



Technical Service Bulletin

GROUP	NUMBER
CAMPAIGN	25-01-005G
DATE	MODEL(S)
JANUARY 2025	GV80 (JX1)

SUBJECT: DCU (MODEM) NETWORK AND CONNECTED SERVICES RESET
(SERVICE CAMPAIGN T66G)

★ IMPORTANT

Retailers must perform this service campaign on all affected vehicles prior to retail 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.

Description: Certain GV80 (JX1) vehicles may have a Genesis Connected Services malfunction or be unable to have Genesis Connected Services setup. This bulletin provides instructions to reset the network in Engineering Mode to prevent the Data Concentrator Unit (DCU) modem from experiencing a “Genesis Connected Services Not Open” error.

Applicable Vehicles (Certain):

- 2025MY GV80 (JX1) produced from 09/28/2024 - 10/29/2024

NOTE: Modem Network Reset via CCIC27 head unit operation.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV80 (JX1)	40D263R0	Resetting the DCU Network in Dealer Mode	0.3 M/H	96510-T6EC0	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 photo(s) as outlined in the Digital Documentation Policy.

Service Procedure:

STUI



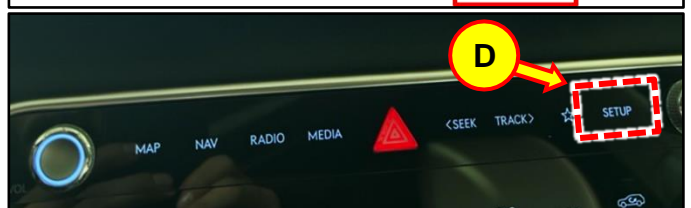
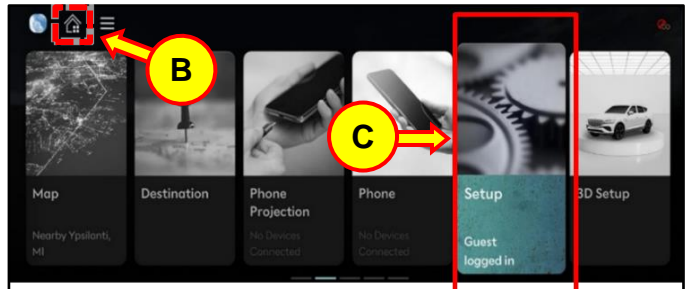
This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

Resetting the DCU Network

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



2. Select **Home** (B).
Select **Setup** (C), or press **SETUP** (D).



3. Tap the designated area (E) at the top of the **Device Connections** card **5 times**.

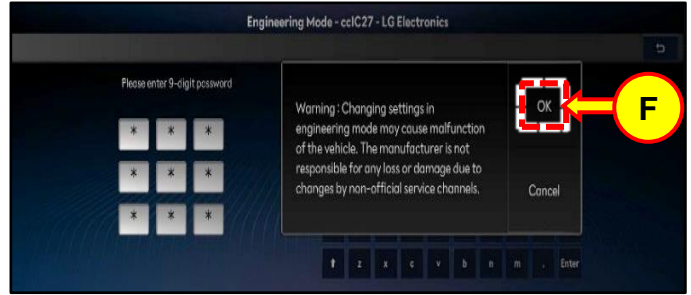


- Enter **0929** as the password then select **OK (F)**.

i Information

If the password screen does **NOT** display, try again from **step 1**.

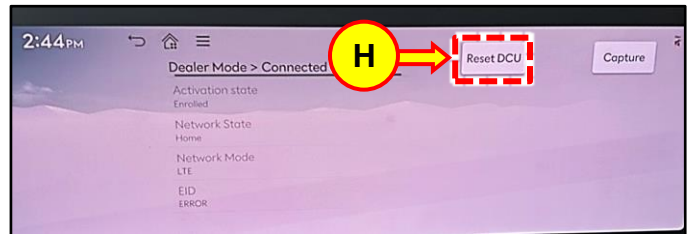
The password screen requests a 9-digit password but will accept the 4-digit password given above.



- From Dealer Mode, select **Connected Car Service (G)**.



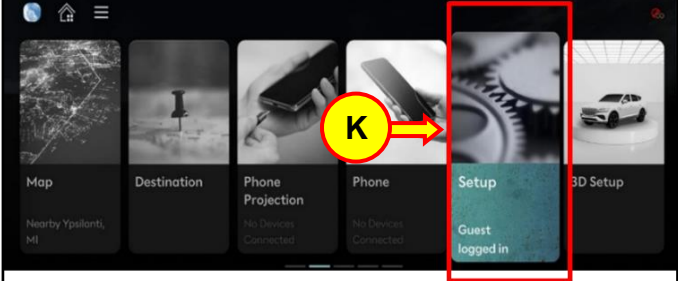
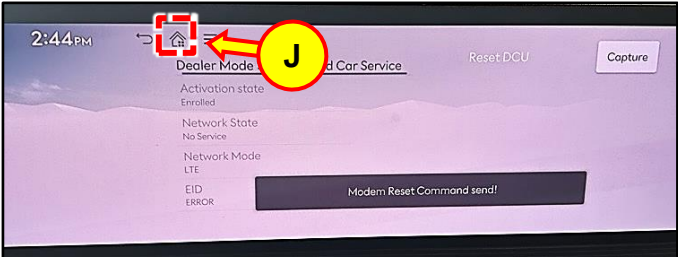
- Select **Reset DCU (H)**.



