

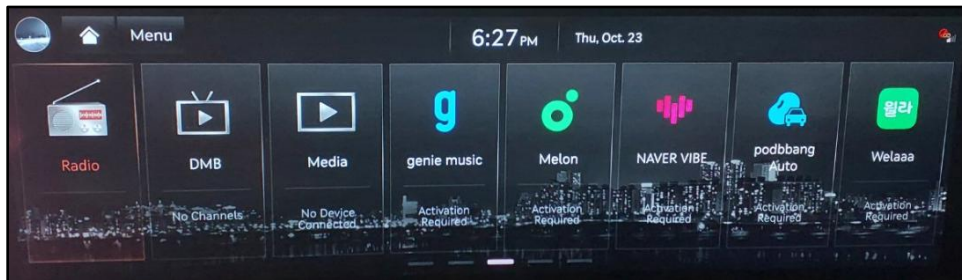


Technical Service Bulletin

GROUP	NUMBER
BODY ELECTRICAL	25-BE-025G
DATE	MODEL(S)
DECEMBER 2025	SEE BELOW

SUBJECT: AVN SOFTWARE UPDATE FOR INOPERABLE HEAD UNIT (PGEN6)

Description: Certain vehicles equipped with Premium Gen6 Navigation head units may exhibit issues with Genesis Connected Services, navigation, voice recognition, and Bluetooth functionality. In some cases, the home screen may display applications not intended for the U.S. market. This TSB provides the procedure to update the Premium Gen6 Navigation software to address these conditions.



Applicable Vehicles:

Model Year	Model	Equipped With
2021 - 2024	G80 (RG3)	Premium Gen6 Navigation
2023 - 2025	G80 Electrified (RG3 EV)	
2022 – 2023, 2025	GV70 (JK1) (VIN starts with “KMU”)	
2022 - 2025	GV70 (JK1A) (VIN starts with “5NM”)	
2023 - 2025	GV70 Electrified (JK1A EV)	
2021 - 2024	GV80 (JX1)	

NOTICE

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

Parts Information: Contact Techline to order the correct USB drive with the corresponding software update for each vehicle. Give this TSB number to the Techline agent.

- **Techline Contact Information:**
Phone: 1-855-240-6401
Hours: Mon-Fri, 5 AM – 5 PM PST
Sat, 6 AM – 3 PM PST

NOTICE

Each USB drive is specific to a VIN, model, and model year. To avoid any potential damage to other vehicles, do **NOT** use this USB update on any vehicle other than the one it was ordered for.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
ALL	96560F21	AVN Software Update for PGEN6	0.3 M/H	Refer to WEBLTS for applicable part to labor op code combination	M45	ZZ3

NOTE 1: Normal warranty applies.

NOTE 2: Submit claim on Claim Entry Screen as “Warranty” type.

NOTE 3: This TSB includes repair justification photo(s). Op times include VIN, mileage, and photo capture of the software update screen as outlined in the Digital Documentation Policy.

NOTE 4: If any part(s) not subject to this TSB are found in need of replacement while performing the repair procedure, and the affected part(s) are still under warranty, the dealer may submit a separate claim using the same repair order. If the part(s) not subject to this TSB are out of warranty coverage, the dealer has the option to submit a PA Request for goodwill consideration on a case-by-case basis.

Service Procedure:

DIGITAL DOCUMENTATION



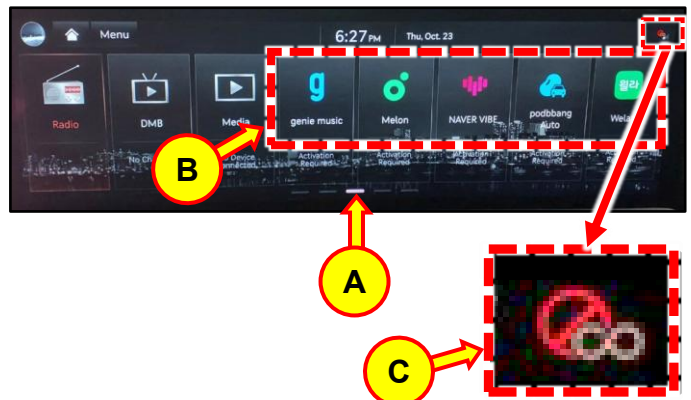
This TSB includes repair justification photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

AVN Software Update

1. Start the engine or place the vehicle in **Ready** mode by pushing the **Start Stop Button (SSB)**.



2. Confirm whether any of the pages (A) of the home screen is showing apps **NOT** intended for the U.S. market (B), and if communication features such as Genesis Connected Services are **NOT** functioning properly (C).



- **FAIL:** If conditions above are present, proceed to the next step.
- **PASS:** If the menu screen is **OK**, and communication features operate normally, the update in this TSB does **NOT** apply.

- 3.

