



Technical Service Bulletin

GROUP	NUMBER
BODY ELECTRICAL	23-BE-015G
DATE	MODEL(S)
DECEMBER 2023	G70 (IK)


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

Description: Some 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 display 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.

Applicable Vehicles:

- 2022-2023MY G70 (IK) equipped with AVN 5th Gen Wide.

Parts Information:

Model	Part Name	Part Number	Figure	Remarks
G70 (IK)	AVN S/W 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
G70 (IK)	96560F17	AVN Software Update	0.3 M/H	96560*	M73	ZZ3

NOTE 1: Normal warranty applies.

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

NOTE 3: *Refer to the Web Parts Catalog for the full applicable AVN part number.

NOTE 4: This TSB includes Repair validation photos. Op times include VIN, Mileage, and Repair validation photos as outlined in the Digital Documentation.

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

Service Procedure:

STUI



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

i Information

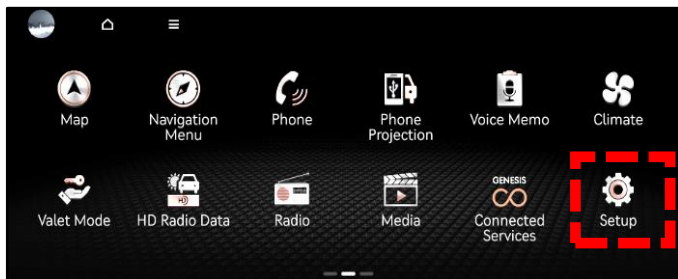
- Ensure that the battery is sufficiently charged and that the power is switched to “ON” to prevent a battery drain during the update.
- Do not remove the USB drive or turn off the ignition switch during the update. This will prevent the update from completing.
- Verify that the AVN system is a genuine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

AVN Software Update

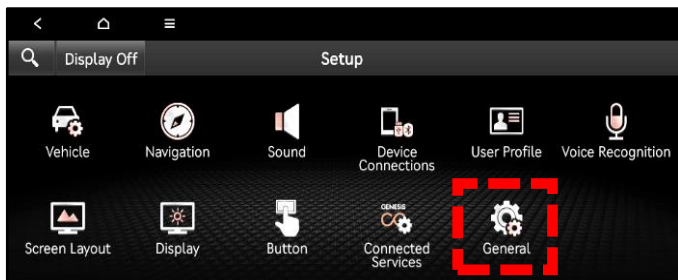
1. Turn the ignition switch ‘ON’.



2. Select the ‘Setup’ button and enter the SETUP menu.



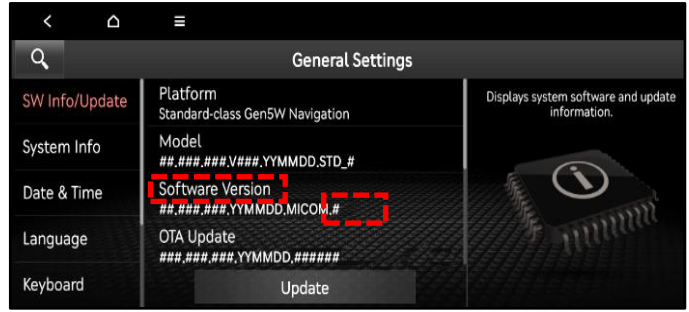
3. Select ‘General’.



- 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



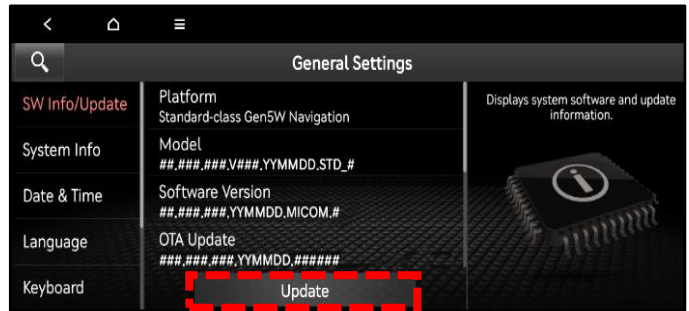
- Insert the USB drive into the USB port.



