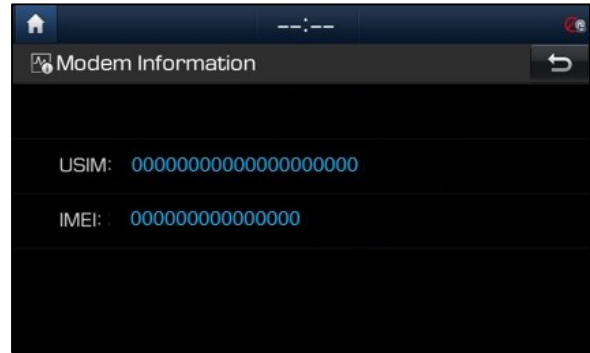
  <b>Technical Service Bulletin</b>	<b>GROUP</b> <b>BODY ELECTRICAL</b>	<b>NUMBER</b> <b>21-BE-008G</b>
	<b>DATE</b> <b>May, 2021</b>	<b>MODEL(S)</b> <b>G70 (IK)</b>
<b>SUBJECT:</b> SOFTWARE UPDATE FOR MODEM INFORMATION DISPLAYING ALL ZEROS		

**Description:** Certain vehicles may experience 504 Time Out errors when using the Genesis Connected Services Mobile App. When asked to provide Modem Information (IMEI/USIM), the Head Unit (HU) displays all zeros. This bulletin describes the procedure to update the Head Unit Software to correct this condition.





**Applicable Vehicles:** G70 IK Equipped with Standard AVN 5.0 or Display Audio.

## NOTICE

- 1) Customer must be enrolled into Genesis Connected Service. If not, no further action is required.
- 2) Take a photo of HU IMEI/USIM displaying all zeros.
- 3) Ensure that the battery is sufficiently charged and the at the power is switched to "On" to prevent a battery drain during the update.
- 4) Do not remove the SD Card, or turn off the ignition switch during the update. This will prevent the update from occurring.
- 5) Before conducting this TSB, verify that vehicle SW is not the latest version.
- 6) If IMEI/USIM continue to show all zeros, consult Techline.

**Parts Information:**

Software Type	Model	Part Name	Image	Comment
AVN Software Update	IK	SD Card		Utilize SD Card from Vehicle
D-Audio Software Update	IK	Software Update USB		Blank USB Sticks required for update

**NOTE**

AVN Software Update: Update SW File can be downloaded from the Navigation Updater Program (NaU) which is an AVN SW Download Program. Detailed procedure is listed below, and listed link:

<https://update.genesis.com/US/EN/navigationUpdate> (Program Download Link)

Display Audio Software Update: Update SW File can be downloaded from the official Genesis update web page. Detailed procedure can be found below, and listed link:

<https://update.genesis.com/US/EN/updateNoticeList>

**Warranty Information**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G70 (IK)	96560F13	AVN 5.0 SW Update	0.3 M/H	96560-G9500VCA	M73	ZZ3
G70 (IK)	96160F02	D-Audio SW Update	0.3 M/H	96160-G9140VCA	M73	ZZ3

**Note 1: You must attach a picture of the head unit displaying all zeros in order to submit the warranty claim. Claims submitted where the picture does not have the head unit displaying all zeros will be subject to charge back.**

**Service Procedure:**

**Section A. Identify the Head Unit Type and Verify the Concern**

- 1. Turn the vehicle **On** and select **Confirm** on the Head Unit screen.



- 2. **AVN 5.0** Head Unit will have the Map displayed after the user presses **Confirm**. The user will also see a **Navigational Point of Interest** button.



**Display Audio** Head Unit will not have a navigation option.

Once confirmed, proceed to the next step.

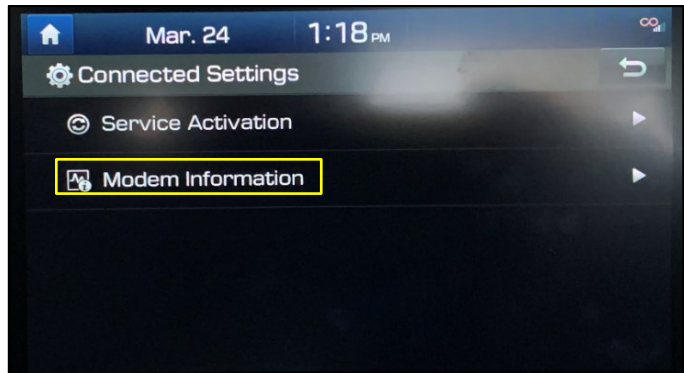
- 3. Press the **Setup** hard key.



