



## Technical Service Bulletin

|                           |                                  |
|---------------------------|----------------------------------|
| GROUP<br><b>CAMPAIGN</b>  | NUMBER<br><b>24-01-002H-1</b>    |
| DATE<br><b>MARCH 2024</b> | MODEL(S)<br><b>IONIQ 5 (NE1)</b> |

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

This TSB supersedes TSB 24-01-002H to update the causal part number and add a note to provide direction for dealer stock vehicles.

### ★ 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.

**NOTE: Dealers are NOT required to perform this service campaign for Dealer Stock vehicles since they are NOT currently equipped with an active Hyundai Bluelink subscription.**

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

**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 – 10/27/2023 equipped with an active Bluelink subscription.

### 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.

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

**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  | 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:**

**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.

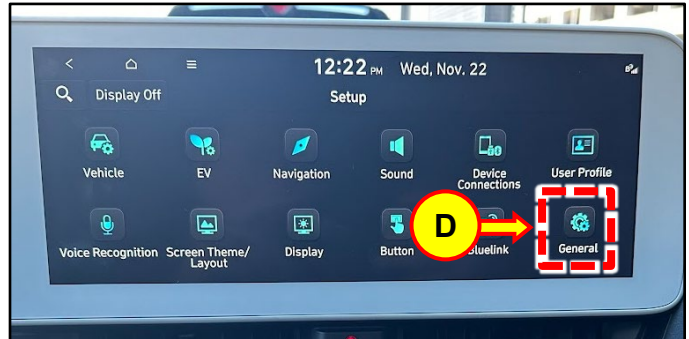
Before inspecting the vehicle, confirm that the AVN system is genuine Hyundai parts.

**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.

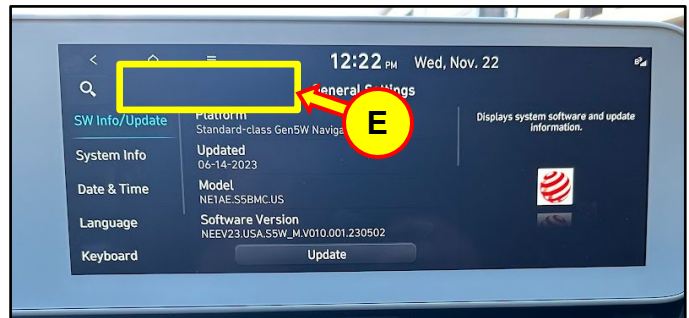


2. Access the software Info / Update screen:
  1. Press the “home” icon on the upper left (B).
  2. Select **Setup** on the bottom right (C).
  3. Select **General** on the bottom right (D).



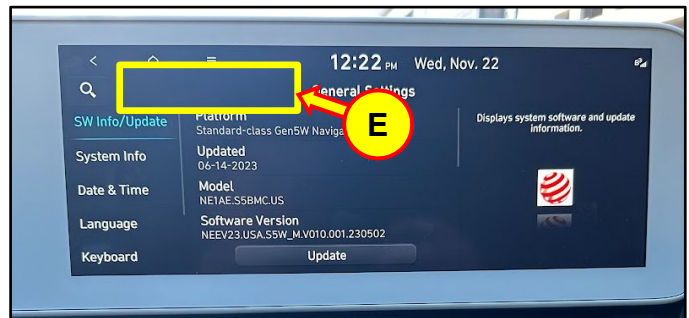
3. Utilizing the **Volume** knob, set the Volume level to 7 and press inside the area indicated by the yellow box (E).

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



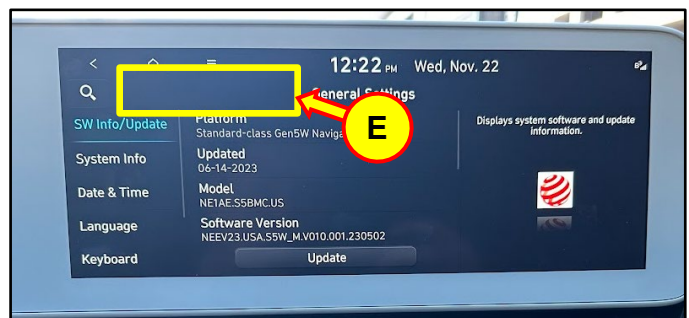
4. Utilizing the **Volume** knob, lower the Volume level to 3 and press inside the area indicated by the yellow box (E).

