HYUNDAI **Technical Service Bulletin**	GROUP **BODY ELECTRICAL**	NUMBER **24-BE-002H**
	DATE **JANUARY 2024**	MODEL(S) **SEE BELOW**

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 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 (Certain):
- 2023MY Elantra (CN7a) equipped with AVN 5th Gen Wide produced from 12/06/2022 - 05/26/2023.
- 2023MY Santa Fe (TMa) equipped with AVN 5th Gen Wide produced from 11/17/2022 - 08/09/2023.
- 2023MY Tucson (NX4a) equipped with AVN 5th Gen Wide produced from 11/29/2022 - 07/18/2023.

Parts Information:

Model	Part Name	Part Number	Figure	Remarks
Elantra (CN7a) Santa Fe (TMa)	AVN S/W UPDATE A FOR RADIO APP FIX	RADIOSWUPDATEA	AVN SW (A) 230203	Use this USB drive for the models listed at left. Each dealer has been shipped one stick free of charge; USB can be used for multiple vehicles.
Tucson (NX4a)	AVN S/W UPDATE B FOR RADIO APP FIX	RADIOSWUPDATEB	AVN SW (B) 230203	Use this USB drive for the model listed at left. Each dealer has been shipped one stick free of charge; USB can be used for multiple vehicles.

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

Warranty Information:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature Code	Cause Code
All	30DA22R0	AVN Software Update	0.3 M/H	96560-AA250TVN (Elantra) 96560-N9520 (Tucson) 96560-S2630RET (Santa Fe)	M73	ZZ3

NOTE 1: Submit claim on Claim Entry Screen as "Campaign" type.
NOTE 2: This TSB includes Repair validation photos. Op times include VIN, Mileage, and Repair validation photos as outlined in the Digital Documentation Policy.
NOTE 3: 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.

Service Procedure:

> **STUI** 📷
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> 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 Hyundai 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.
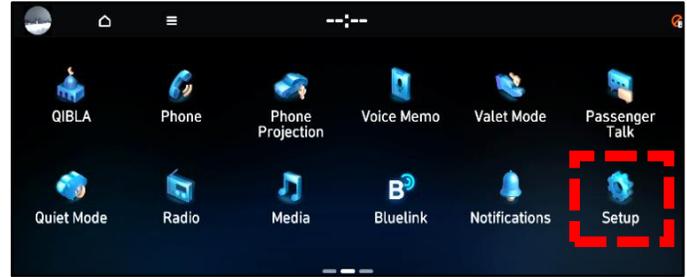
3. Select **'General'**.

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 slot.

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

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

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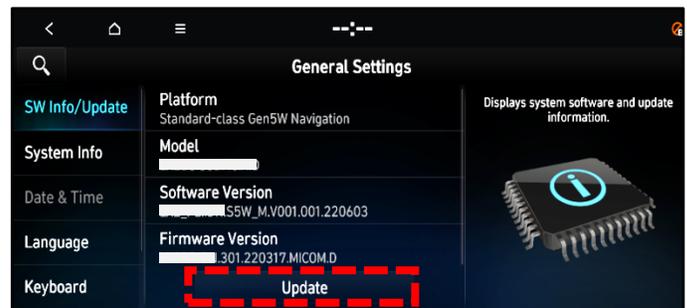
7. Select **'OK'**.
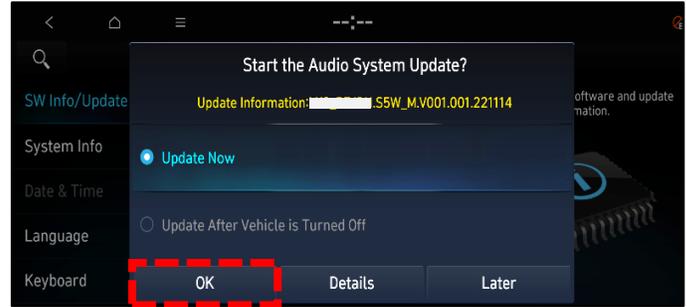
8. Select **'Start'**.

> **NOTICE**
>
> Do not turn off power or remove the USB device. It may cause data loss or system failure.
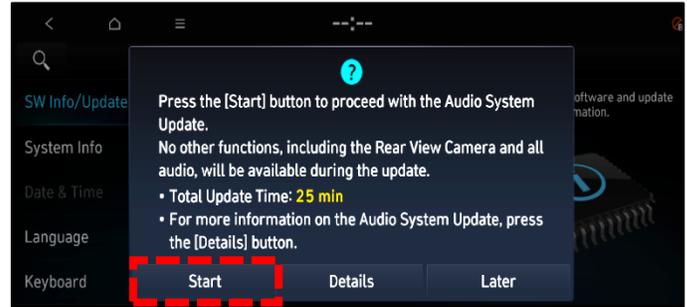
> **ℹ Information**
>
> There will be multiple occurrences where the Hyundai logo will appear, or the display will be black during the update process. This is normal.
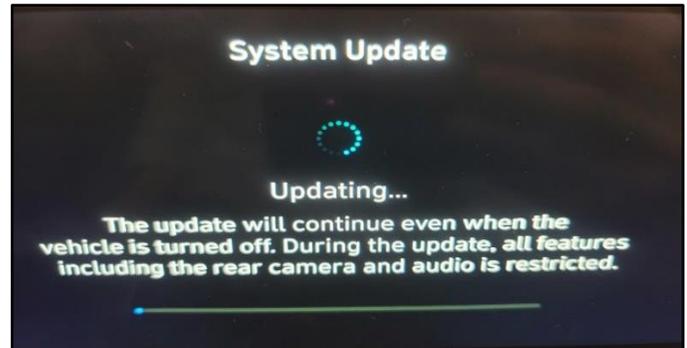
9. Confirm the S/W version has been correctly updated by referring to the 'SW Info/Update' screen.

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

10.
> **STUI** 📷
>
> **Take a screenshot of the 'SW Info/Update' screen using your particular tablet's screenshot save method and upload to STUI.**