4. Select the **Connected Services** icon.



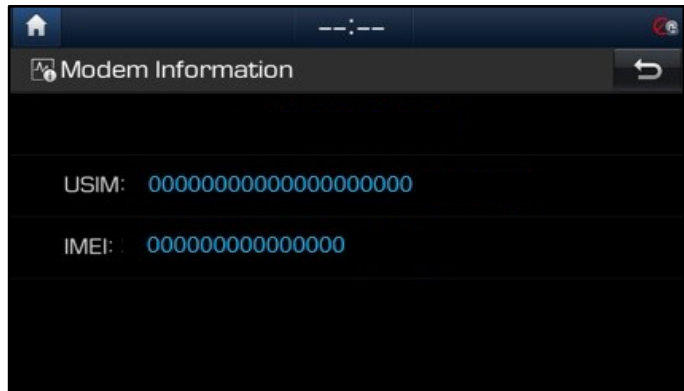
5. Select Modem Information.



6. USIM & IMEI information will display all zeros.

**NOTICE**

You must attach a picture of the head unit displaying all zeros in order to submit the warranty claim. Claims submitted where the picture does not have the head unit displaying all zeros will be subject to charge back.



7. Return to the **Setup** screen and select the **System Info** icon.

**NOTICE**

For AVN 5.0, the **System Info** icon will change to the **General** icon after the update is complete.



- 8. Confirm the current vehicle SW version is older than the update.

**Update SW Version AVN 5.0**  
IK.USA.SOP.V120.201013.STD\_H

**Update SW Version Display Audio**  
IK.USA.SOP.V115.200807

**NOTICE**

If the vehicle SW and update SW are the same – replace the Head Unit.



- 9. For AVN 5.0, remove SD Card from vehicle and proceed to **Section B** on page 6.

For Display Audio, proceed to **Section C** on page 10.



**Section B. AVN 5.0 SW Update**

- Download the Navigation Updater Program (NUP).

Details and specifications for download can be found:

<https://update.genesis.com/US/EN/navigationUpdate>

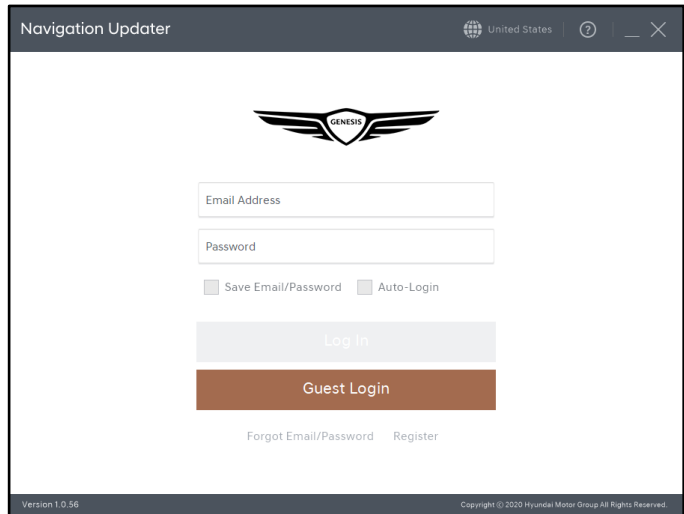


**NOTICE**

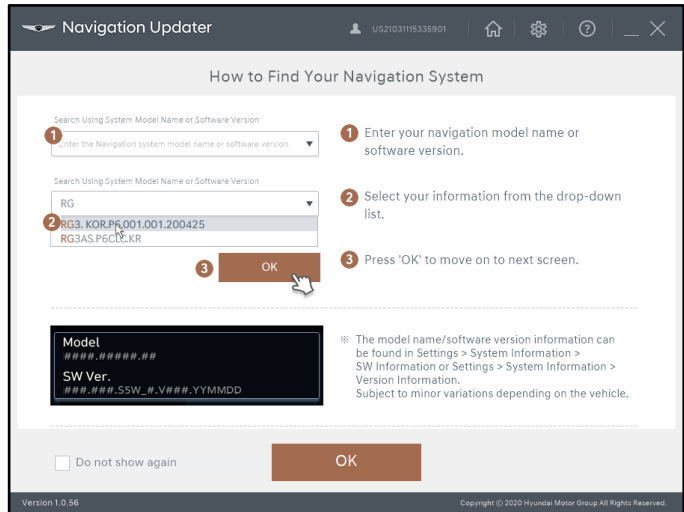
The affected vehicle SD card is required for this section.