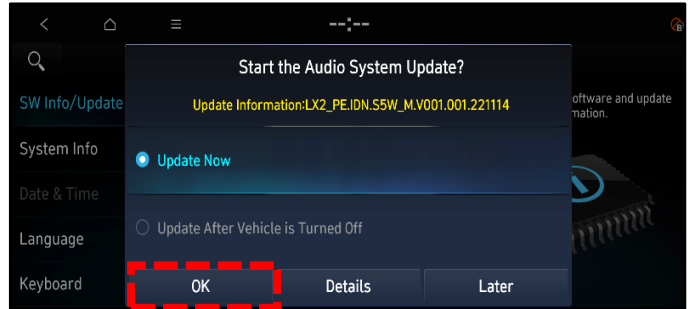
- Select 'Update' at the bottom of the screen to proceed with the software update.

i Information

Do not remove the USB drive or turn off the ignition switch during the update. This will prevent the update from completing.



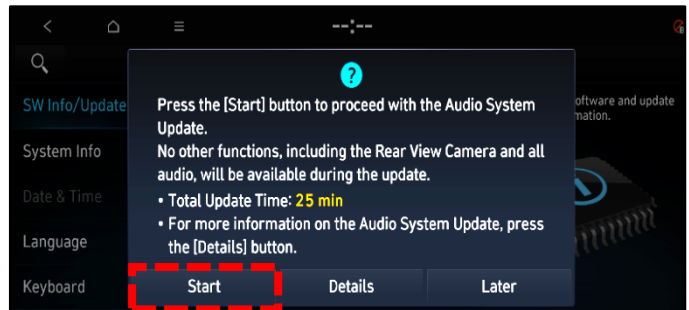
- Select 'OK'.



- Select 'Start'.

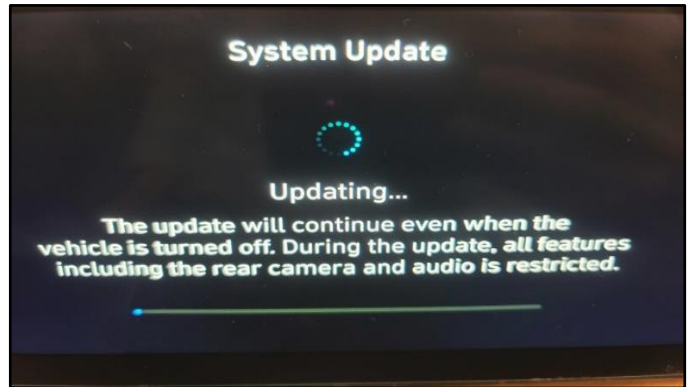
NOTICE

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



i Information

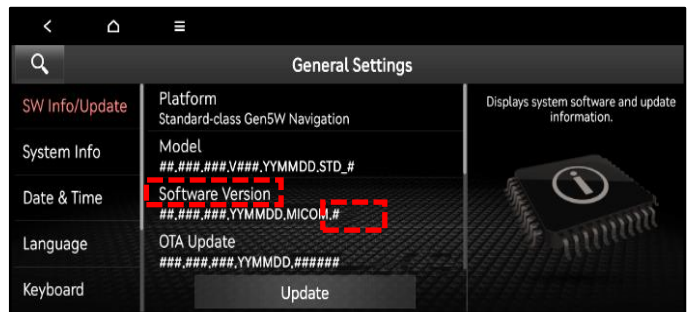
There will be multiple occurrences where the Genesis logo will appear, or the display will be black during the update process. This is normal.



- 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 5, the S/W version may be greater than 230203. This is OK.

