



# Technical Service Bulletin

GROUP <b>BODY ELECTRICAL</b>	NUMBER <b>24-BE-013H</b>
DATE <b>SEPTEMBER 2024</b>	MODEL(S) <b>SEE BELOW</b>

**SUBJECT:** SOFTWARE RESET FOR CONNECTED CAR SERVICE (CCS) DISCONNECTION

**Description:** Some vehicles may exhibit a loss of connectivity or interruptions in the middle of using Connected Car Service (CCS) functions. This may be due to an occasional disconnection on Verizon’s communication network. Follow the procedures in this bulletin to reset the Connected Car Data Communication Unit (DCU) in Dealer Mode to resolve the connection.

### Applicable Vehicles:

- 2025MY IONIQ 5 N (NE EV N)
- 2024MY Kona (SX2)
- 2024MY Kona Electric (SX2 EV)
- 2024-2025MY Santa Fe (MX5A)
- 2024-2025MY Sonata (DN8)
- 2025MY Tucson (NX4 & NX4A); includes VINs starting with 'KM8' and '5NM'
- 2025MY Tucson Hybrid (NX4 HEV)

### NOTICE

To avoid any potential damage to IONIQ vehicles, IONIQ repairs can only be performed at IONIQ certified dealers. For IONIQ 5 N (NE EV N) ONLY.

### Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
IONIQ 5 N (NE EV N)	96560Q0A	AVN (DCU) Software Reset	0.2 M/H	NTF00-00000	M45	ZZ3
Kona (SX2)						
Kona Electric (SX2 EV)						
Santa Fe (MX5A)						
Sonata (DN8)						
Tucson (NX4/NX4A)						
Tucson Hybrid (NX4 HEV)						

**NOTE 1:** Normal warranty applies.

**NOTE 2:** Submit claim on Claim Entry Screen as “Warranty” type.

**NOTE 3:** If a part is found in need of replacement while performing this TSB 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.

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

**Service Procedure:**

**i Information**

“Battery Reset” may be used instead of AVN reset but **ONLY** if the customer is aware and agrees that all stored information in the head unit could be deleted (radio presets, saved addresses, paired devices, etc.).

**Resetting DCU in Dealer Mode**

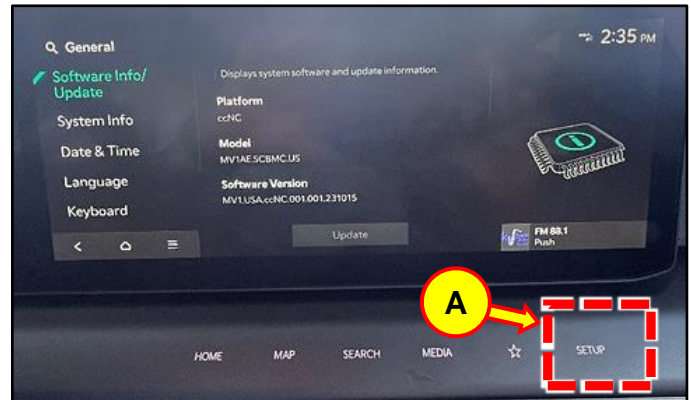
1. Turn **ON** radio, and tune to **FM** mode (reflected in lower right-hand corner of screen).

**i Information**

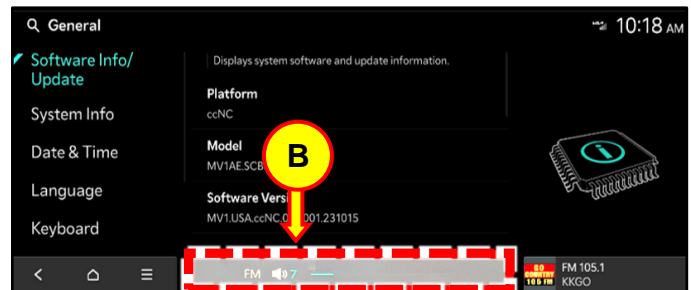
The radio does **NOT** need to be tuned to a specific radio station, as long as it is in **FM** mode.



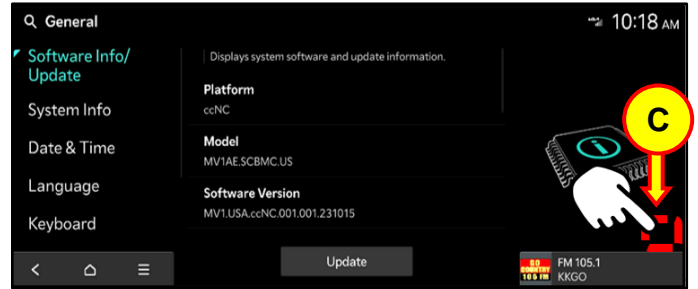
2. Press and hold **SETUP** (A) until the **Software Info/Update** screen is displayed.



