



## Technical Service Bulletin

GROUP	NUMBER
CAMPAIGN	24-01-001G-1
DATE	MODEL(S)
MARCH 2024	GV80 (JX1)

**SUBJECT:** CONNECTED SERVICES ACTIVATION AND REMOTE SERVICES NOT WORKING (SERVICE CAMPAIGN T40G)

This TSB supersedes TSB 24-01-001G to update the causal part number and add a note to provide direction for retailer stock vehicles.

### ★ IMPORTANT

Retailers must perform this service campaign on all affected vehicles prior to retailer delivery to a guest 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.

**NOTE:** Retailers are NOT required to perform this service campaign for Retailer Stock vehicles since they are **NOT currently equipped with an active Genesis Connected Services subscription.**

- If guest wishes to enroll in a Genesis Connected Services subscription upon sale of a retailer stock vehicle, it is highly recommended that retailer perform this campaign immediately for the guest to prevent any guest difficulty in activating Genesis Connected Services and a potential vehicle comeback to the retailer.
- The campaign will remain open should the retailer not complete it after the sale of the vehicle to the guest.

**Description:** Certain GV80 (JX1) vehicles may experience difficulties with Genesis Connected Services 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 GV80 (JX1) produced from 03/07/2023 – 10/28/2023 equipped with an active Connected Services subscription.

**AVN Information:**

Model	System	Part Number	Remarks
GV80 (JX1)	PGEN6	96560-T6DE0	JX1.USA.P6.001.005.230210 JX1_22.USA.P6.001.006.230530 JX1_22.USA.P6.001.006.230628

**Warranty Information:**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV80 (JX1)	T40GSCR2	Dealer Mode Factory Reset	0.3 M/H	NTF00-00000	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.

**Service Procedure:**

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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.

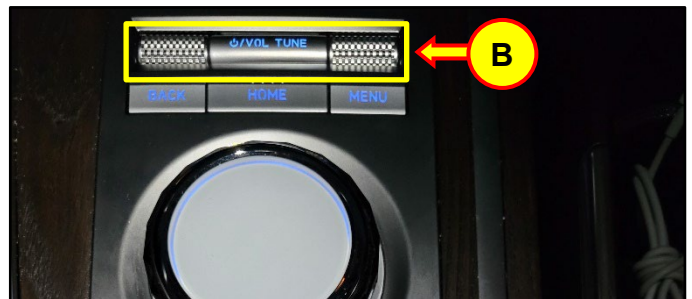
Before inspecting the vehicle, confirm that the AVN system is genuine Hyundai parts.

**GV80 (JX1) Dealer Mode Factory Reset and Head Unit Reset**

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



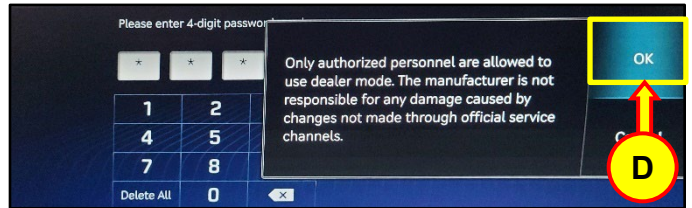
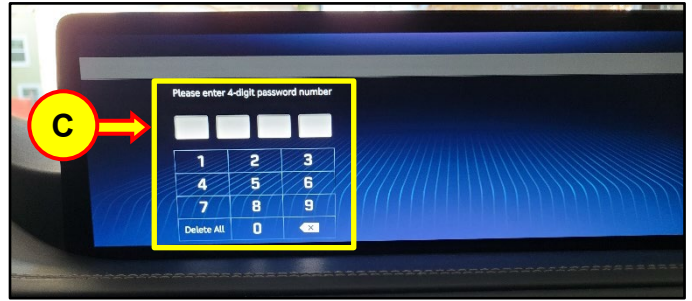
2. Utilizing the **Volume/Tune** buttons (B): set the Volume level to 7 and press Tune, lower Volume to 3 press Tune, lower to 1 and press Tune.



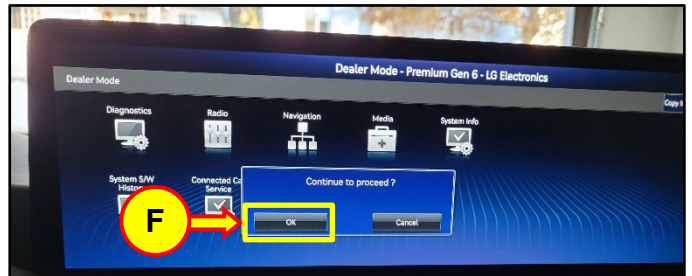
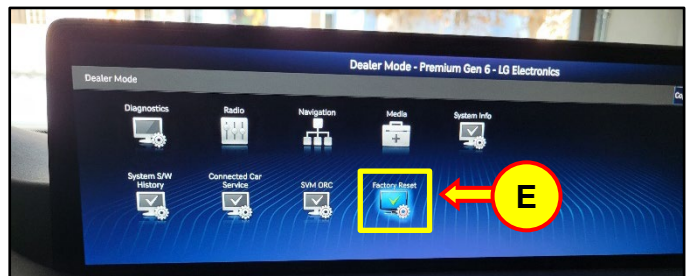
**NOTE:** This action must be done quickly.



