.com website to update the AVN 5th Gen Wide system.

Applicable Vehicles:

- 2021-2022MY Veloster N (JS N) equipped with AVN 5th Gen Wide.

Parts Information:

Model	Part Name	Part Number	Figure	Remarks
Veloster N (JS N)	AVN Software Update A for Radio App Fix	RADIOSWUPDATEA		Order USB from facing PDC. USB can be used for multiple vehicles.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Veloster N (JS N)	96560F17	AVN Software Update	0.3 M/H	Refer to the Web Parts Catalog for the applicable AVN part number	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.

NOTE 5: If dealer supplies its own USB drive when utilizing download software option on page 6, please include amount for USB drive purchase in sublet.

Service Procedure:

STUI



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

i Information

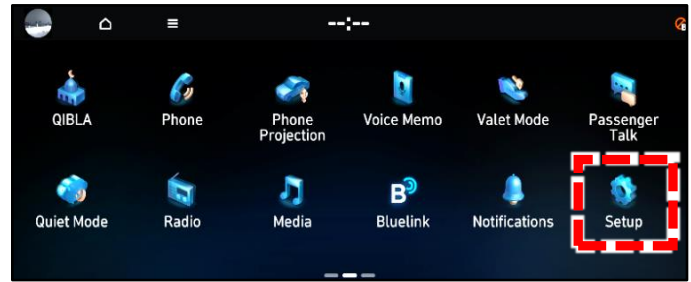
- Ensure that the battery is sufficiently charged and that the power is switched to **ON** to prevent a battery drain during the update.
- Do **NOT** remove the USB drive or turn **OFF** the ignition switch during the update. This will prevent the update from completing.
- Verify that the AVN system is a genuine Hyundai part (**NOT** aftermarket) before performing the update.

AVN Software Update

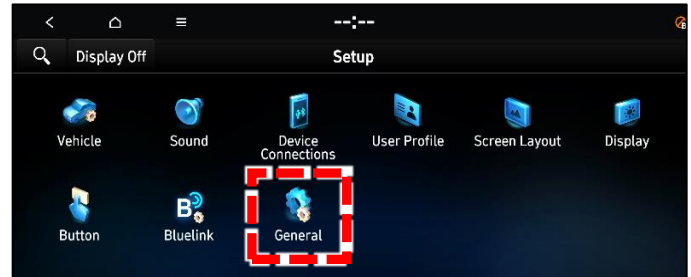
1. Turn **ON** the ignition switch.



2. Select **Setup** to enter the Setup menu.



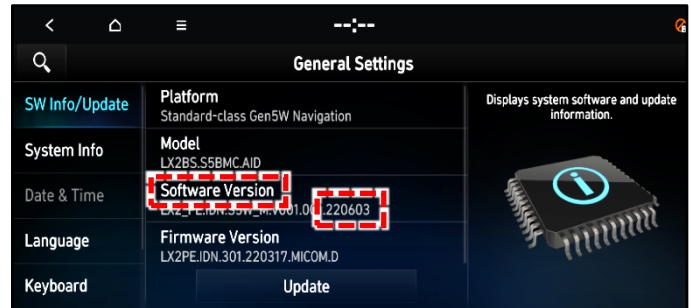
3. Select **General**.



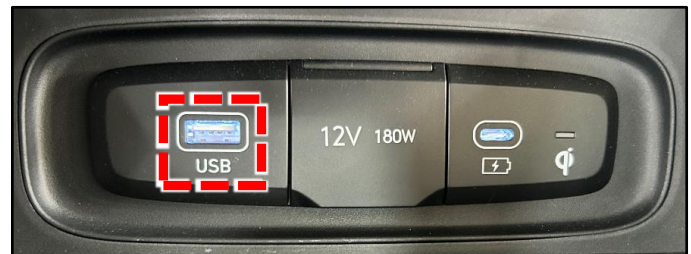
4. Check the Software Version that's currently installed.
If software version is one of the versions listed below, the AVN needs to be updated.

