



Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 23-01-091H
DATE NOVEMBER 2023	MODEL(S) IONIQ 5 (NE1)

SUBJECT: BLUELINK ACTIVATION AND REMOTE SERVICES NOT WORKING
(SERVICE CAMPAIGN TBG)

★ IMPORTANT

Dealers must perform this service campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the “Vehicle Information” screen via WEBDCS to identify open campaigns.

Description: Certain IONIQ 5 (NE1) vehicles may experience difficulties with BlueLink activation and/or remote services. This bulletin provides instructions to perform a dealer mode factory reset, followed by a head unit reset for vehicles experiencing the concerns.

Applicable Vehicles (Certain): 2024MY IONIQ 5 (NE1) produced from 08/09/2023 – 09/14/2023.

AVN Information:

Model	System	Part Number	Remarks
IONIQ 5 (NE1)	AVN5W	96560*	NEEV23.USA.S5W_M.V010.001.230502

*NOTE: See Parts Catalog for full AVN part number.

NOTICE

This service campaign can only be performed at IONIQ-certified dealers.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Casual Part	Nature Code	Cause Code
IONIQ 5 (NE1)	TBGSVCR1	Dealer Mode Factory Reset	0.3 M/H	96560-GI730	M73	ZZ3

NOTE 1: Submit claim on Claim Entry Screen as “Campaign” type.

NOTE 2: If a part is found in need of replacement while performing this campaign 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 3: This TSB includes Repair validation photos. Op times include VIN, Mileage and Repair validation photos as outlined in the Digital Documentation Policy.

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

Make sure the battery is charged and the ignition is turned **ON** to avoid a battery drain during the reset.

Do **NOT** turn **OFF** the ignition while resetting to prevent any issues.

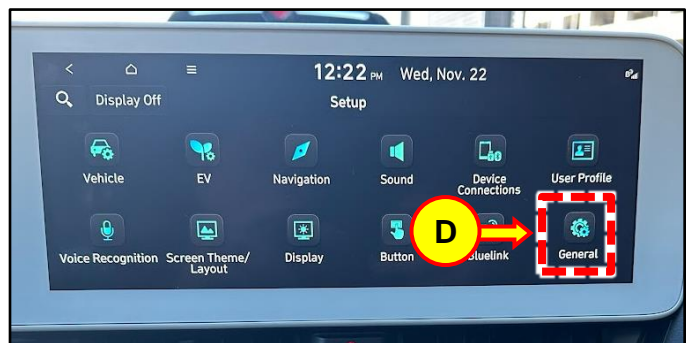
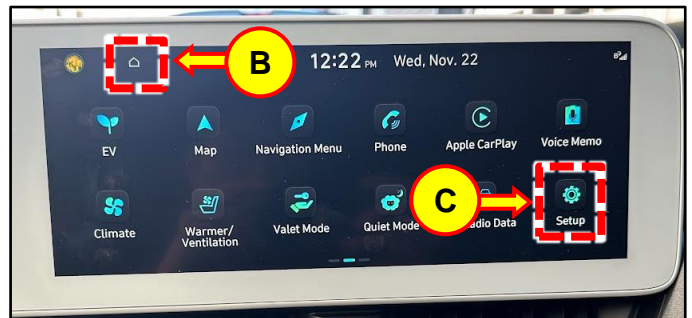
Before inspecting the vehicle, confirm that the AVN system is genuine Hyundai parts.

Dealer Mode Factory Reset and Head Unit Reset

1. Press the **MEDIA** button (A), and make sure the Radio is turned on with FM mode.

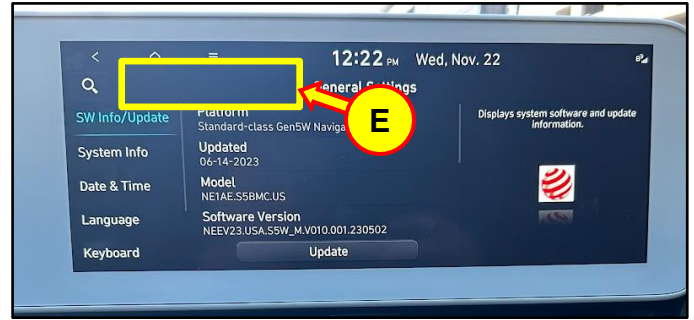


2. Access the software Info / Update screen:
 1. Press the “home” icon on the upper left (B).
 2. Select **Setup** on the bottom right (C).
 3. Select **General** on the bottom right (D).