- Log in to the NUP.

Use the Guest Login if an account has not been created.

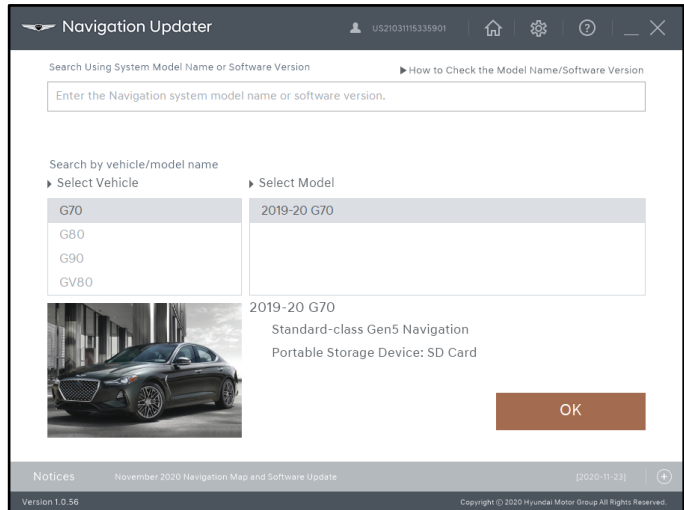


- Follow the prompt and click **OK**.

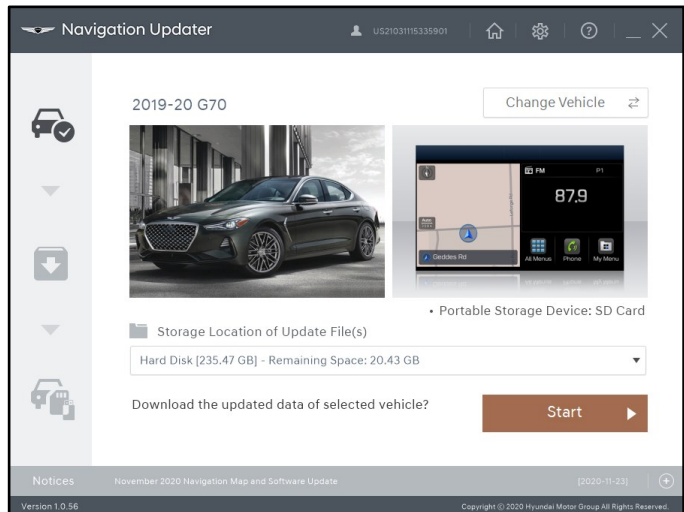


4. Select vehicle and production date.

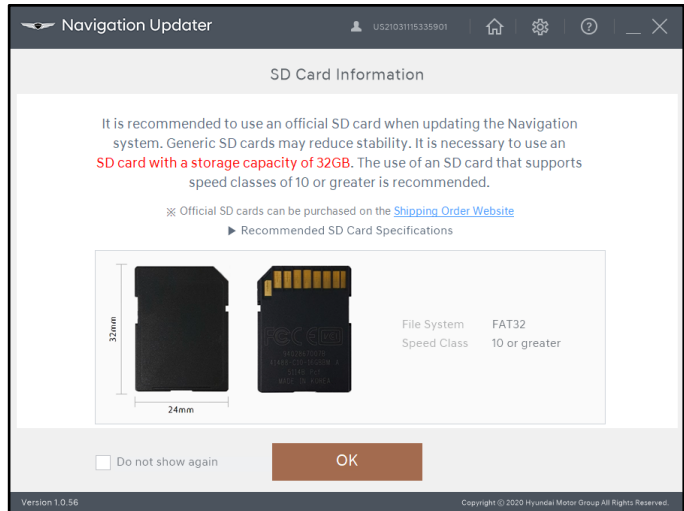
Click **OK** when complete.