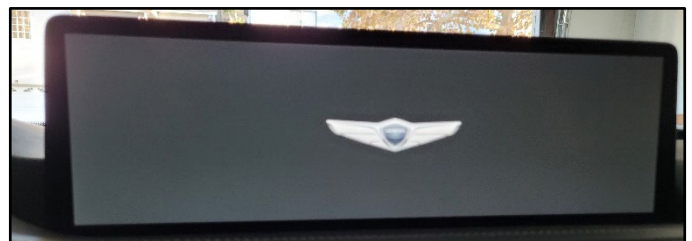
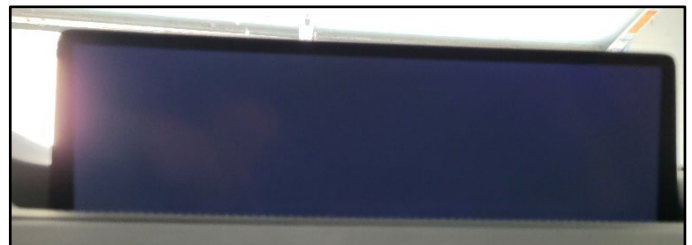
3. You will then be prompted to enter a 4-Digit password: enter **2400** (C) and select **OK** (D).



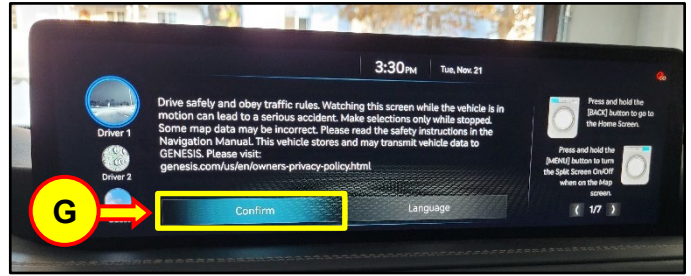
4. Select **Factory Reset** (E) and select **OK** (F).



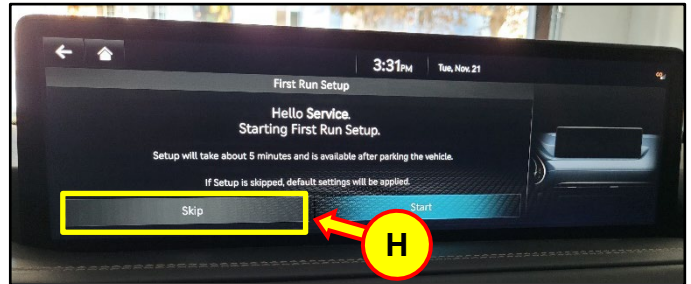
5. The system should reset and transition to a black screen, followed by the Genesis logo screen before rebooting back to the user profile screen.



6. Select **Confirm** (G).



7. Select **Skip** (H) for now. User Profile Setup can be completed later.

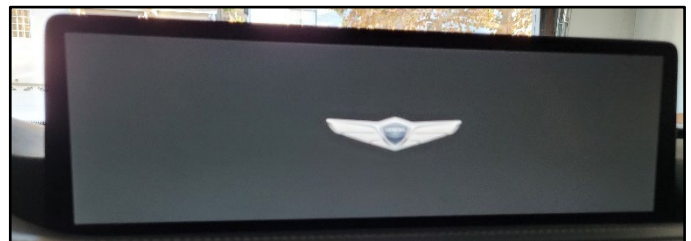
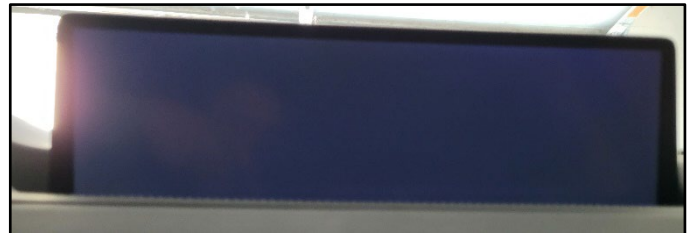