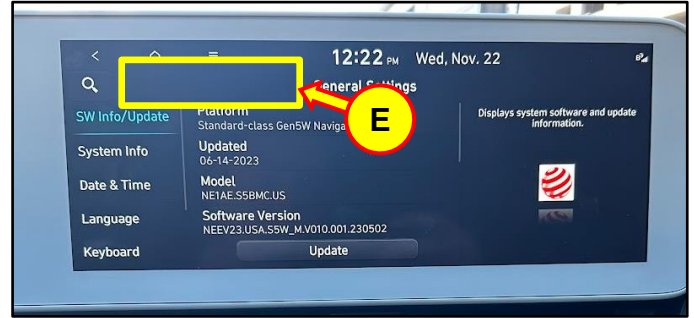
3. Utilizing the **Volume** knob, set the Volume level to 7 and press inside the area indicated by the yellow box (E).

NOTE: This action must be done quickly.



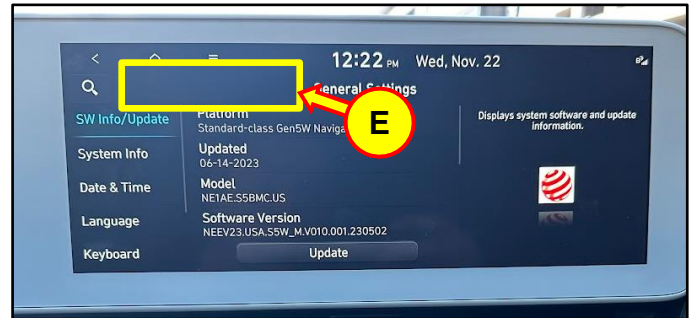
4. Utilizing the **Volume** knob, lower the Volume level to 3 and press inside the area indicated by the yellow box (E).

NOTE: This action must be done quickly.



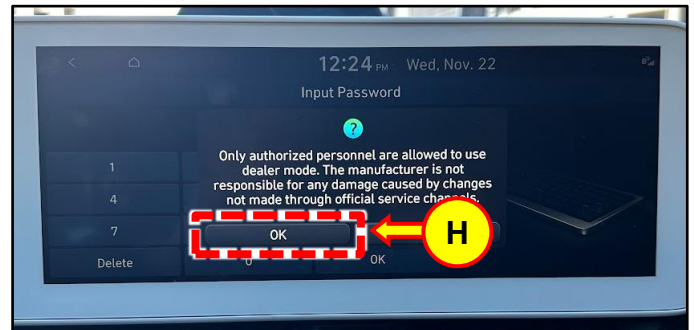
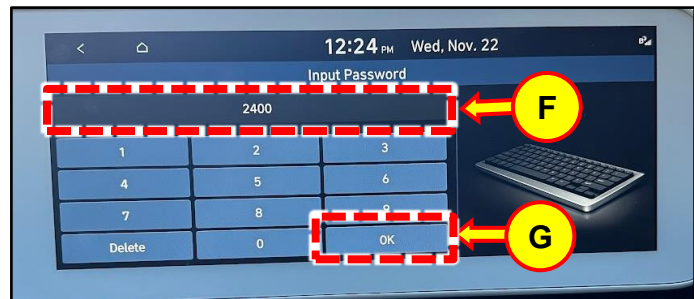
5. Utilizing the **Volume** knob, lower the Volume level to 1 and press inside the area indicated by the yellow box (E).

NOTE: This action must be done quickly.



6. You will then be prompted to enter a 4-Digit password: enter **2400** (F) and select **OK** (G).

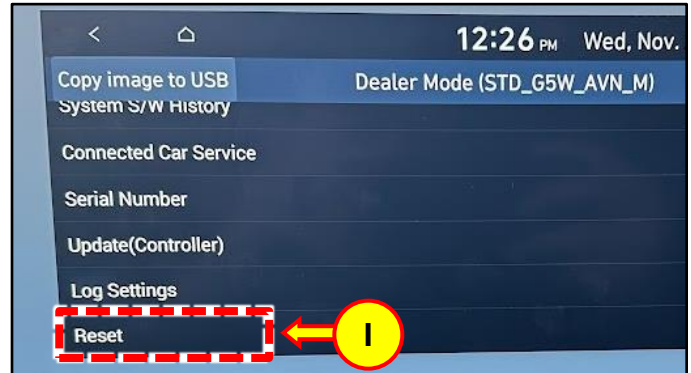
Press **OK** (H) at the “Only authorized personnel are allowed to use dealer mode...” prompt.