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



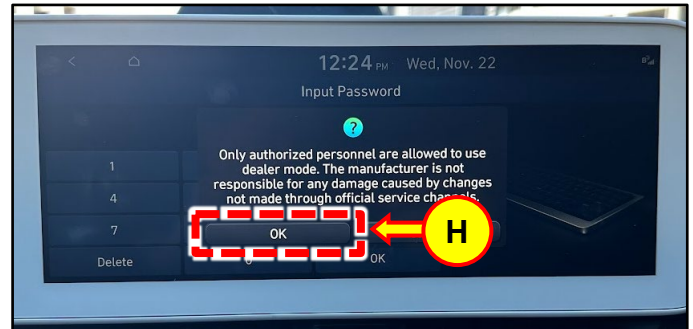
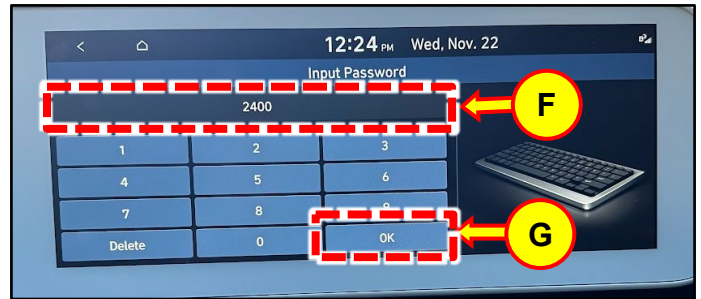
5. Utilizing the **Volume** knob, lower the Volume level to 1 and press inside the area indicated by the yellow box (E).

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

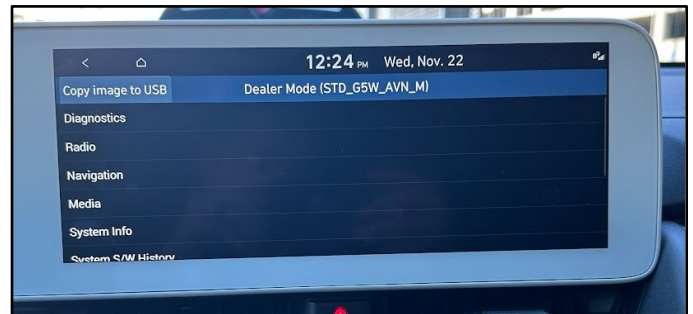


6. You will then be prompted to enter a 4-Digit password: enter **2400** (F) and select **OK** (G).

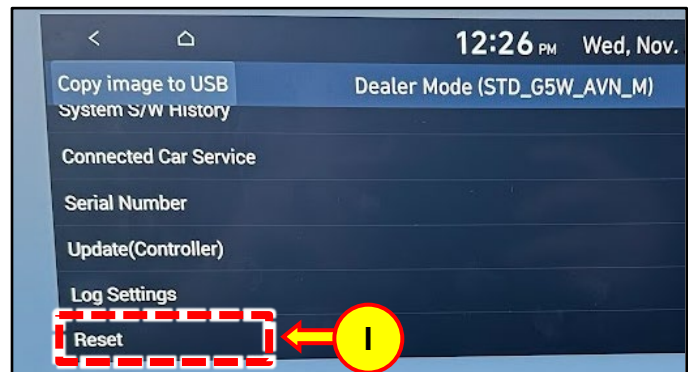
Press **OK** (H) at the “Only authorized personnel are allowed to use dealer mode...” prompt.



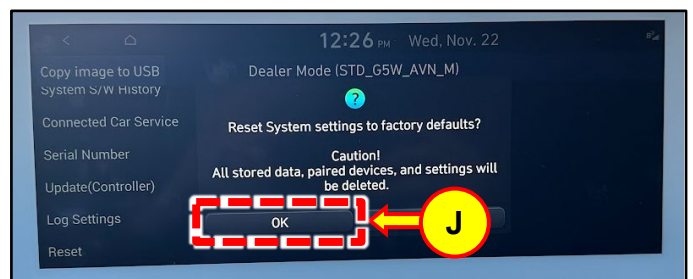
7. Once you are in the Dealer Mode menu, swipe up to the bottom of the menu.



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



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

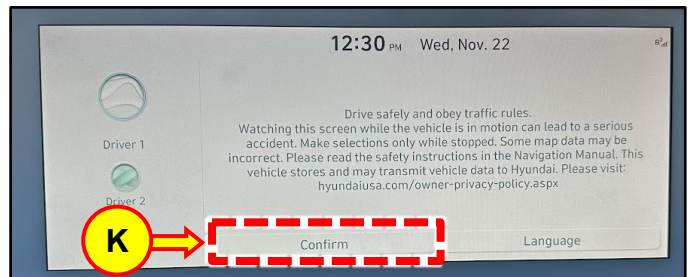




10. The system should reset and transition to a black screen, followed by the Hyundai logo screen before rebooting back to the user profile screen.