5. Select Hard Disk and click **Start**.



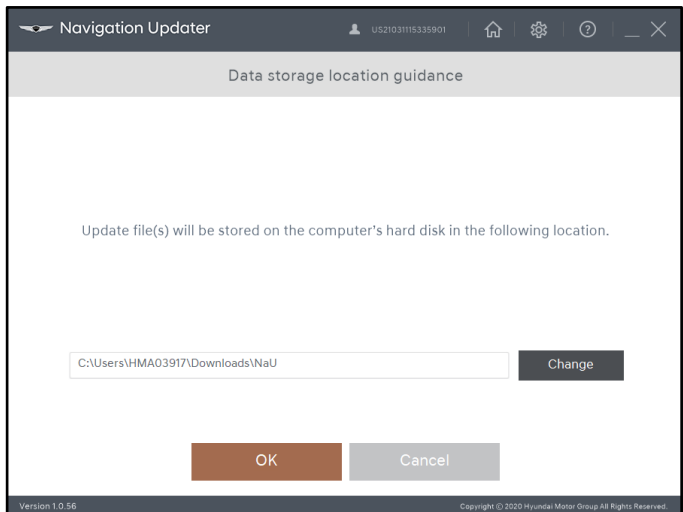
6. Review SD Card Information and click **OK**.



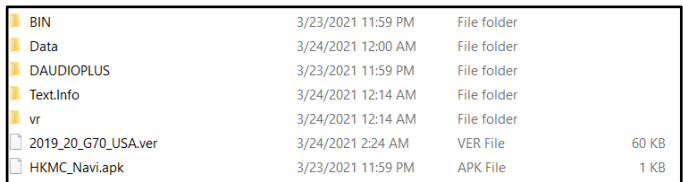
7. Select folder where update will be saved and click **OK**.

After download is complete, copy the software update directly to the affected vehicle SD Card. SD Card found in Customer's Vehicle.

**NOTICE**  
If downloading directly to your computer, confirm that you have sufficient storage.



8. Download should be on the root of the customer's SD Card.



9. Insert the SD Card Back into the vehicle SD Port.

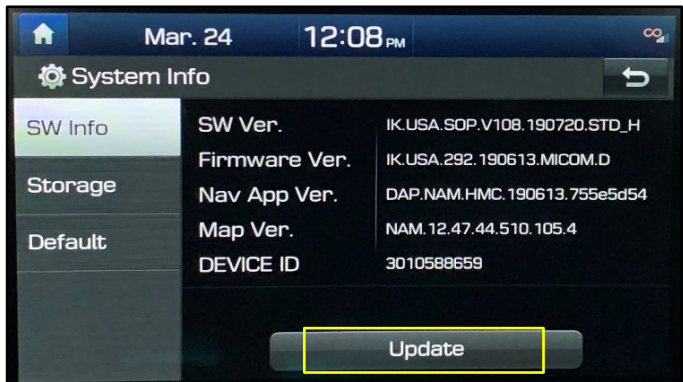
User may receive error message "Failed to authenticate navigation".

Please ignore and proceed to update the device by pressing OK or returning to **System Info**.



10. Return to **System Info** as shown in Section A, Steps 7-8, and select **Update** if the latest SW is not installed.

**Updated SW Version AVN 5.0**  
IK.USA.SOP.V120.201013.STD\_H



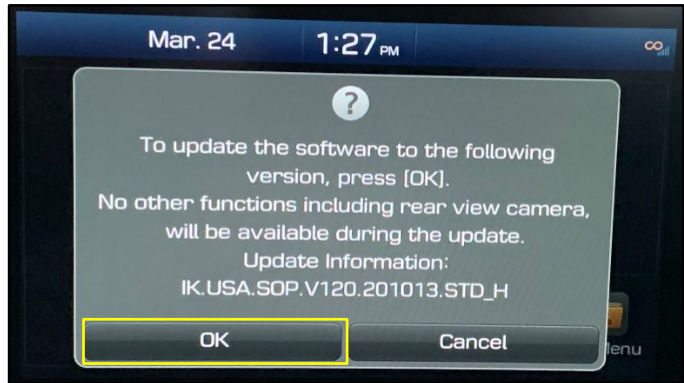


11. Select **OK** and proceed with the update.

**NOTICE**

System update may take 10-30 minutes.

Once completed the system will **Restart**.



12. After the update, confirm the SW Version was updated.

System Info Icon has been Updated to **General Settings** Icon.