8. From the Home Screen, perform an additional head unit reset:

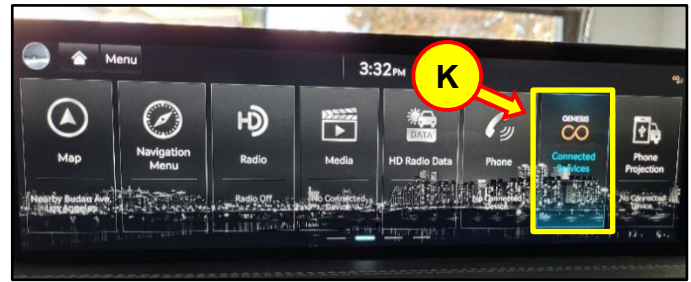
Hold down the **MAP** (I) and **SETUP** (J) buttons simultaneously for 5 seconds to reset the AVN system.



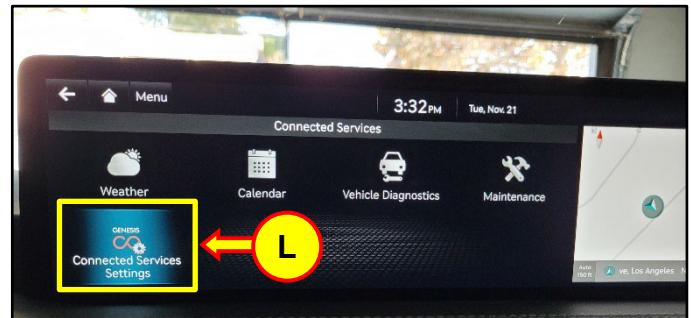
9. The system should again reset and transition to a black screen, followed by the Genesis logo screen before rebooting back to the home screen.




10. Select **Connected Services** (K).



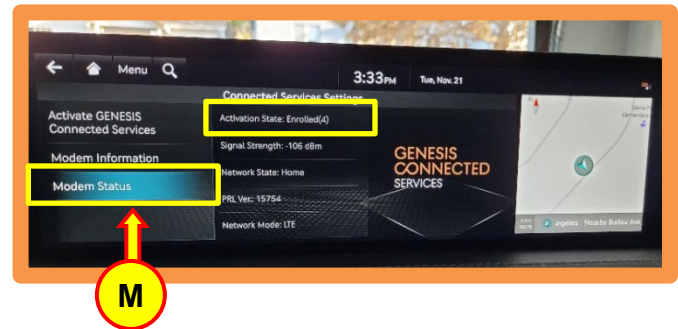
11. Select **Connected Services Settings** (L).



12. Under **Modem Status** (M), confirm that the Activation State = Enrolled (4), 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.



**NOTE:** If Modem Status is not available due to different SW version, please proceed to step 13.

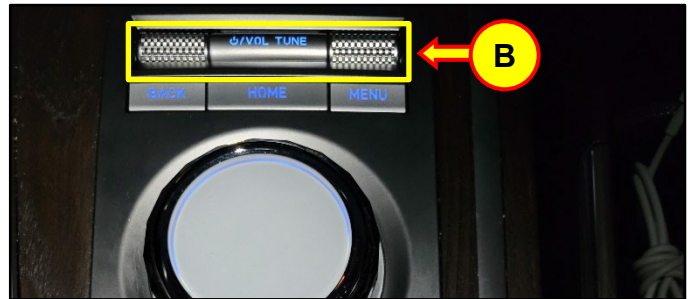
13. If Modem Status Is not available, please enter Dealer Mode again.

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

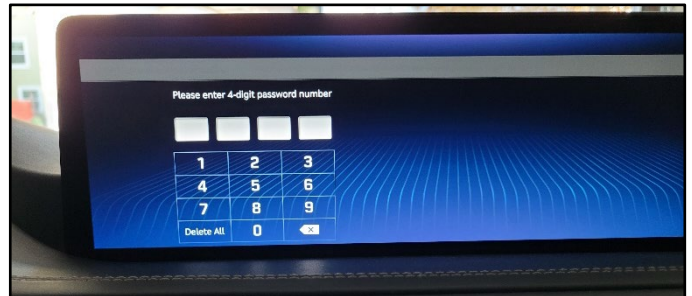


14. Utilizing the **Volume/Tune** buttons (B): set the Volume level to 7 and press Tune, lower Volume to 3 press Tune, lower to 1 and press Tune.

**NOTE:** This action must be done quickly.




15. You will then be prompted to enter a 4-Digit password: enter **2400** and select **OK**.



16. Select **Connected Car Service**.



17. Confirm that the Activation State = Enrolled (4), and also that the signal strength indicator at the top right portion is showing active bars.

**STUI** 

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



18. TSB is complete.