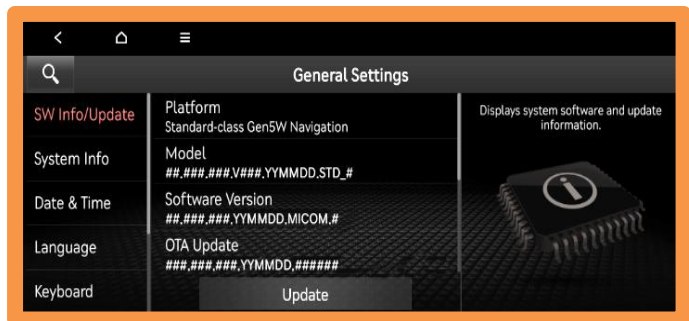


-

STUI



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

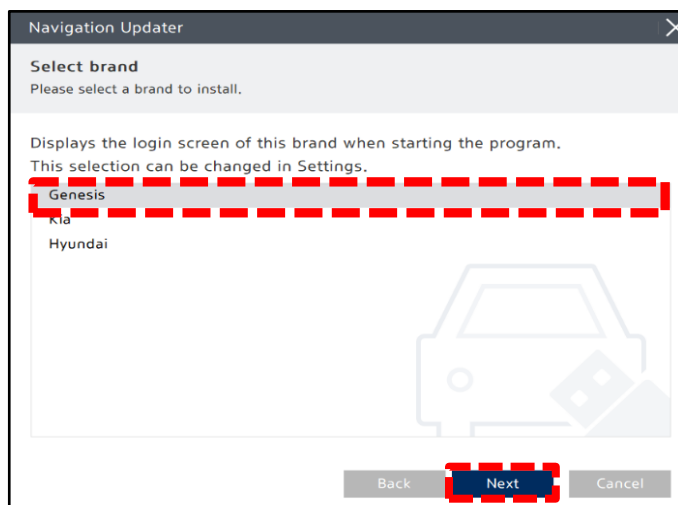
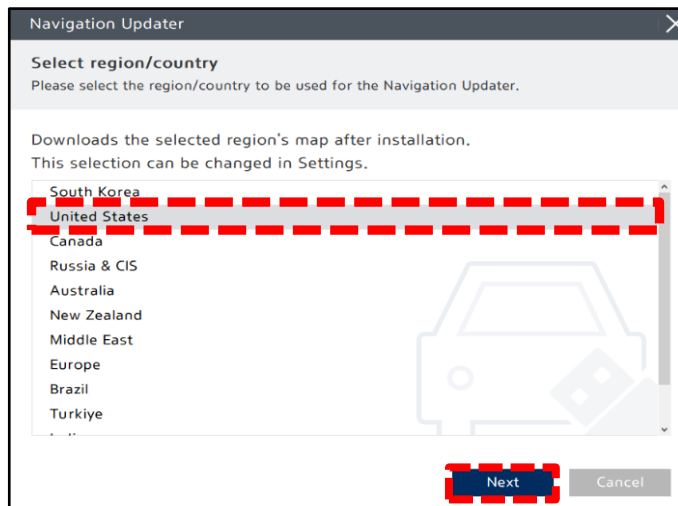
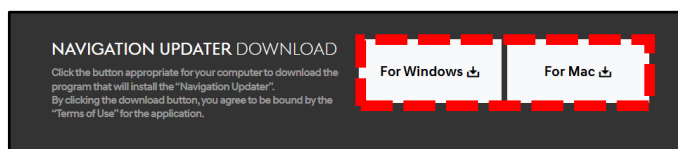
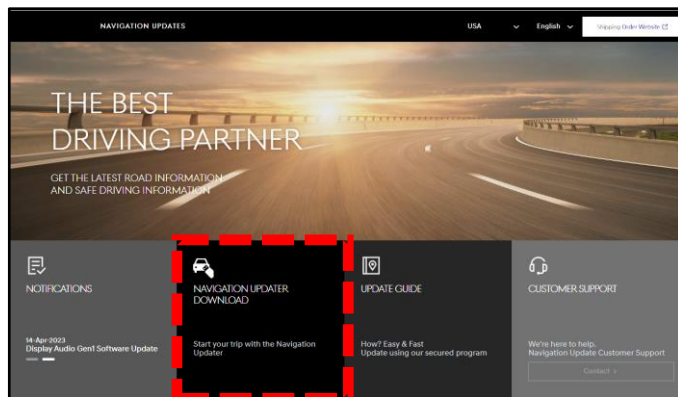


Software Update File Download:

