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|---|-----------------|------------|
|  <b>HYUNDAI</b><br><b>Technical Service Bulletin</b> | GROUP           | NUMBER     |
|   | BODY ELECTRICAL | 25-BE-003H |
|   | DATE            | MODEL(S)   |
|   | FEBRUARY 2025   | SEE BELOW  |
| <b>SUBJECT:</b> DCU (MODEM) NETWORK AND BLUELINK RESET  |                 |            |

**Description:** Some vehicles may exhibit a loss of connectivity or interruptions in the middle of using Bluelink 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)
  - 2024 - 2025MY Kona (SX2)
  - 2025MY Kona Electric (SX2 EV)
  - 2025MY Santa Cruz (NXT)
  - 2024-2025MY Santa Fe (MX5A)
  - 2024-2025MY Santa Fe Hybrid (MX5A HEV)
  - 2024-2025MY Sonata (DN8)
  - 2024-2025MY Sonata Hybrid (DN8 HEV)
  - 2025MY Tucson (NX4/NX4A)
  - 2025MY Tucson Hybrid (NX4 HEV)
  - 2025MY Tucson PHEV (NX4 PHEV)

**NOTICE**

Any affected IONIQ vehicles must have repairs 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 |
|----------------------------------|----------|--|----------|-------------|-------------|------------|
| IONIQ 5 N<br>(NE EV N)           | BLUERES1 | Resetting the DCU Network in Dealer Mode | 0.3 M/H  | NTF00-00000 | M73         | ZZ3        |
| Kona (SX2)                       |          |  |          |             |             |            |
| Kona Electric (SX2 EV)           |          |  |          |             |             |            |
| Santa Cruz (NXT)                 |          |  |          |             |             |            |
| Santa Fe (MX5A)                  |          |  |          |             |             |            |
| Santa Fe Hybrid (MX5A HEV)       |          |  |          |             |             |            |
| Sonata (DN8)                     |          |  |          |             |             |            |
| Sonata Hybrid (DN8 HEV)          |          |  |          |             |             |            |
| Tucson (NX4/NX4A)                |          |  |          |             |             |            |
| Tucson Hybrid (NX4 HEV)          |          |  |          |             |             |            |
| Tucson Plug-in Hybrid (NX4 PHEV) |          |  |          |             |             |            |

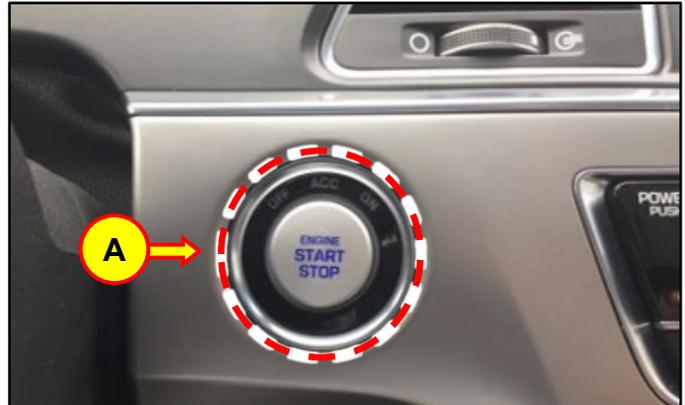
**NOTE 1:** Normal warranty applies.