DIGITAL DOCUMENTATION



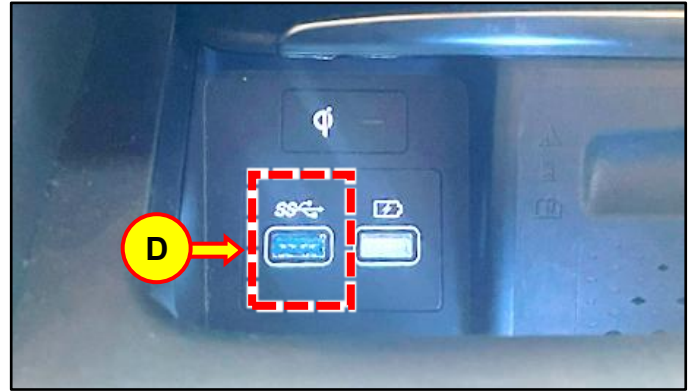
Using the STUI camera function, take a photo of the menu screen showing the incorrect Apps.

Upload the photo to STUI.

NOTE: If the STUI camera function is **NOT** used, write the last 6 digits of the VIN and date of repair on a piece of paper to include in the photo.



4. Insert the applicable USB flash drive into the USB data port (D).



5. On the update pop-up window (E), select **Update Now** and **OK**.

NOTICE

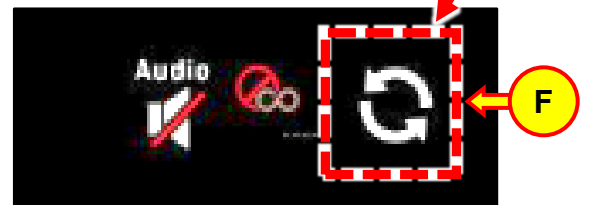
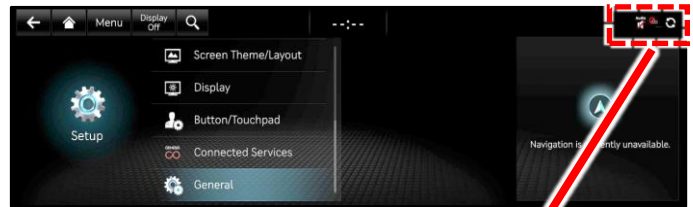
Do **NOT** turn power **OFF** or remove the USB drive during the update. This may cause data loss or system failure.



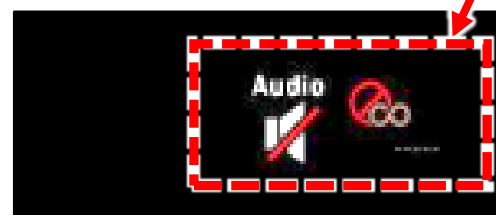
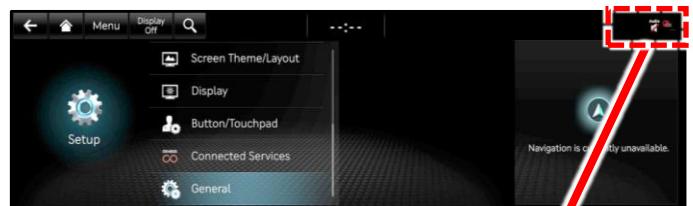
Once the update starts, a progress icon (F) will display in the top right corner. The update will run in the background and take about **15 minutes**.

i Information

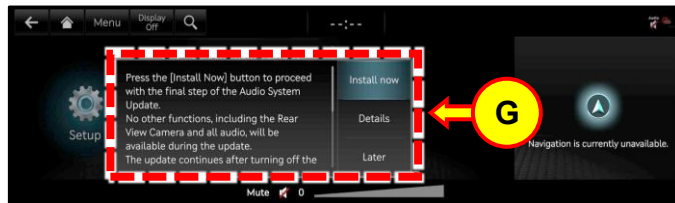
There is no progress bar, but the update icon will remain until the update is finished.



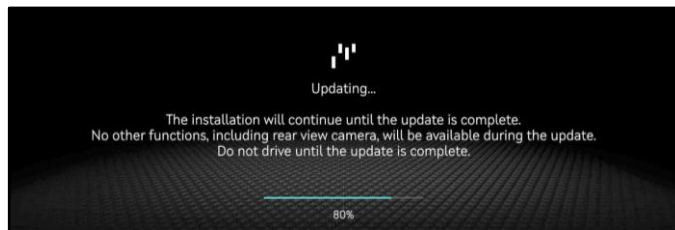
6. When the update is finished, the update icon disappears. Turn ignition **OFF** and then **ON**.



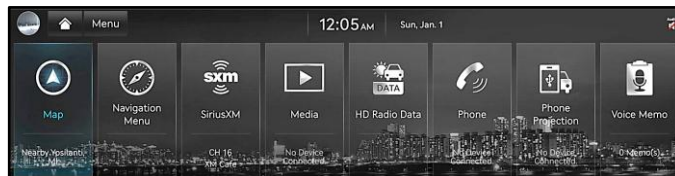
7. Select **Install now** on the second update popup window (G). This update will run in the foreground for about **5 minutes**.



The head unit will reboot automatically once this update is finished.



8. Verify that the menu screen displays apps for U.S. market, like those shown in the picture to the right, and that communication features function normally.



i Information

The software version does **NOT** change for this update.

9. The service procedure is now complete.