



Technical Service Bulletin

GROUP	NUMBER
BODY ELECTRICAL	24-BE-013G
DATE	MODEL(S)
SEPTEMBER 2024	G90 (RS4) GV60 (JW1 EV)

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:**
- 2023-2025MY G90 (RS4)
 - 2023-2025MY GV60 (JW1 EV)

NOTICE

GV60 ONLY to avoid any potential damage to Genesis EVs, Genesis EV repairs can only be performed by EV certified Genesis retailers.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G90 (RS4)	96560Q0A	AVN (DCU) Software Reset	0.2 M/H	NTF00-00000	M45	ZZ3
GV60 (JW1 EV)				NTF00-00000		

- 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.

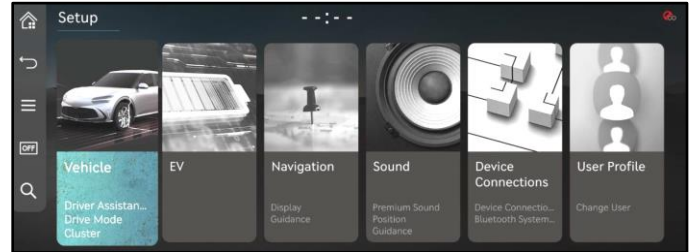
Service Procedure:

i Information

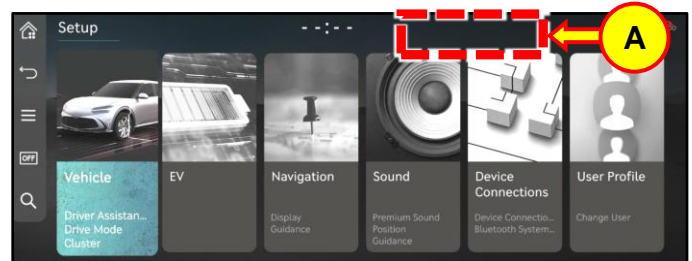
“Battery Reset” may be used instead of AVN reset but **ONLY** if the customer is aware and agrees that all stored information in the head unit could be deleted (radio presets, saved addresses, paired devices, etc.).

Resetting DCU in Dealer Mode:

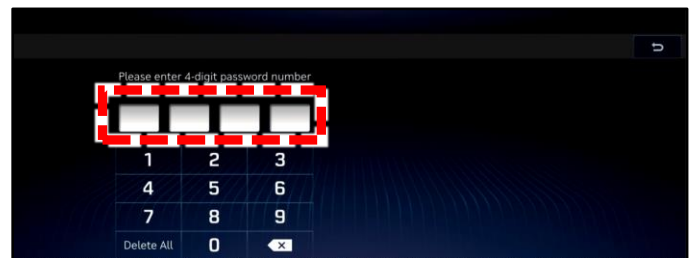
1. Select **Setup**.



2. Tap **more than 5 times** quickly in the area indicated by the red rectangle (A).



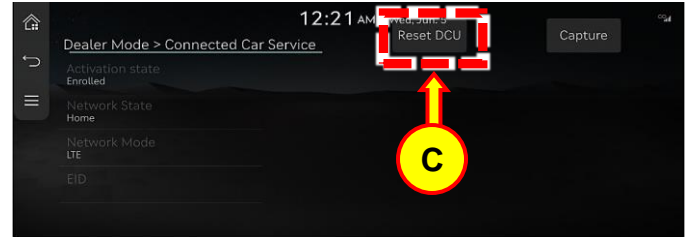
3. The password prompt screen will display.
Enter password **“0929”**.



4. On the **Dealer Mode** screen, select **Connected Car Service (B)**.



5. Press **Reset DCU (C)** to reset the Data Communication Unit.



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

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