Current Software Version:

- 221011
- 221025
- 221115
- 221220
- 221228



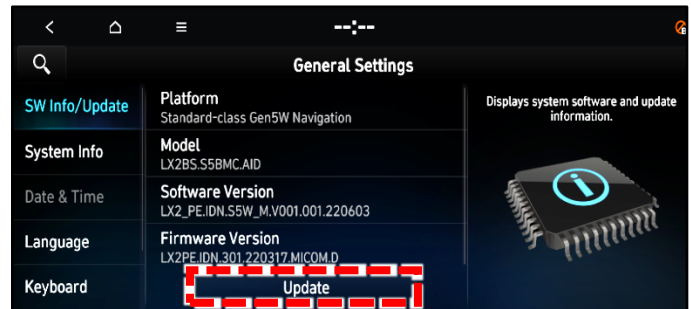
5. Insert the USB drive into the USB port.



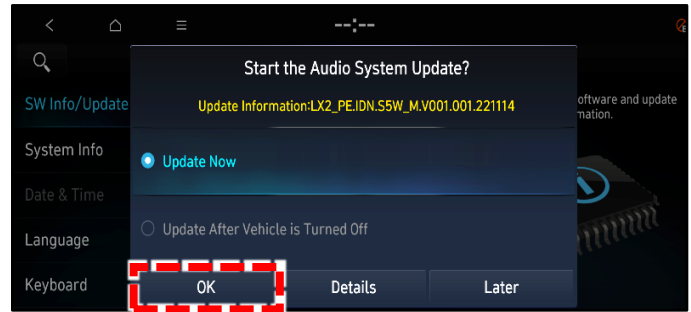
6. Select **Update** at the bottom of the screen to proceed with the software update.

i Information

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



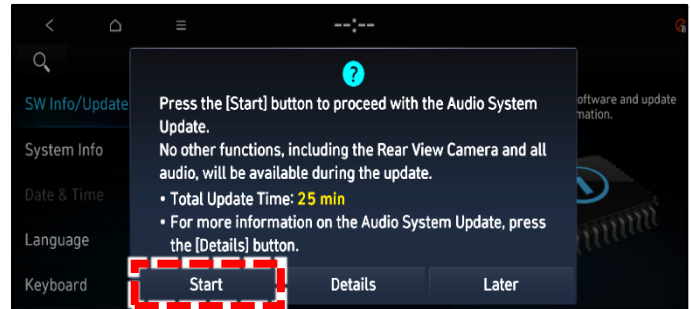
7. Select **OK**.



8. Select **Start**.

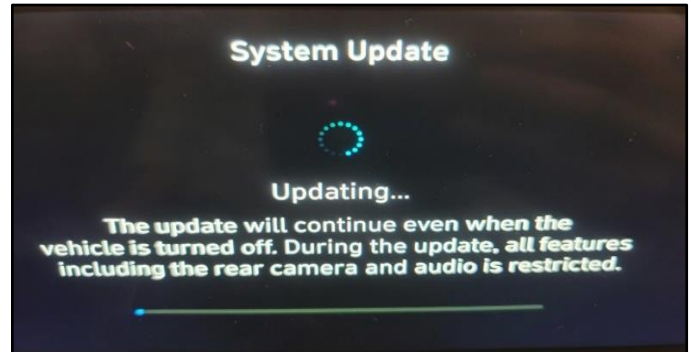
NOTICE

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.**



9. Confirm the S/W version has been correctly updated by referring to the **SW Info/Update** screen.

The updated S/W version should be **230203**.

NOTE: If the software download option is used on page 6, the S/W version may be higher than 230203. **This is OK.**



10.

STUI



Take a screenshot of the 'SW Info/Update' screen using your particular tablet's screenshot save method and upload to STUI.

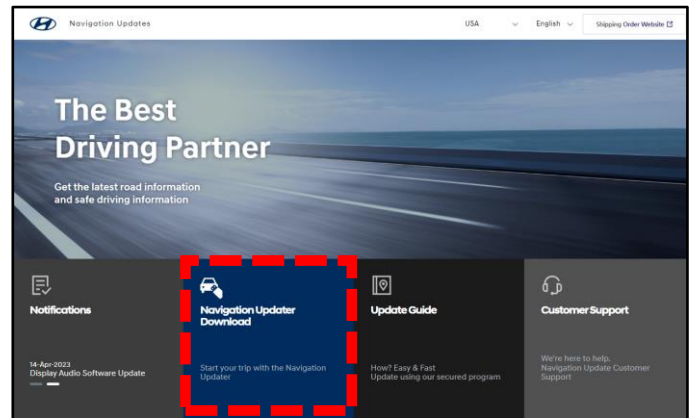


Software Update File Download

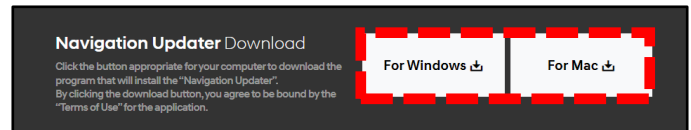
i Information

Use the following section if there is no current stock available of the USB drive listed in the Parts Information section. Use a blank 64GB USB drive.