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

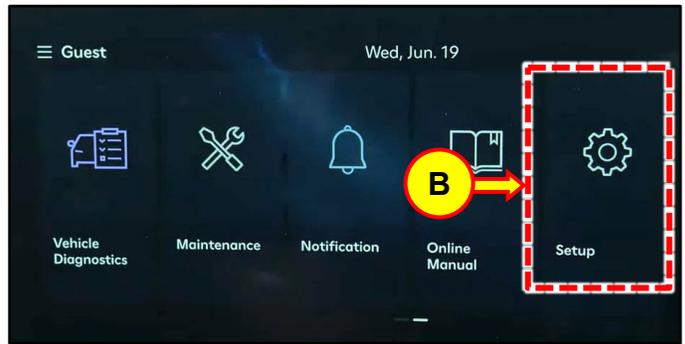
**Service Procedure:**

**Resetting the DCU Network**

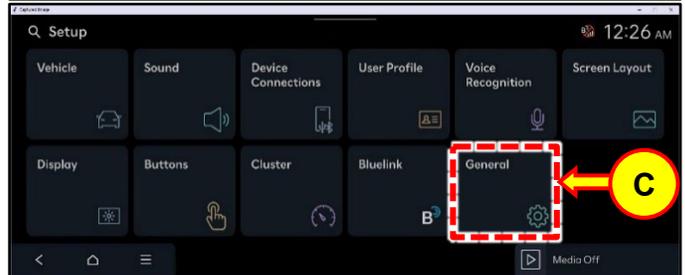
1. Turn **ON** the ignition (A).



2. Select **Setup** (B).



Select **General** (C).

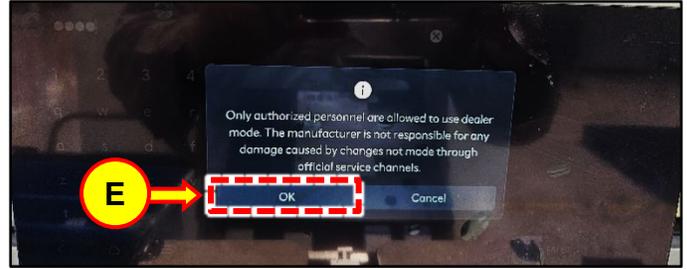


3. Perform the following steps with the radio FM mode **ON**:

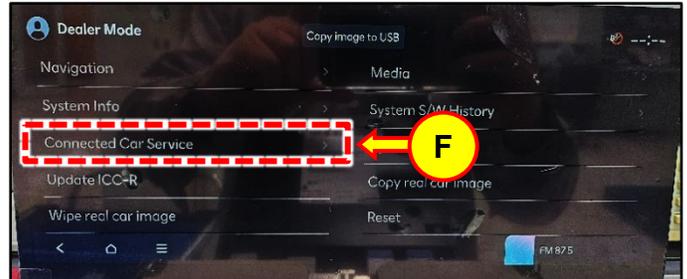
1. Set the volume to **7**.
2. Tap on the designated area (D).
3. Set the volume to **3**.
4. Tap on the designated area (D).
5. Set the volume to **1**.
6. Tap on the designated area (D).



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



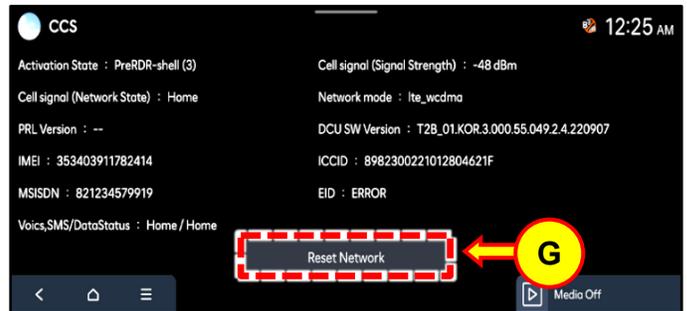
5. Select **Connected Car Service (F)**.



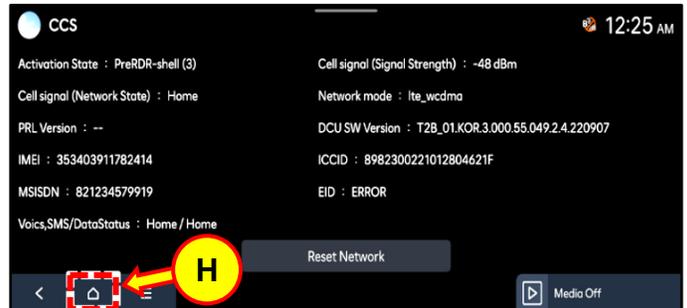
6. Select **Reset Network (G)** and wait **30 seconds**.

