



Technical Service Bulletin

GROUP BODY ELECTRICAL	NUMBER 25-BE-003G
DATE FEBRUARY 2025	MODEL(S) SEE BELOW

SUBJECT: DCU (MODEM) NETWORK AND CONNECTED SERVICES RESET

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 G80 (RG3)
- 2023-2025MY G90 (RS4)
- 2023-2025MY GV60 (JW1 EV)
- 2025MY GV80 (JX1)

NOTICE

For GV60 ONLY: To avoid 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
G80 (RG3)	CONSRES1	Resetting the DCU Network in Dealer Mode	0.3 M/H	NTF00-00000	M73	ZZ3
G90 (RS4)						
GV60 (JW1 EV)						
GV80 (JX1)						

NOTE 1: Normal warranty applies.

NOTE 2: Submit claim on Claim Entry Screen as "Warranty" type.

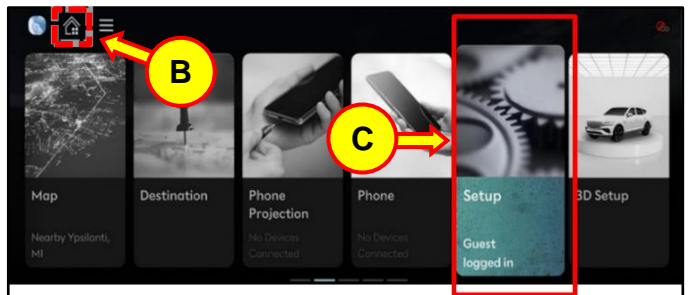
Service Procedure:

Resetting the DCU Network

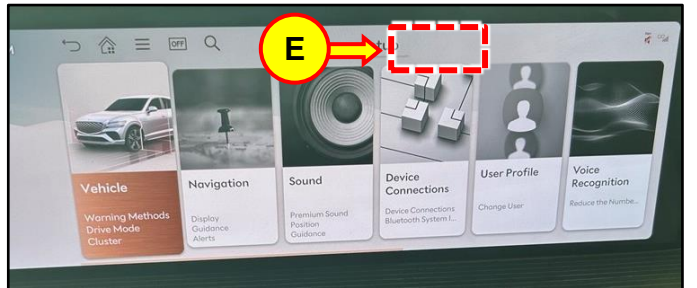
1. Turn **ON** the ignition (A).



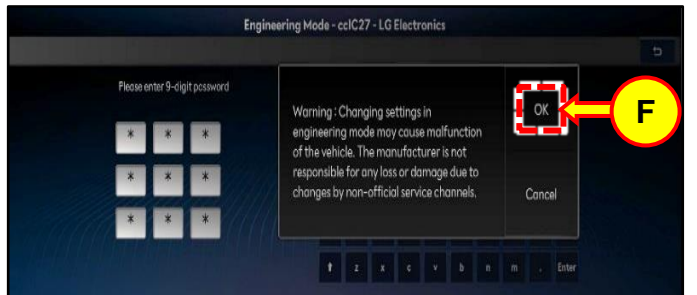
2. Select **Home** (B).
Select **Setup** (C), or press **SETUP** (D).



3. Tap the designated area (E) at the top of the **Device Connections** card **5 – 10** times.



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



i Information

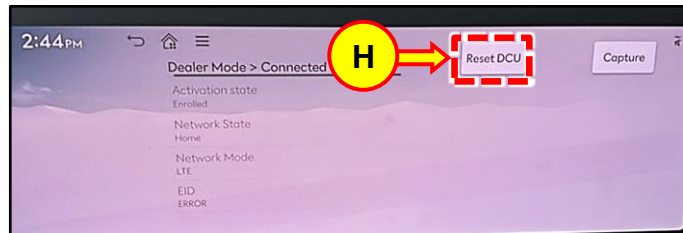
If the password screen does **NOT** display, try again from **step 1**.

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

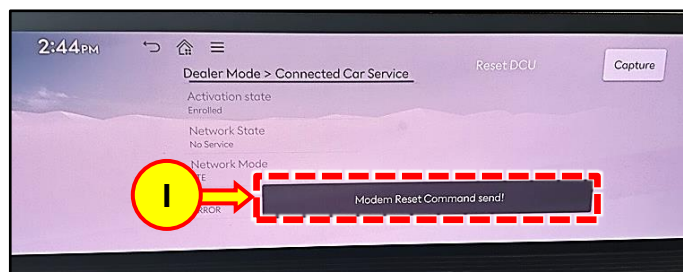
5. From Dealer Mode, select **Connected Car Service (G)**.



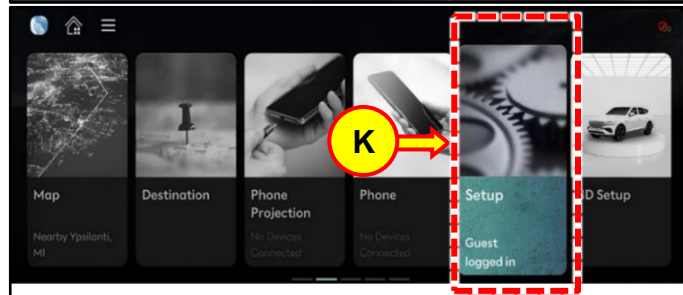
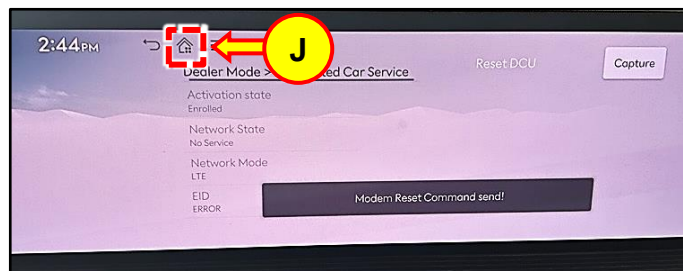
6. Select **Reset DCU (H)**.