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

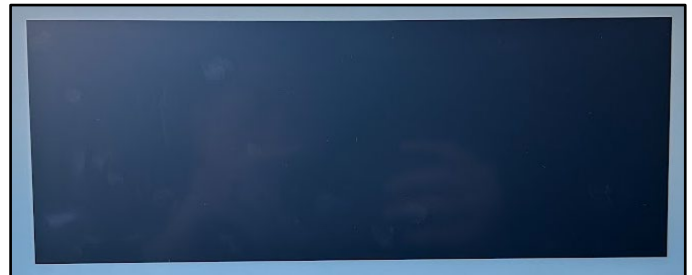


12. From the Home screen, perform an additional head unit reset:

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

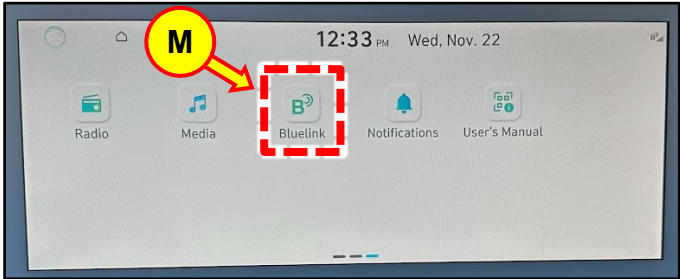


13. The system should again reset and transition to a black screen, followed by the Hyundai logo screen before rebooting back to the home screen.



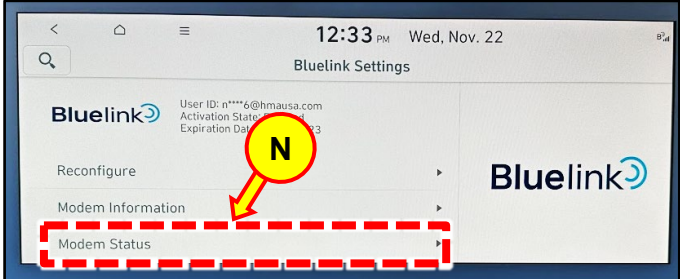


14. Swipe to the right on the home page to the third screen. Select **Bluelink** (M).




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

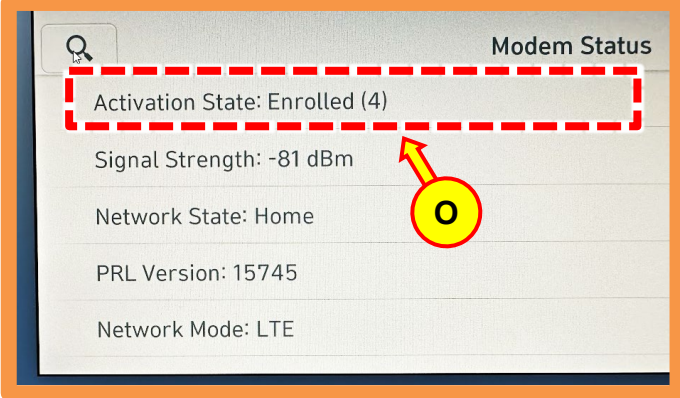
**NOTE:** If Modem Status is not available due to different SW version, please proceed to step 17.



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.

**STUI** 

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



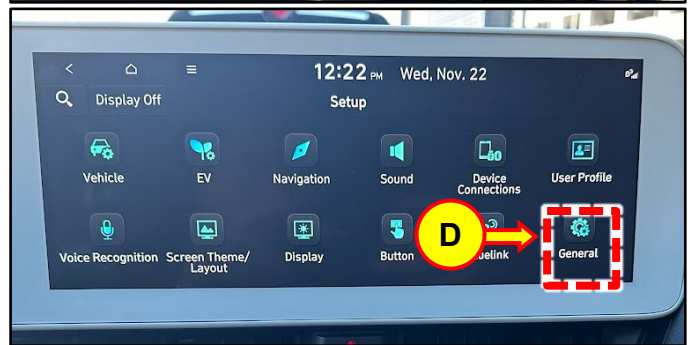
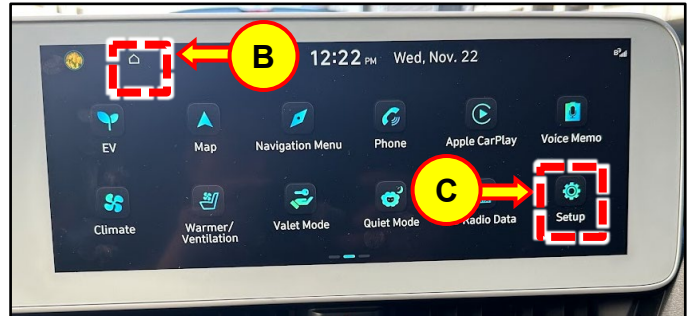
17. If Modem Status Is not available, please enter Dealer Mode again.

