



Technical Service Bulletin

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| GROUP ELECTRICAL | NUMBER 19-BE-010H |
| DATE May 2019 | MODEL(S) 2012 – 2016 (see chart below) |

SUBJECT: CLEARING DIAGNOSTIC CODE(S) FROM THE BLUE LINK SYSTEM (GEN 1)

This bulletin supersedes TSB 12-BE-005-2. To update the applicable vehicles section and provide examples of the head unit type.

Description: This bulletin provides information related to clearing all Diagnostic codes for vehicles equipped with the Blue Link system (Gen 1).

*** NOTE**

Failure to complete this procedure will result in the customer continuing to receive the Blue Link message stating that there is “A possible condition” or “Multiple conditions have occurred” with their vehicle and their Customer Web Portal home page continuing to show the Diagnostic Code(s) as current.





Applicable Vehicles:

The matrix below outlines the vehicles where the clearing of DTC codes via Blue Link applies. Please check below to ensure that the vehicle has Blue Link Gen 1 prior to proceeding.

| Model Year | Model | Blue Link Gen 1 |
|-------------|---------------|---------------------|
| 2012 - 2014 | Azera | All |
| 2013 - 2016 | Elantra | All |
| 2014 | Elantra Coupe | All |
| 2013 - 2015 | Elantra GT | All |
| 2016 | Elantra GT | Audio 3.0A |
| 2014 - 2016 | Equus | All |
| 2013 - 2014 | Genesis | All |
| 2013 - 2016 | Genesis Coupe | All |
| 2015 - 2016 | Santa Fe | All |
| 2012 - 2014 | Sonata | All |
| 2015 | Sonata | Audio 3.0B |
| 2012 - 2015 | Sonata Hybrid | All |
| 2016 | Sonata Hybrid | Audio 3.0B, AVN 3.0 |
| 2014 - 2015 | Tucson | All |
| 2012 - 2015 | Veloster | All |
| 2016 | Veloster | LG Audio |

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

Head Unit type reference:

| Audio 3.0A / 3.0B | AVN 3.0 | LG Audio |
|---|--|---|
|  <p style="text-align: center;">3.0A</p>  <p style="text-align: center;">3.0B</p> |  |  |

- After repairing a vehicle and clearing all the Diagnostic Code(s) using the GDS, a Blue Link call must be made to completely clear the code(s).
- Before starting the Blue Link code clearing procedure, confirm all of the Diagnostic Codes in **HISTORY** and **ACTIVE** status are cleared from the vehicle using GDS.
- Before starting Blue Link code clearing procedure, confirm if the vehicle is already enrolled in Blue Link.
- Once account status has been determined, refer to the appropriate section below for the correct procedure to clear Blue Link Diagnostic Code(s).

HOW TO DETERMINE IF VEHICLE HAS BEEN ENROLLED IN BLUE LINK:

1. Make sure vehicle is in an open location where cellular signal is not affected.
2. Turn the vehicle ENGINE ON.

*** NOTE**

For HEV, confirm that the “EV mode” “READY” is displayed on the instrument cluster or the engine is running.

3. Allow engine to idle for at least 10 seconds, and then proceed to the next step.
4. Press the Blue Link button on the rear view mirror.



5. Wait for the system to prompt “Please say the name of the service”, and then say “**Menu**”.
6. The interactive voice will announce one of the available options below which will determine the blue link account status:
 - a. **Enrolled** – “Menu. There are four categories. Please say Navigation, Information, Entertainment, or Vehicle Assist”.
 - b. **Not Enrolled** – “Menu. You can say Port Inspection, Dealer PDI, Vehicle Report, Navigation Demo, or Goodbye”.

VEHICLE NOT YET ENROLLED IN BLUE LINK:

1. Make sure vehicle is in an open location where cellular signal is not affected.
2. Disconnect the GDS tool from the OBD-II connector.
3. Turn the ignition **ON** and then **OFF**, wait 10 seconds, and repeat ignition ON and OFF again.
4. Turn the vehicle engine on and allow engine to idle for 10 seconds. Proceed to the next step.

*** NOTE**

For HEV, confirm that the “EV mode” “READY” is displayed on the instrument cluster or the engine is running.

5. Press the Blue Link button on the rear view mirror.



6. Wait for the system to prompt “Please say the name of the service”, and then say “**Vehicle Report**”. System will confirm by stating “Vehicle Report Submitted”.
7. After confirmation, the system will prompt “Please say the name of the service”, and then say “**Goodbye**”. Blue Link system will then disconnect and end the call.
8. **LEAVE ENGINE RUNNING FOR A MINIMUM OF 3 MINUTES**, and then turn the engine off.
9. Turn Engine **ON** and press the Blue Link button on the rear view mirror.



10. Verify “**A possible condition**” message is no longer heard.

*** NOTE**

If the “**A possible condition**” message is still heard, repeat steps 3-10.

VEHICLE ALREADY ENROLLED IN BLUE LINK:

1. Make sure vehicle is in an open location where cellular signal is not affected.
2. Disconnect the GDS tool from the OBD-II connector

3. Turn the ignition **ON** and then **OFF**, wait 10 seconds, and repeat ignition ON and OFF again.
4. Turn the vehicle engine on and allow engine to idle for 10 seconds. Proceed to the next step.

*** NOTE**

For HEV, confirm that the “EV mode” “READY” is displayed on the instrument cluster or the engine is running.

5. Press the Blue Link button on the rear view mirror.



6. Wait for the system to prompt “Please say the name of the service”, and then say “**Vehicle Assist**”.
7. System will confirm by stating “Vehicle Assist, you can say roadside assistance, agent assistance, service link, quick tip, or main menu”. Then say “**Blue Link Service Complete**”. This is a hidden command, so the Blue Link interactive voice will not list it as an available option.
8. System will confirm by stating “Service complete please say Main Menu or Goodbye”, then say “**Goodbye**”. Blue Link system will then disconnect and end the call.
9. **LEAVE ENGINE RUNNING FOR A MINIMUM OF 3 MINUTES**, and then turn the engine off.
10. Turn Engine ON and press the Blue Link button on the rear view mirror



11. Verify “**A possible condition**” message is no longer heard.

*** NOTE**

If the “**A possible condition**” message is still heard, repeat steps 3-11.