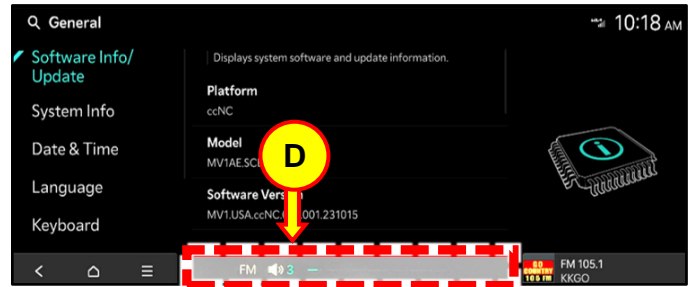
3. Adjust the radio volume to “7” (B).  
**NOTE:** Ensure **FM** mode is still selected.



4. Press the bottom right-hand corner where indicated (C).



5. Adjust the radio volume to "3" (D).



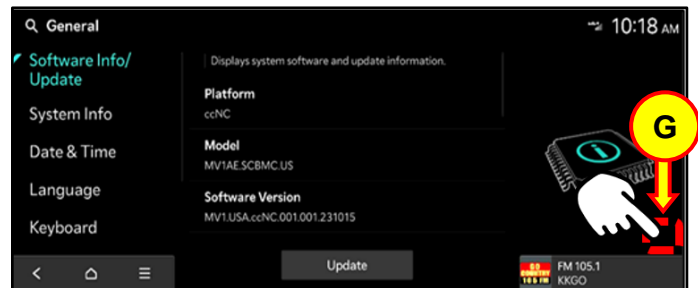
6. Press the bottom right-hand corner where indicated (E).



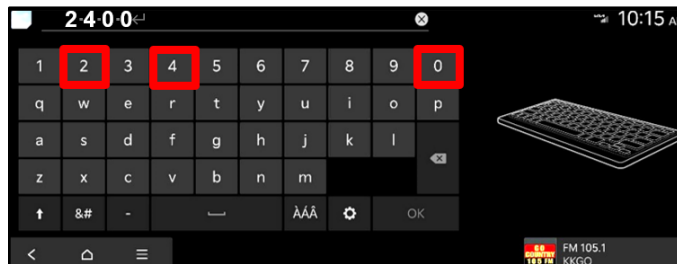
7. Adjust the radio volume to "1" (F).



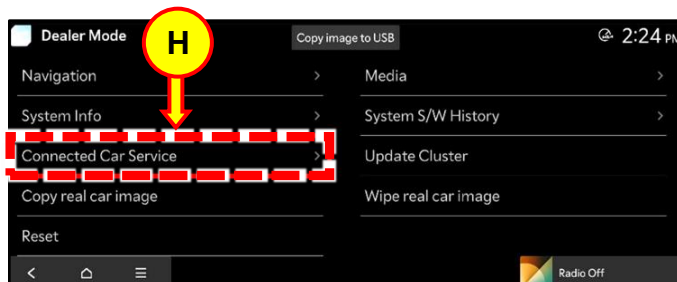
8. Press the bottom right-hand corner where indicated (G).



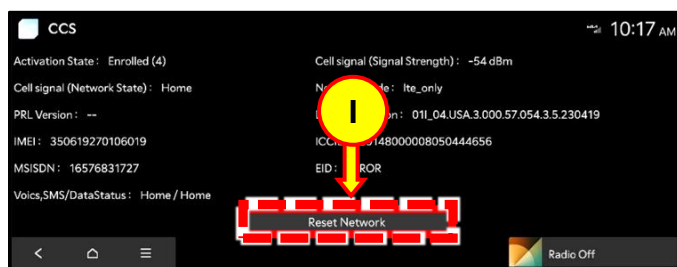
9. The password prompt screen will display.  
Enter password “**2400**” to enter **Dealer Mode**.



10. On the **Dealer Mode** screen, select **Connected Car Service (H)**.



11. Select **Reset Network (I)**.



12. Select **Yes (J)** to continue resetting the network.



13. Once the network reset has completed, the head unit will automatically reboot.

After the reboot has completed, verify Bluelink Service is working as designed.