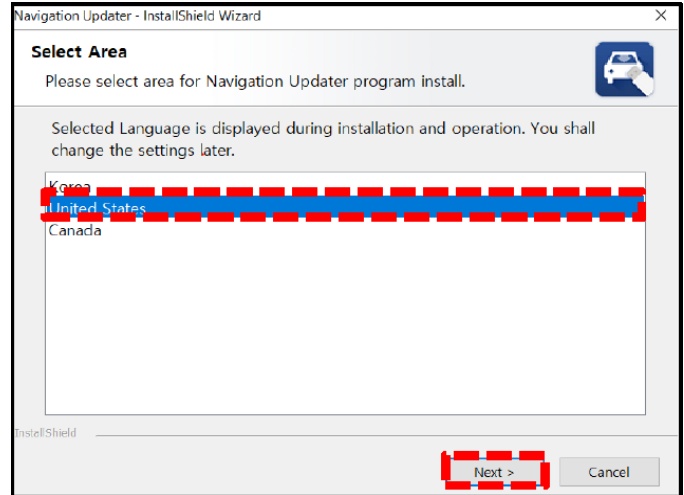
1. Go to <https://update.hyundai.com>
Select **Navigation Updater Download**.



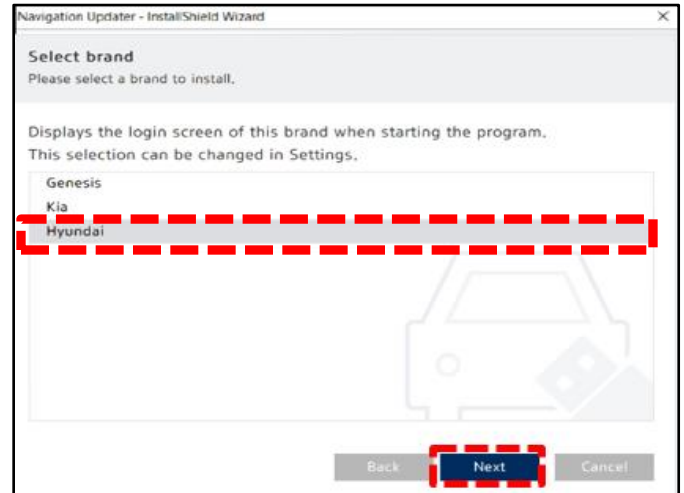
2. Select **For Windows** or **For Mac** operating system.



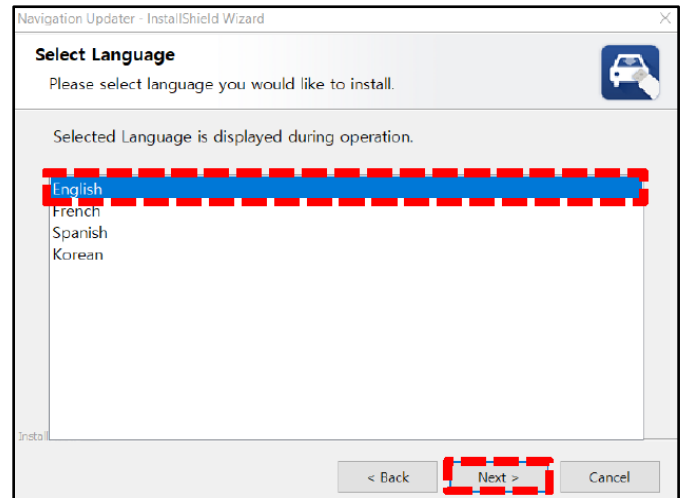
3. Select **United States**, then select **Next**.



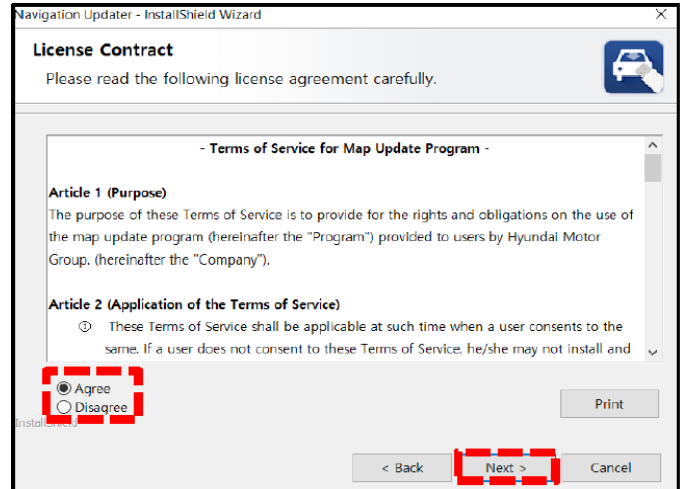
4. Select **Hyundai**, then select **Next**.



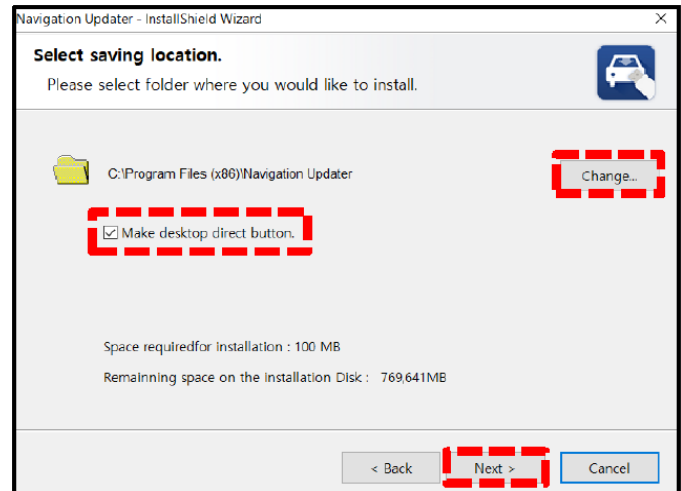
5. Select a language (ex. "English") then select **Next**.



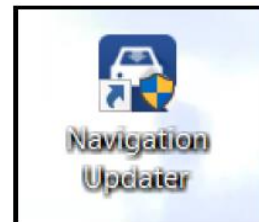
6. Review **Terms of Service**, select **Agree**, then select **Next**.



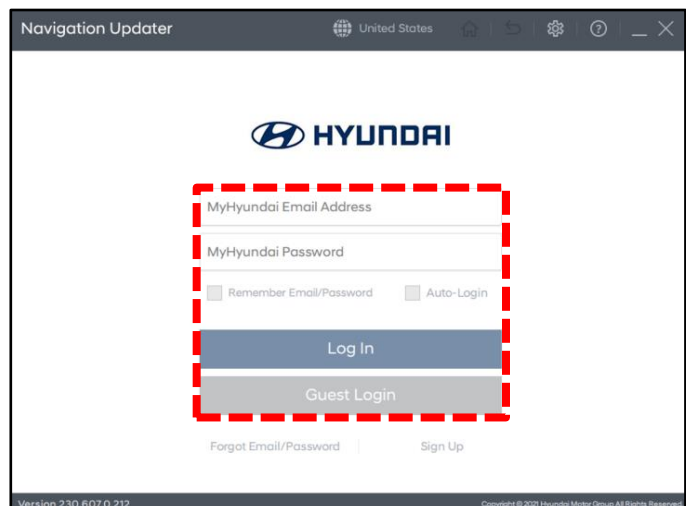
7. In the **Select saving location** screen, select **Change** to save to a different location other than the one listed. Check the box **Make desktop direct button** to save a shortcut on the screen. Then select **Next** to install.



8. Once the installation completes, the **Navigation Updater** shortcut will be saved on your desktop.



9. Open **Navigation Updater** to log in using your Bluelink® credentials. You can also log in as a guest under **Guest Login**.