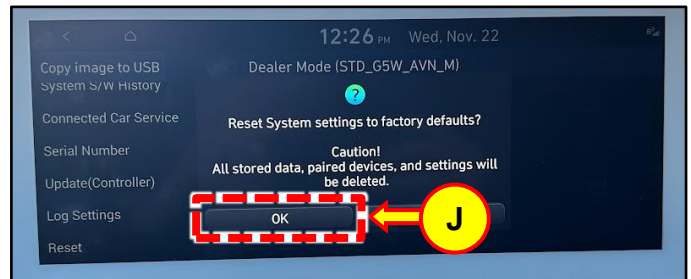
7. Once you are in the Dealer Mode menu, swipe up to the bottom of the menu.



8. Select **Reset** (I) on the menu.



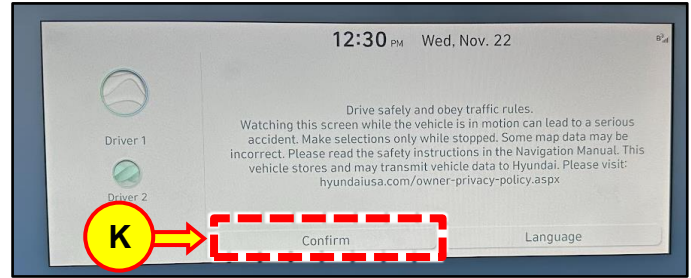
9. Confirm the reset by pressing **OK** (J).



10. The system should reset and transition to a black screen, followed by the Hyundai logo screen before rebooting back to the user profile screen.



11. Select **Confirm** (K).



12. From the Home screen, perform an additional head unit reset:

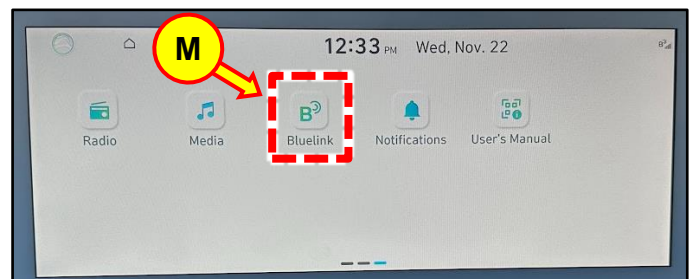
Use a pin and press in the pin hole (L) located to the right of the HVAC controls.



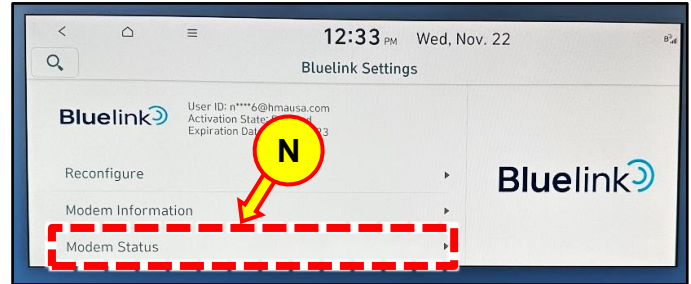
13. The system should again reset and transition to a black screen, followed by the Hyundai logo screen before rebooting back to the home screen.




14. Swipe to the right on the home page to the third screen. Select **Bluelink** (M).



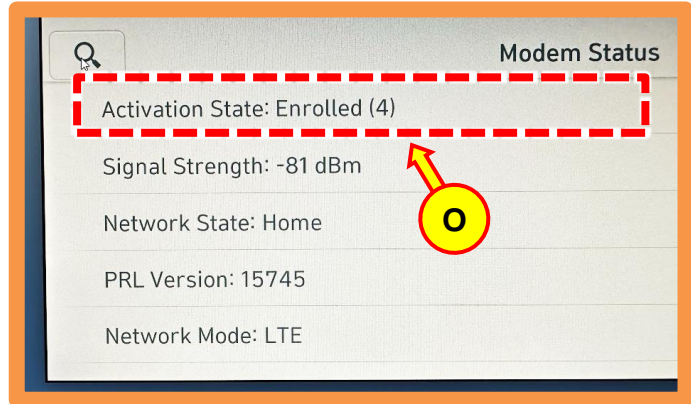
15. Select **Modem Status** (N).



16. Under Modem Status, confirm that the **Activation State = Enrolled (4)** (O), and also that the signal strength indicator at the top right portion is showing active bars.

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Capture a photo of the Activation State status showing “Enrolled (4)” using your particular tablet’s screenshot save method and upload to STUI.



17. The Service Procedure is now complete.