



## Technical Service Bulletin

GROUP <b>CAMPAIGN</b>	NUMBER <b>25-01-005H</b>
DATE <b>JANUARY 2025</b>	MODEL(S) <b>SEE BELOW</b>

**SUBJECT:** DCU (MODEM) NETWORK AND BLUELINK RESET  
(SERVICE CAMPAIGN TCS)

### ★ 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 vehicles listed below may have a Bluelink malfunction or not able to have Bluelink setup. This bulletin provides instructions to reset the network in Dealer Mode to prevent the Data Concentrator Unit (DCU) modem from experiencing a "Blue Link Not Open" error.

### Applicable Vehicles (Certain):

- 2025MY Sonata (DN8) produced from 09/23/2024 – 10/24/2024
- 2025MY Sonata Hybrid (DN8 HEV) produced from 9/19/2024 – 11/04/2024
- 2025MY IONIQ 5 N (NE EV N) produced from 9/19/2024 – 10/16/2024
- 2025MY Kona (SX2) produced from 9/13/2024 – 11/11/2024
- 2025MY Kona Electric (SX2 EV) produced from 10/21/2024 – 10/29/2024

### NOTICE

Any affected IONIQ vehicles must have this service campaign performed at IONIQ certified dealers to avoid any potential damage.

**NOTE:** Modem Network Reset via ccNC & ccNC Lite Head Unit Operation

**Warranty Information:**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Sonata (DN8)	40D262R0	Resetting the DCU Network in Dealer Mode	0.3 M/H	96510-L1AG0	M73	ZZ3
Sonata Hybrid (DN8 HEV)						
IONIQ 5 N (NE EV N)				96510-NI500		
Kona (SX2)				96510-BE050		
Kona Electric (SX2 EV)						

**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 photo(s) as outlined in the Digital Documentation Policy.

**Service Procedure:**

**STUI**



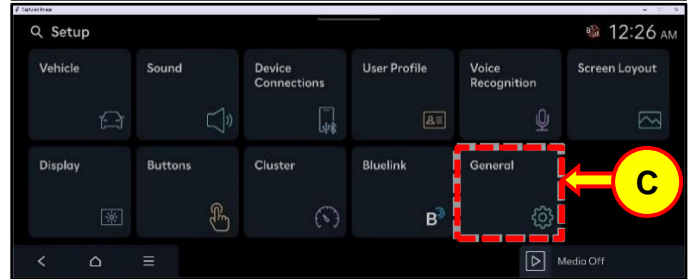
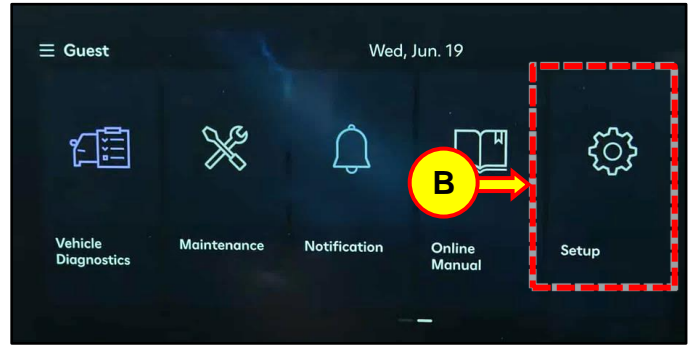
This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

Resetting the DCU Network

1. Turn **ON** the ignition (A).



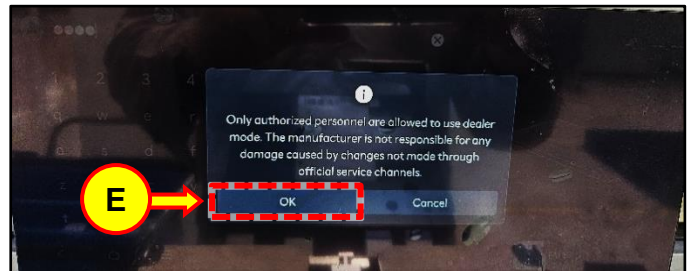
2. Select **Setup** (B).
- Select **General** (C).