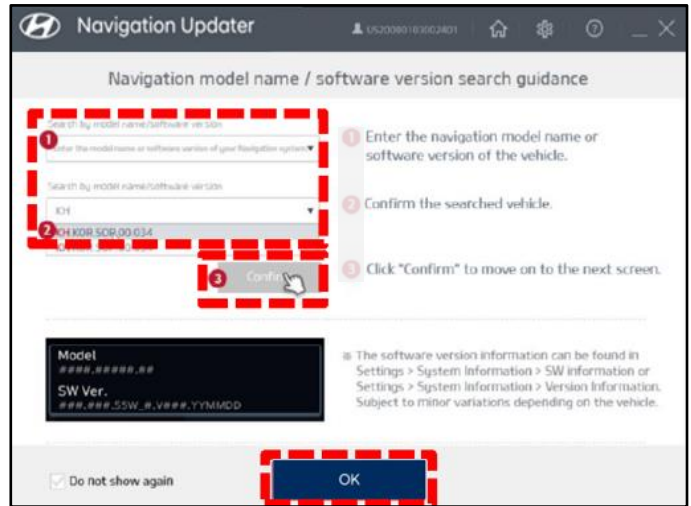


10. Instructions will appear on how to find the software version for the vehicle.

Enter model name (1) or Software Version (2).

Select **Confirm** (3).

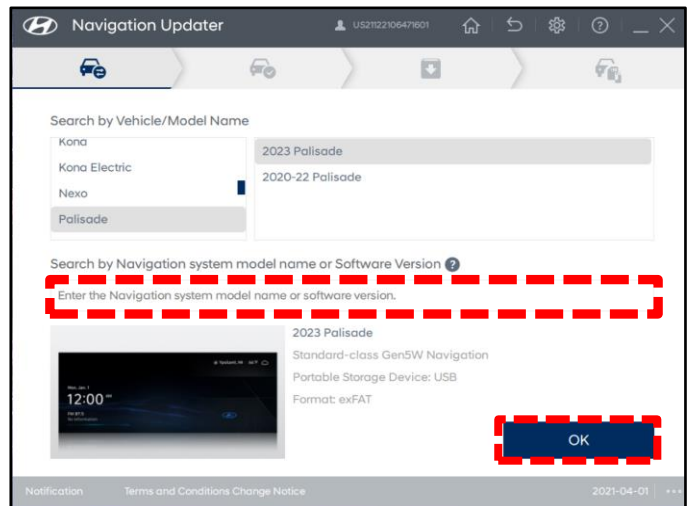
Select **OK**.



11. Enter your software version, or search by vehicle model/year. Select **OK**.

i Information

If you previously logged into your **Bluelink®** account, your vehicle will be pre-selected.

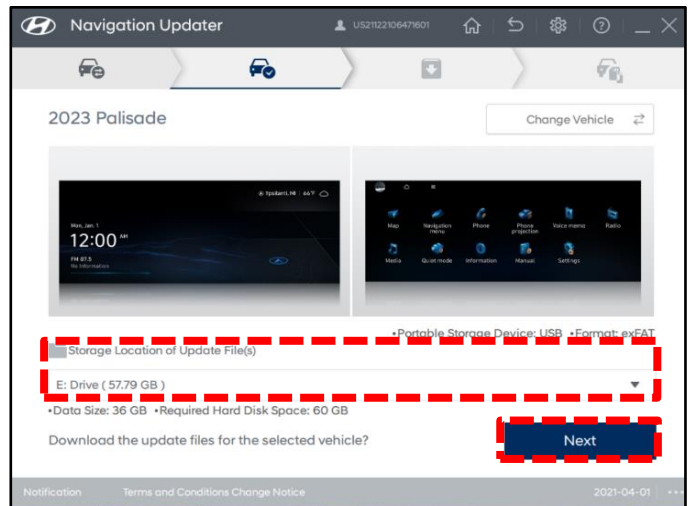


12. Once confirmed, insert a blank USB drive into your computer/laptop.

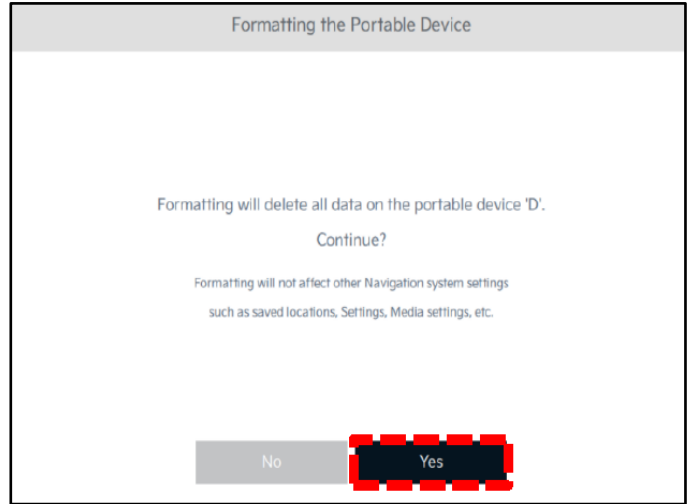
Verify the **Storage Location of Update File(s)**, then select **Next**.