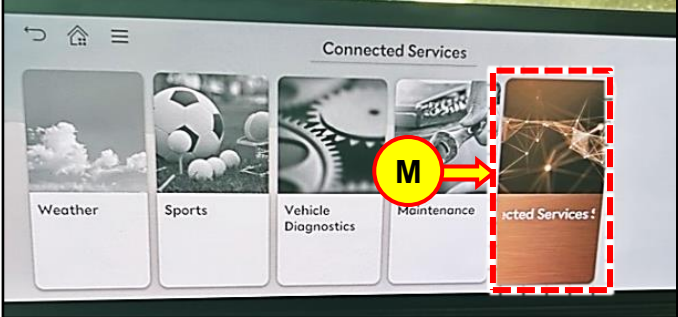
- After selecting Reset DCU, confirmation pop up will be seen **Modem Reset Command send! (I)**.



- 8. Select **Home** (J) to exit Dealer Mode.
Select **Setup** (K) or **SETUP** (L).

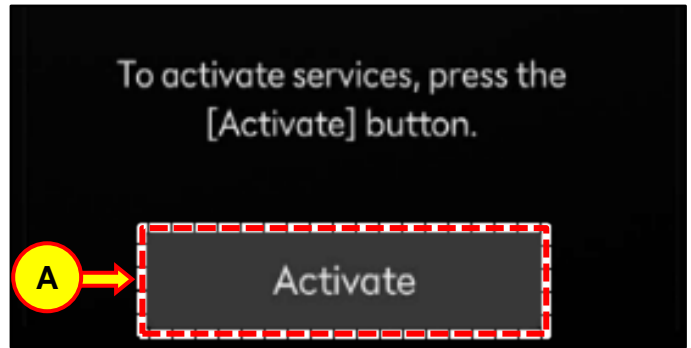


- 9. Select **Connected Services** (M).



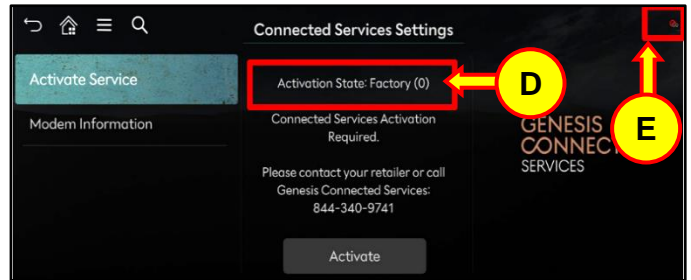
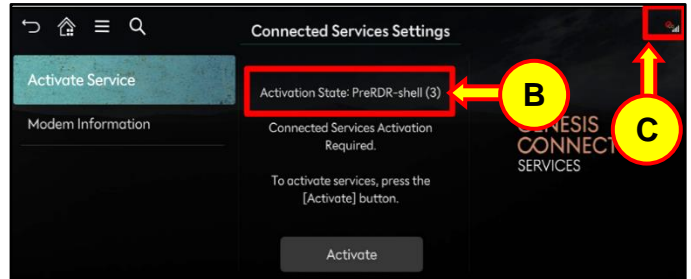
Genesis Connected Services Activation

1. Select **Activate** (A).



2. Verify Genesis Connected Services activation success:

- Successful: Activation state will have a value of **3** (B) and the screen will show signal bars (C).
- Unsuccessful: Activation state will have a value of **0** (D) and the screen will show **NO** signal bars (E).



i Information

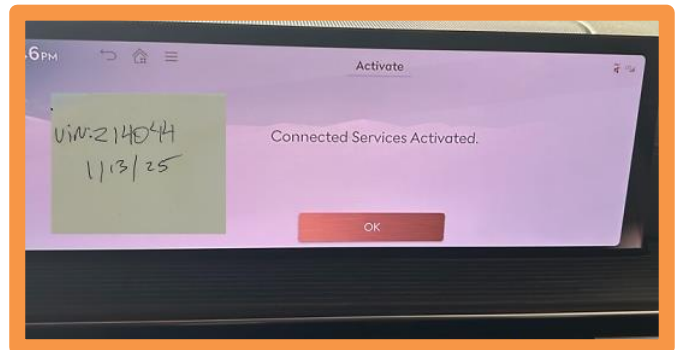
If the activation was unsuccessful, then restart the vehicle and repeat the Genesis Connected Services Activation step 1.

3.

STUI



Take a photo of the Genesis Connected Services activation using your tablet and upload to STUI.



i Information

For retailed vehicles, the guest will now be able to proceed with normal Genesis Connected Services enrollment.

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

4. The service procedure is now complete.