**i Information**

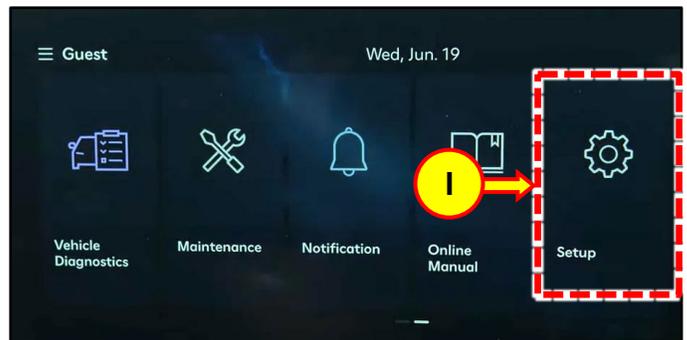
After selecting Reset Network you will **NOT** see any confirmation. The module will reset in the background and will not show any status on the screen.



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



8. Select **Setup (I)**



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



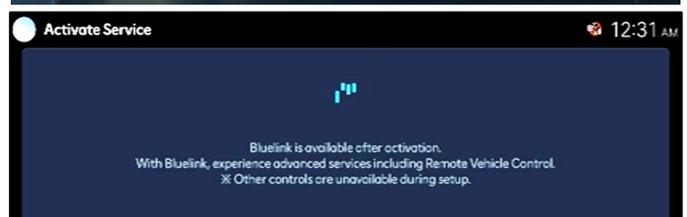
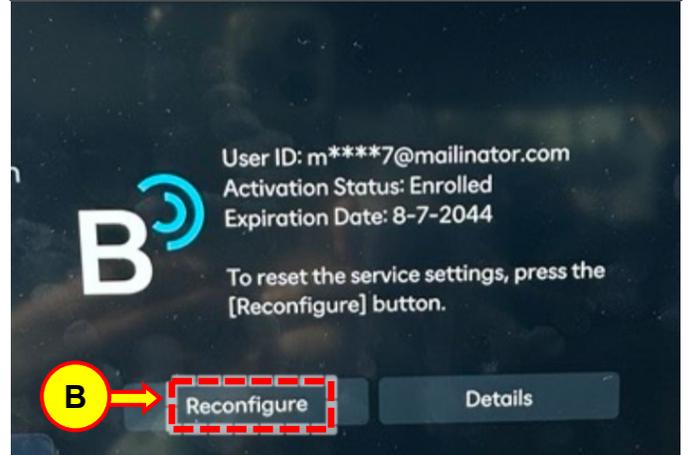
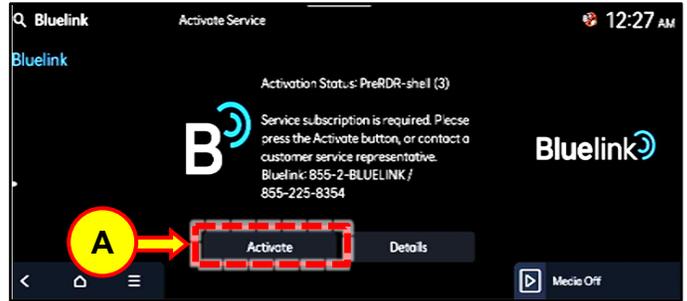
**Bluelink Activation**

1. Select **Activate (A)** or **Reconfigure (B)** to activate Bluelink.

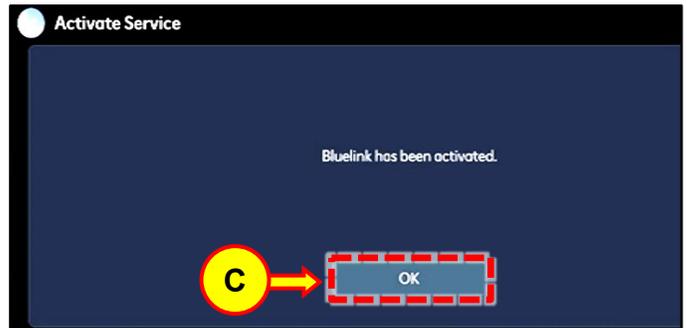


**Information**

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



2. Verify Bluelink activation success:
  - Select **OK (C)** if Bluelink is activated.



3. The service procedure is now complete.