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



18. Access the software Info / Update screen:

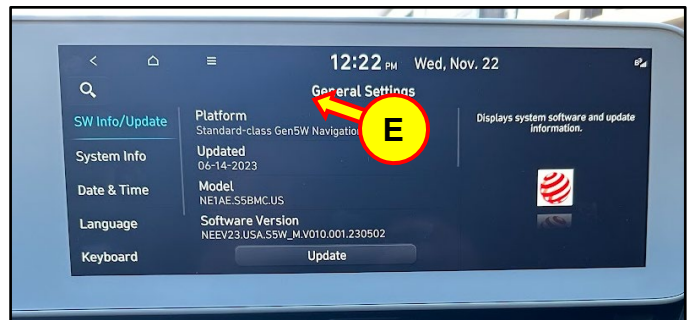
1. Press the “home” icon on the upper left (B).
2. Select **Setup** on the bottom right (C) .
3. Select **General** on the bottom right (D).



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

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

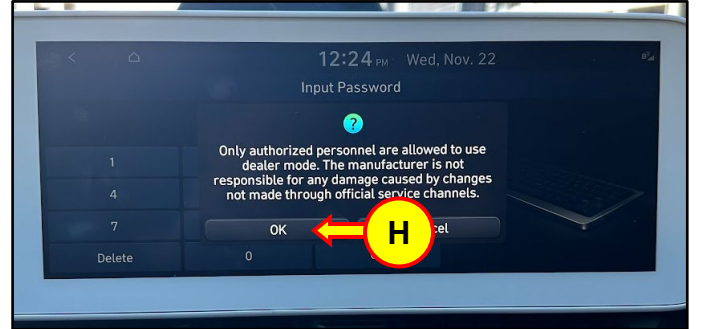
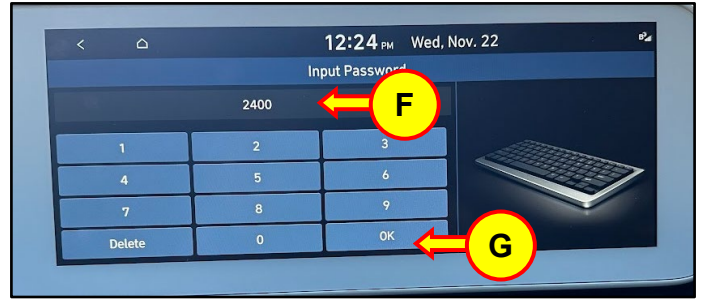
Utilizing the **Volume** knob, lower the Volume level to 1 and press inside the area indicated by the yellow box (E).



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

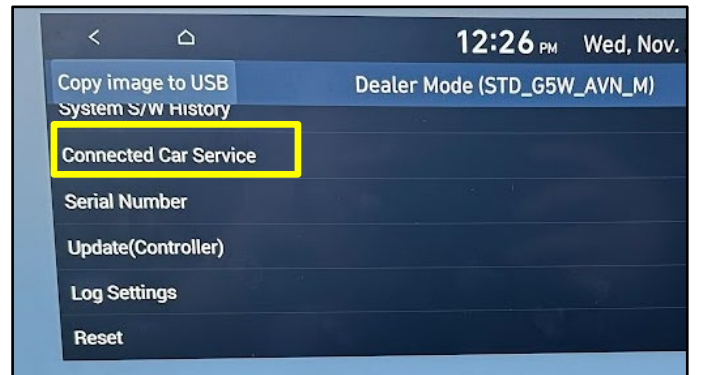
20. You will then be prompted to enter a 4-Digit password: enter **2400** (F) and select **OK** (G).

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




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

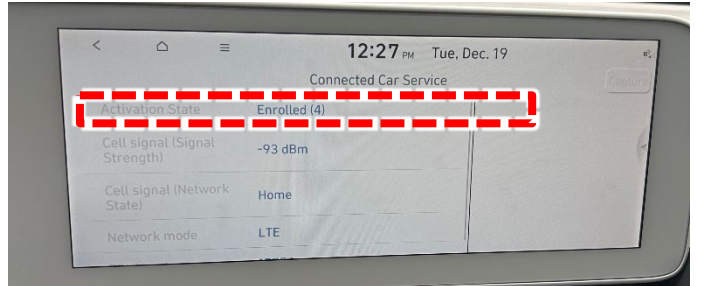
Select **Connected Car Service** on the menu.



22. 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.**



23. TSB is Completed.