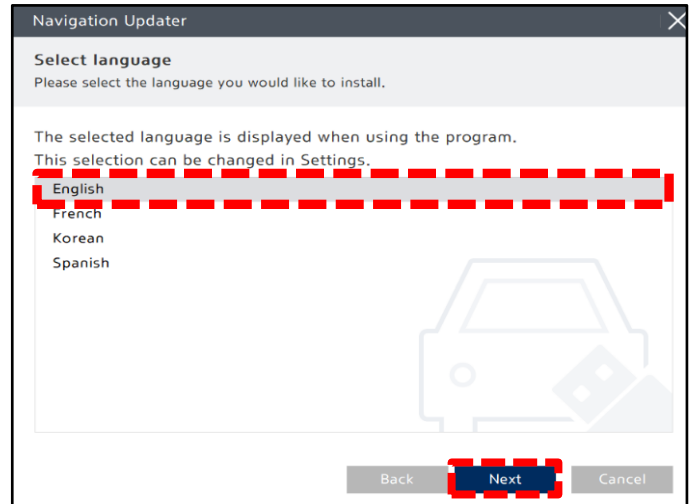
i Information

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

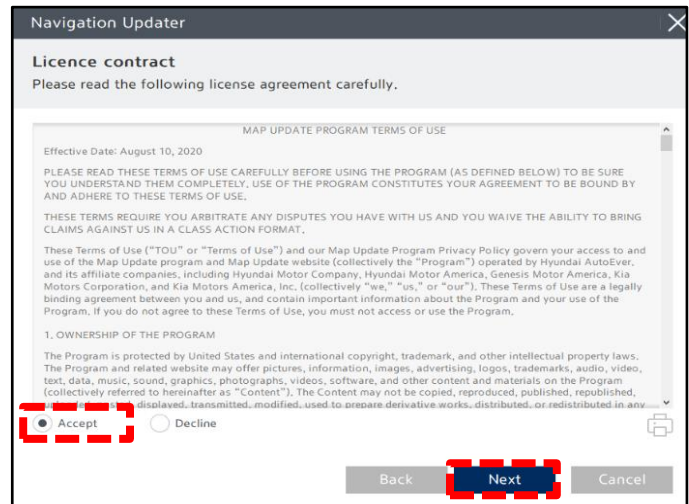
1. Go to <https://update.genesis.com>
Select '**Navigation Updater Download**'.
2. Select '**For Windows**' or '**For Mac**' operating system.
3. Select '**United States**', then select '**Next**'.
4. Select '**Genesis**', then select '**Next**'.



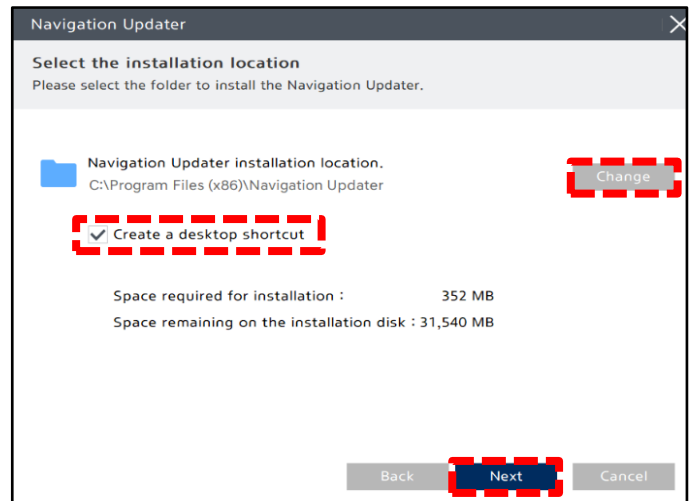
5. Select a language (ex. "English"), then select **'Next'**.



6. Review **'Terms & Conditions'**, select **'Accept'** then select **'Next'**



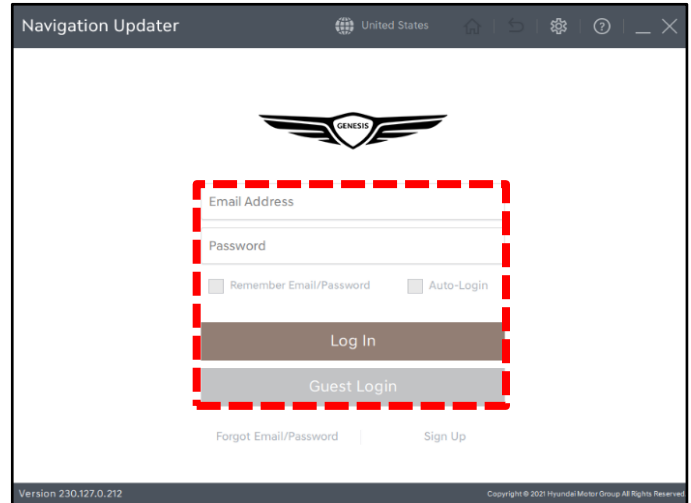
7. In the "Select the installation location" screen, select **'Change'** to save to a different location other than the one listed. Check the box **'Create a desktop shortcut'** to save a shortcut on the screen. Then select **'Next'** to install.



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

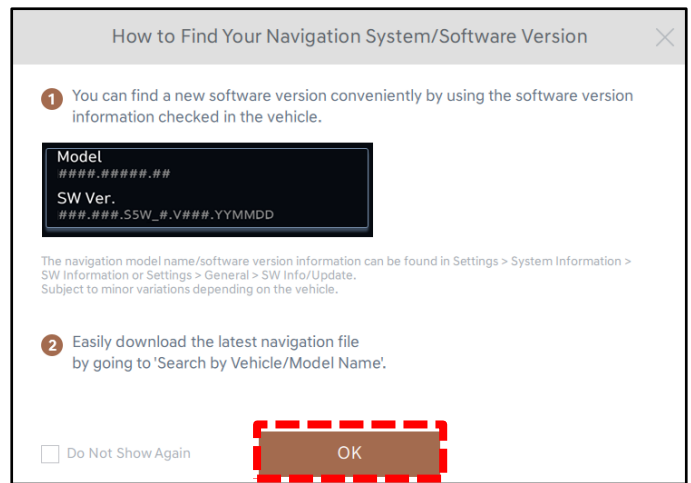


9. Open 'Navigation Updater' to log in using your GCS (Genesis Connected Services) credentials. You can also log in as a guest under 'Guest Login'.



