



Date: May 19, 2016

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Apple CarPlay/Android Auto Vehicle Software Update Available May 24th, 2016

What You Need to KNOW

A vehicle software update for Android Auto and Apple CarPlay will be available on May 24th, 2016 for customers to download directly through MyHyundai.com and update the software in their vehicle themselves.

Eligible vehicles include:

Vehicle	Model Year(s)	Head Unit(s)	Update Contents
Phase I: Customer Updates Available May 24			
Elantra GT	2016	Navigation	Add CarPlay and Android Auto
Sonata (non-hybrid)	2015	Navigation	Add CarPlay (Android Auto already applied)
	2016	Navigation	Add CarPlay (Android Auto already applied)
		Display Audio	Add CarPlay (Android Auto already applied)
Santa Fe Sport	2017	Navigation	Add CarPlay (Android Auto already applied)
		Display Audio	Add CarPlay (Android Auto already applied)
Santa Fe	2017	Navigation	Add CarPlay (Android Auto already applied)
		Display Audio	Add CarPlay (Android Auto already applied)
Genesis Sedan	2015	Navigation (8")	Add CarPlay and Android Auto
	2016	Navigation (8")	Add CarPlay and Android Auto
Tucson	2016	Navigation	Add CarPlay and Android Auto

Important:

Approximate Update Times:

- Download times can vary between 25 minutes (Display Audio) and 3+ hours (Navigation – if map update is required) depending on internet connection type and speed.

Customer Download and Installation

To download the software, customers must have a MyHyundai account and a registered Apple CarPlay or Android Auto eligible VIN. For these customers, a 'Downloads' tab will be available in their MyHyundai Menu bar that directs them to the Download Update page. There, they will find the "How to Download Guide":

1. AVN Customers: The customer will need to remove the factory SD map card from their vehicle and insert into their computer's built-in or external SD card reader.
2. The customer will need to download the software to their computer. After the download is complete, the files will be automatically extracted to the inserted SD map card or USB stick (for non-navigation customers).
3. After transferring the software to the SD map Card or USB stick, the customer will be able to update the vehicle headunit.
4. The MyHyundai page will also provide Apple Carplay and Android Auto support information. Videos will be available to help walk the customers through the entire download, update, and vehicle/phone setup process.

What You Need to DO

- Customers are encouraged to update their vehicles themselves.
- If customers want their local dealer to perform the update, an installation kit will be available at a later date, and a labor charge should be expected.
- Dealers will soon be receiving a software update "kit" containing all necessary items for performing the update.
 - This "kit" will be sold as a required special service tool.
 - HMA recommends that dealers charge customers a labor install fee:
 - 0.4 hours for AVN and 0.3 hours for Display Auto.
 - This allows dealers to recover the costs of the "kit" and account for the time spent performing the update.
 - More information on this kit and installation process will be sent out soon.

Thank you for your prompt attention to this important matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign Questions)	1-855-671-3059	For customers with additional questions or concerns <u>related to campaigns</u>
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance