		GROUP	NUMBER
	GENESIS	BODY ELECTRICAL	23-BE-015G
		DATE	MODEL(S)
Techn	nical Service Bulletin	DECEMBER 2023	G70 (IK)
SUBJECT:	AVN SOFTWARE UPDATE I		CRASH AND

**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 5<sup>th</sup> Gen Wide.

## **Parts Information:**

Model	Part Name	Part Number	Figure	Remarks
G70 (IK)	AVN S/W UPDATE A FOR RADIO APP FIX	RADIOSWUPDATEA	AVN SW (A) 230203	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

**NOTE 6:** If dealer supplies its own USB stick when utilizing download software option on painclude amount for USB stick purchase in sublet.

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

## **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'.



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

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'.





Image: Constraint of the standing of the stan

8. Select 'Start'.

# NOTICE

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



There will be multiple occurrences where the Genesis 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 5, the S/W version may be greater than 230203. This is OK.





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

< 0	E	
Q,	General Settings	
SW Info/Update	Platform Standard-class Gen5W Navigation	Displays system software and update information.
System Info	Model ##.###.###.V###.YYMMDD.STD_#	
Date & Time	Software Version ##.###.###.YYMMDD.MICOM.#	
Language	OTA Update ###.###.###.YYMMDD.######	1 million
Keyboard	Update	

< 0	Ē	
Q,	General Settings	
SW Info/Update	Platform Standard-class Gen5W Navigation	Displays system software and update information.
System Info	Model ##.###.###.V###.YYMMDD.STD_#	
Date & Time	Software Version ##,###,###,YYMMDD,MICOM,#	
Language	OTA Update ###.###.###.YYMMDD.######	A Million
Keyboard	Update	

### 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'.

Select 'Genesis, then select 'Next'.

	USA V English V Wepsite C
THE BEST	
DRIVING PARTNER	MITTLE A STATE
DIRIVING FAILTNEIC	
GET THE LATEST ROAD INFORMATION AND SAFE DRIVING INFORMATION	
	<b>⊠</b>
NOTIFICATIONS NAVIGATION UPDATER	UPDATE GUIDE CUSTOMER SUPPORT
14-Apr-2023 Display Audio Gen1 Software Update Start your trip with the Navigation	How? Easy & Fast We're here to belp. Update usion our secured program Navigation Indiate Customer Support
	Contact y
NAVIGATION UPDATER DOWNLOAD	
Click the button appropriate for your computer to download the	For Windows 🕁 🛛 🗛 For Mac 🕁
program that will install the "Navigation Updater". By clicking the download button, you agree to be bound by the	
"Terms of Use" for the application.	
Navigation Updater	
Select region/country	
Please select the region/country to be used f	or the Navigation Updater.
Downloads the selected region's map a	after installation.
This selection can be changed in Settin	ngs.
South Korea	
United States	
Canada	
Russia & CIS	
Australia	
Middle East	
Furope	
Brazil	
Turkiye	
	•
	Next Cancel
	Next Cancel
Navigation Updater	Next Cancel
Navigation Updater	Next Cancel
Navigation Updater Select brand	Next Cancel
Navigation Updater Select brand Please select a brand to install.	Next Cancel
Navigation Updater Select brand Please select a brand to install.	Next Cancel
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be channed in Satti	when starting the program.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin	Next Cancel
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis	Next Cancel
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. ngs.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. ngs.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. ngs.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. hgs.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. ngs.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. ngs.
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Kla Hyundai	when starting the program. Insomething the program is the starting the sta
Navigation Updater Select brand Please select a brand to install. Displays the login screen of this brand This selection can be changed in Settin Genesis Na Hyundai	when starting the program. ngs.

4.

#### SUBJECT:

#### AVN SOFTWARE UPDATE FOR RADIO APP CRASH AND UNEVEN ROAD WARNING

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



 Review 'Terms & Conditions', select 'Accept' then select 'Next'

 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.



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

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



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



Format: exFAT

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 preselected. 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.