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

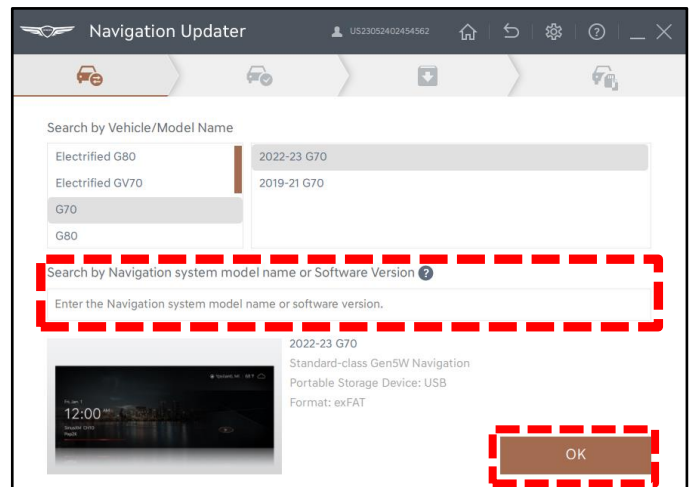
Select 'OK' to continue.



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

i Information

If you previously logged into your GCS account, your vehicle will be pre-selected.

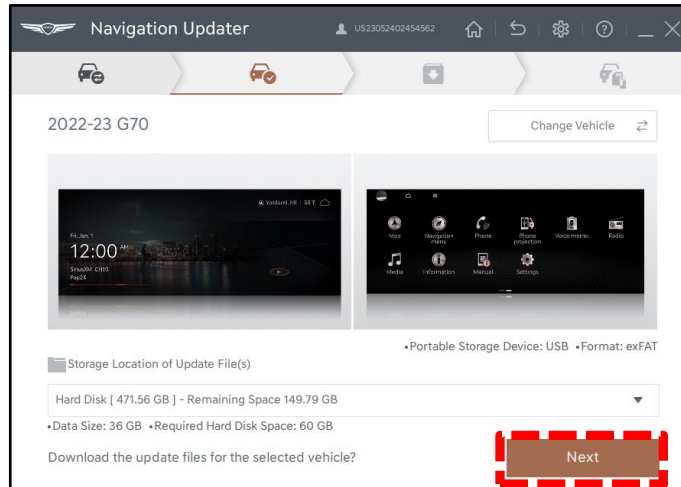


12. Once confirmed, insert a blank USB drive into your Computer/Laptop.

Verify the 'File Storage Location', then select **'Next'**.

NOTICE

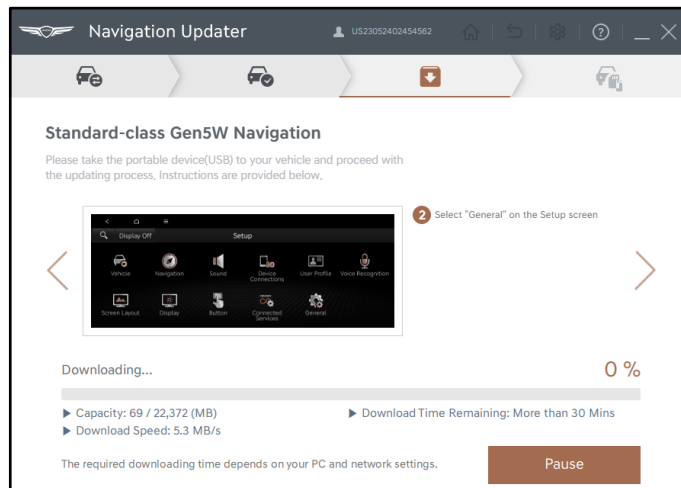
If the USB drive was previously used, formatting in the next step will delete all previous content on the drive.



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

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

After copying is completed, 'System Update Instructions' will appear on how to install the update in the vehicle. Follow these instructions, then select **'OK'**.



14. You can also access the vehicle installation instructions under 'Installation Instructions' on this screen.

Next, eject the media (USB), then close the program.