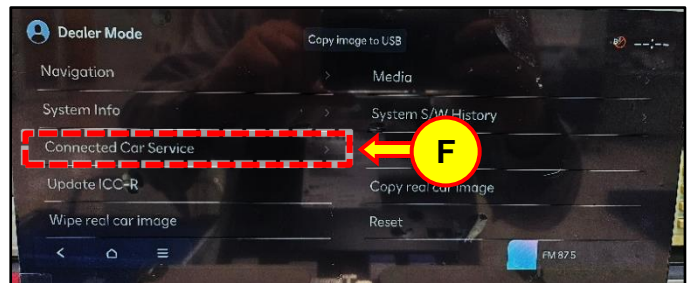
3. Perform the following steps with the radio FM mode **ON**:
  1. Set the volume to **7**.
  2. Tap on the designated area (D).
  3. Set the volume to **3**.
  4. Tap on the designated area (D).
  5. Set the volume to **1**.
  6. Tap on the designated area (D).



4. Enter **2400** as the password then select **OK** (E) to enter Dealer Mode.



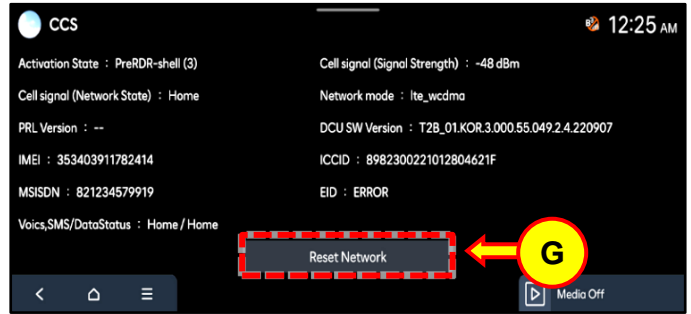
5. Select **Connected Car Service** (F).



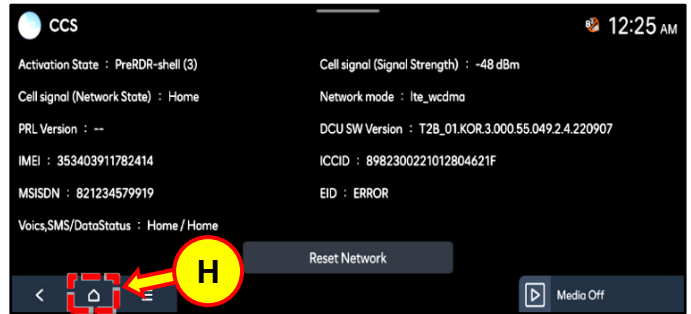
6. Select **Reset Network (G)** and wait **30 seconds**.

**i Information**

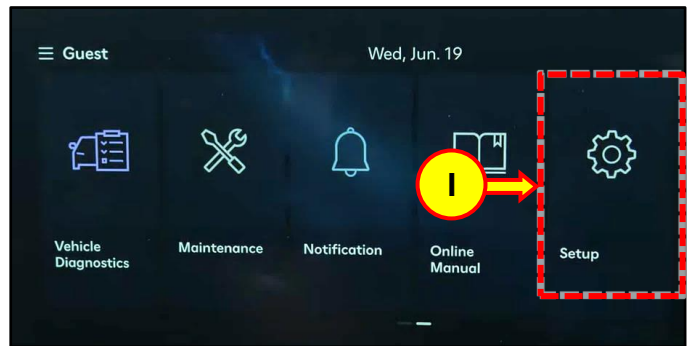
After selecting Reset Network you will **NOT** see any confirmation. The module will reset in the background and will not show any status on the screen.



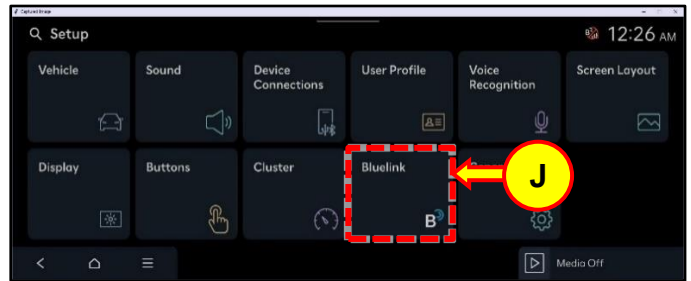
7. Exit Dealer Mode by selecting the **Home** icon (H).