Hard Key Setup – General Settings – SW Info/Update



**Section C. Display Audio SW Update**

1. Go to the Genesis SW download **Notifications** page and select **Display Audio Software Update**.

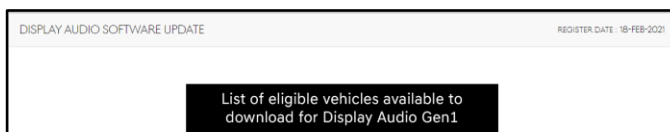
TYPE	TITLE	DATE	VIEWS
Audio	Display Audio Software Update	18-Feb-2021	1396
Navigation	November 2020 Navigation Map and Software Update	23-Nov-2020	4451
Navigation	August 2020 Navigation Map and Software Update	25-Aug-2020	2862

<https://update.genesis.com/US/EN/updateNoticeList>

**NOTICE**

A USB stick is required for this section.

2. Select download for Gen1 Vehicles.



3. Download and **Extract** files to the USB Stick.

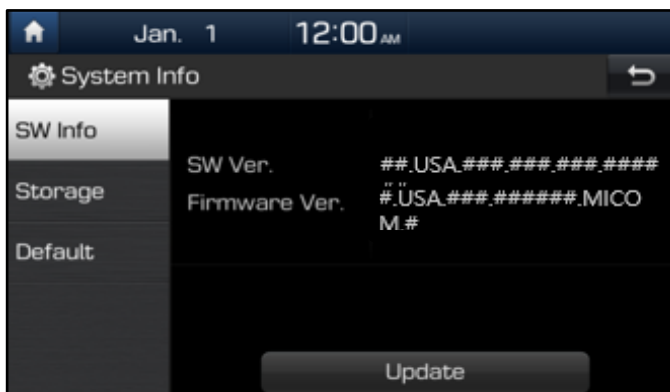
List of eligible vehicles available to download for Display Audio Gen1

Vehicle	Model	SW version	Download
G70	2019-20 G70	IK,USA,SOP.V115.200807	<a href="#">Download</a>

Unzip and copy the 'DAUDIO' folder in the newly created folder to the root directory of the USB Storage.

Minimum USB Stick: 4Gbytes  
Formatted to FAT32 is recommended

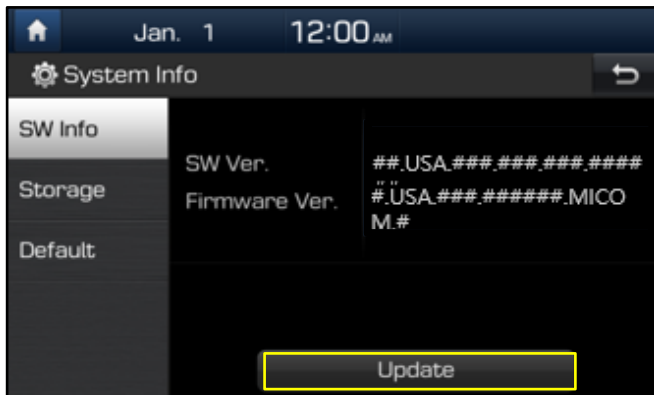
4. Proceed to the **System Info** screen as shown in **Section A, Steps 7-8**.



Confirm the current SW Version is older than the Updated SW Version.

**Updated SW Version Display Audio**  
IK.USA.SOP.V115.200807

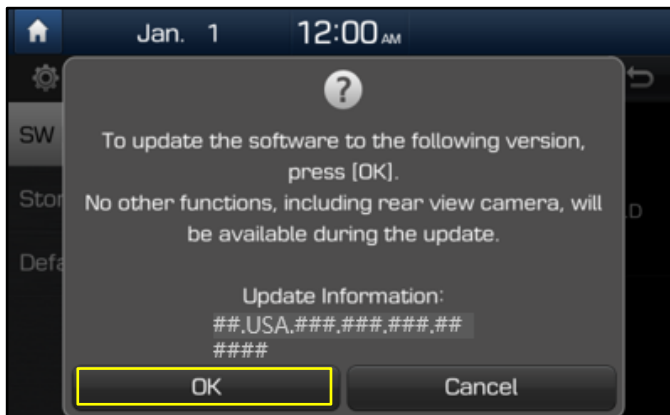
- 5. Insert the USB stick into USB Port and select **Update**.



- 6. Select **OK** and proceed with the update.

**NOTICE**

System update may take 10-30 minutes.  
Once completed the system will **Restart**.



- 7. After the update, confirm the SW Version was updated.

**Update SW Version Display Audio**  
IK.USA.SOP.V115.200807

- 8. The service procedure is now complete.