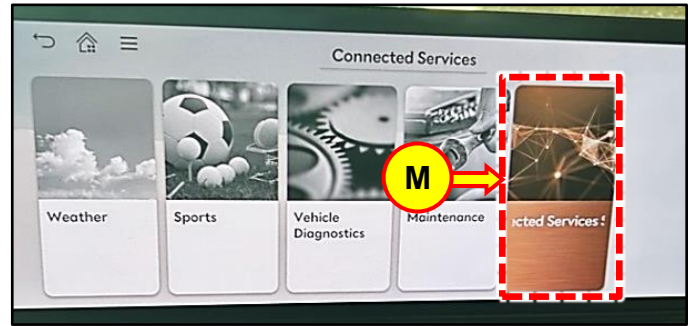
7. After selecting Reset DCU, confirmation pop up will be seen **Modem Reset Command send! (I)**.



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

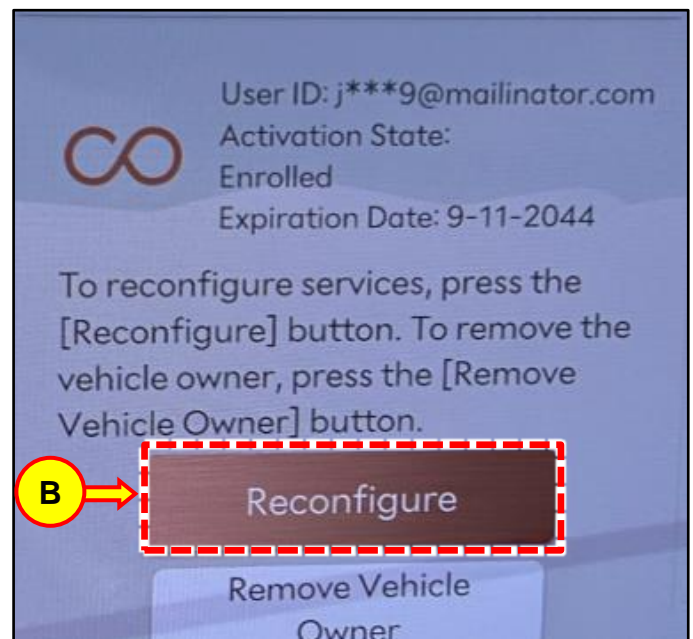
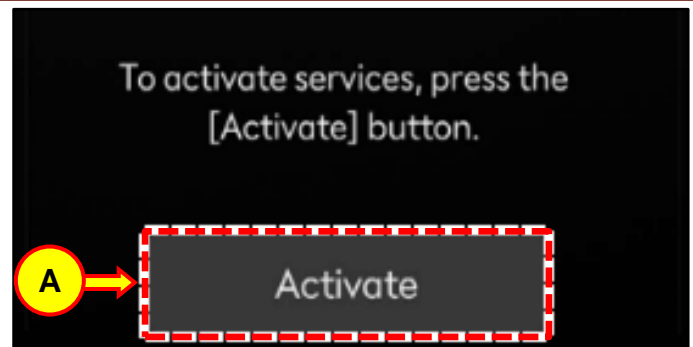


9. Select **Connected Services (M)**.

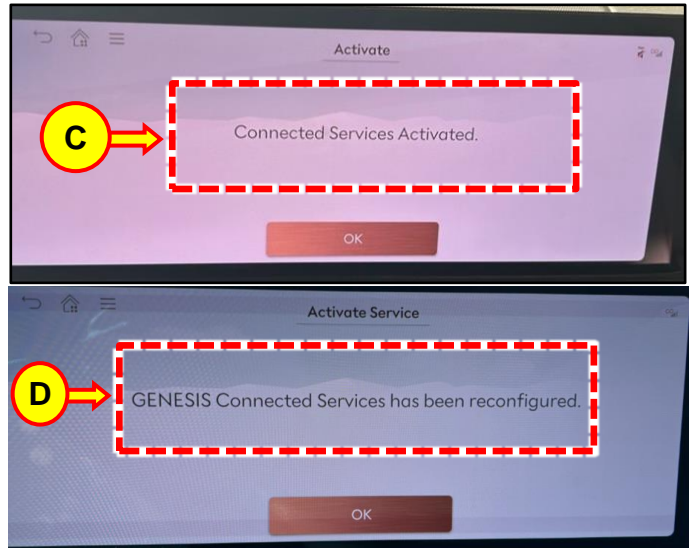


Genesis Connected Services Activation

1. Select **Activate (A)** or **Reconfigure (B)**.



2. Verify Genesis Connected Services activation success **Connected Services Activated (C)** or **Connected Services has been reconfigured (D)**.



3. The service procedure is now complete.