8. Select **Setup (I)**



9. Select **Bluelink (J)**. Proceed with Bluelink Activation in the next section.

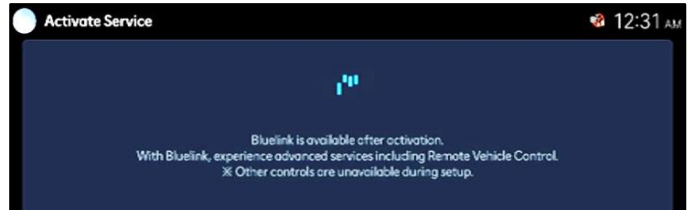
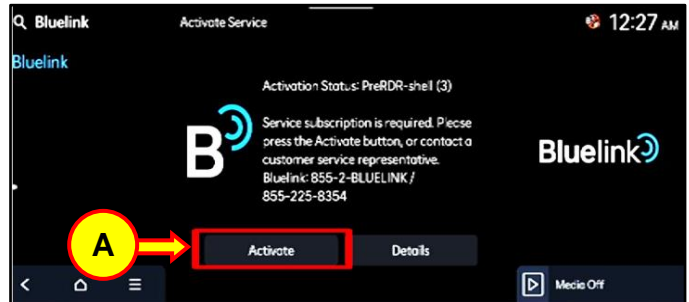


## Bluelink Activation

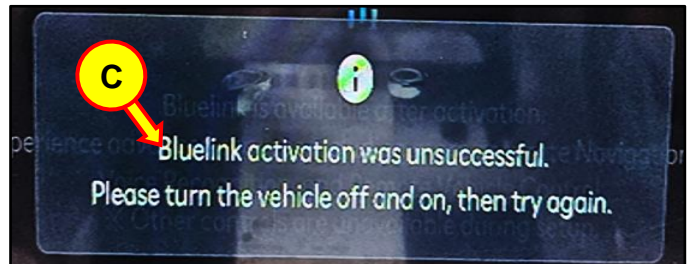
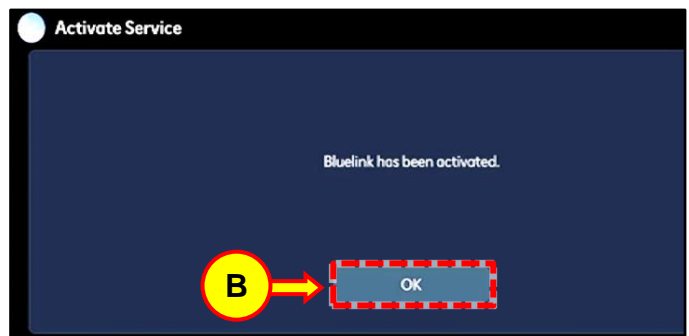
1. Select **Activate** (A) to activate Bluelink.

**Information**

A loading screen will appear while Bluelink activation is in progress.



2. Verify Bluelink activation success:
  - Select **OK** (B) if Bluelink is activated.
  - If the activation was unsuccessful (C), then restart the vehicle and repeat the Bluelink Activation **step 1** on this page.



3.

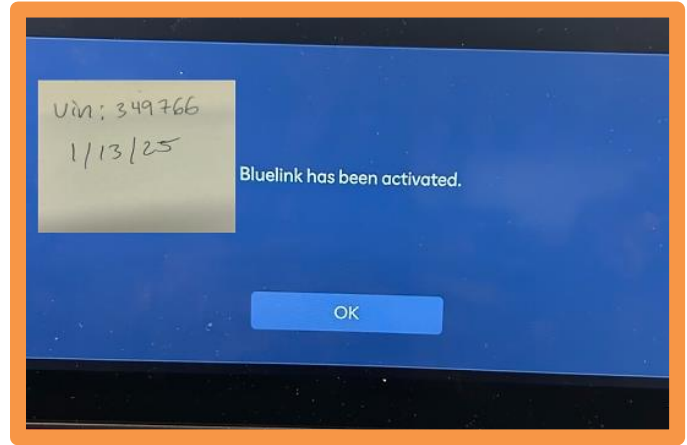
**STUI**

Take a photo of the Bluelink activation using your tablet and upload to STUI.

**i****Information**

For retailed vehicles, the customer will now be able to proceed with normal Bluelink enrollment.

For non-retailed vehicles, this screen confirms the modem is in proper status for future enrollment.



4. The service procedure is now complete.