NOTICE

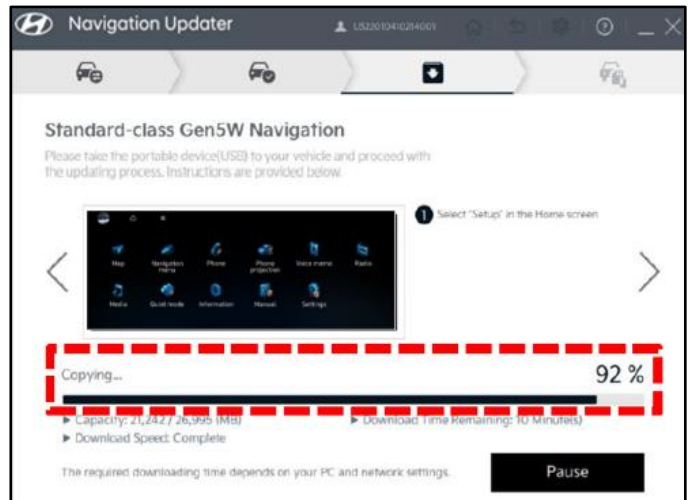
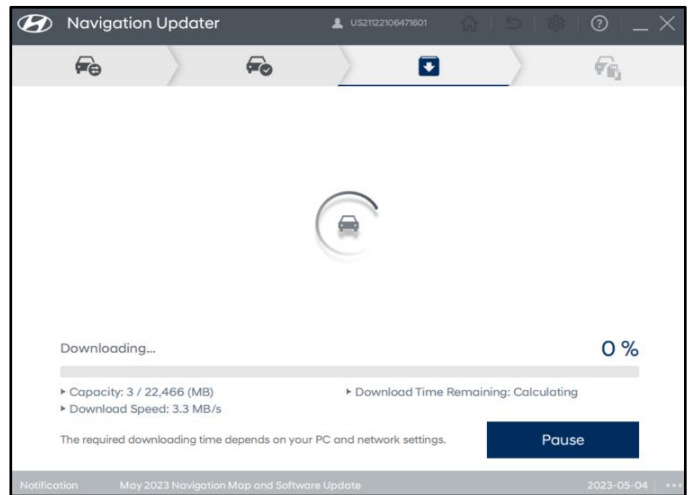
If the USB drive was previously used, formatting in the next step will delete all previous content on the drive.



13. The inserted media will now be formatted. Select **Yes** to continue. Once the drive is formatted, downloading will begin.

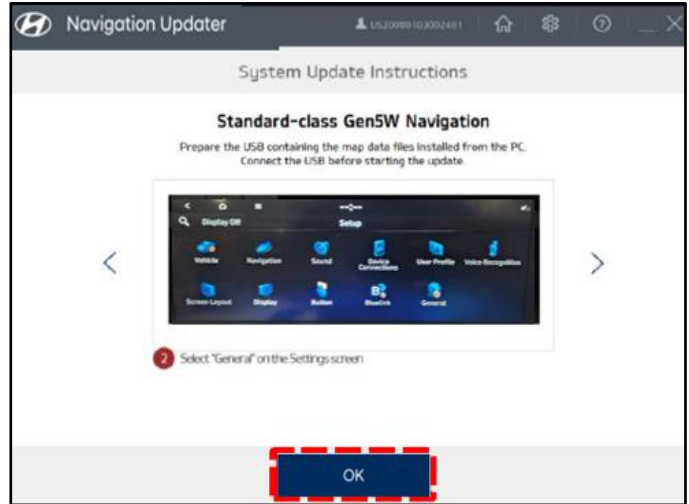


14. Once download completes, the file will automatically be copied onto the media.



15. After copying is completed, **System Update Instructions** will appear on how to install the update in the vehicle.

Follow these instructions, then select **OK**.



16. You can also access the vehicle installation instructions under **Installation Instructions** on this screen.

Next, eject the media (USB drive), then select **Close Program**.

Go back to the **AVN Software Update** section on page 2 to install the software using the USB drive. This USB drive can be used to update multiple vehicles.

