



Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 25-01-018H
DATE FEBRUARY 2025	MODEL(S) SEE BELOW

SUBJECT: DCU (MODEM) NETWORK INSPECTION AND BLUELINK RESET
(SERVICE CAMPAIGN 9C0)

This TSB supersedes 25-BE-003H to update the TSB to a Service Campaign, to add IONIQ 5 (NEA EV) models to Applicable Vehicles, to add an Initial Verification of Connection section, and to update Warranty information on page 2.

★ 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: 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 verify Bluelink Data Communication Unit (DCU) network connection and if needed, reset the DCU in Dealer Mode to resolve the connection.

Applicable Vehicles (Certain):

- 2025MY IONIQ 5 (NEA EV) (VIN starts with 7YA)
- 2025MY IONIQ 5 N (NE EV N)
- 2024 - 2025MY Kona (SX2)
- 2024 - 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/NX4M)
- 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 (NEA EV)	50D052R0	Initial Verification of Connection	0.2 M/H	NTF00-00000	M73	ZZ3
IONIQ 5 N (NE EV N)	50D052R1	Resetting the DCU Network in Dealer Mode + Verification of Connection After Resetting DCU	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/NX4M)						
Tucson Hybrid (NX4 HEV)						
Tucson Plug-in Hybrid (NX4 PHEV)						

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.

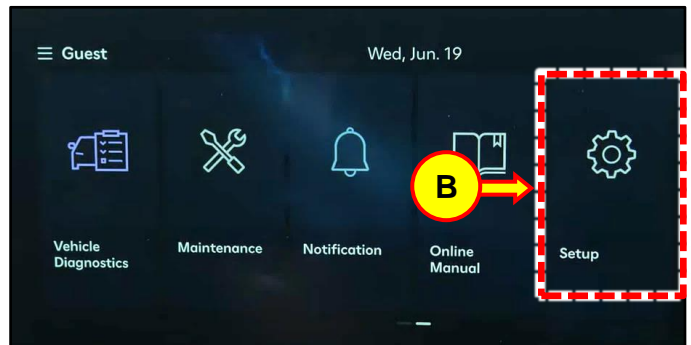
Service Procedure:

Initial Verification of Connection

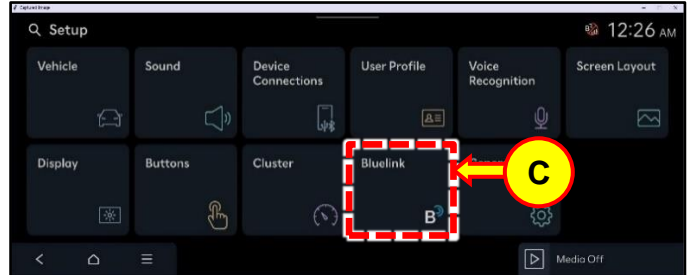
1. Turn **ON** the ignition (A).



2. Select **Setup** (B)



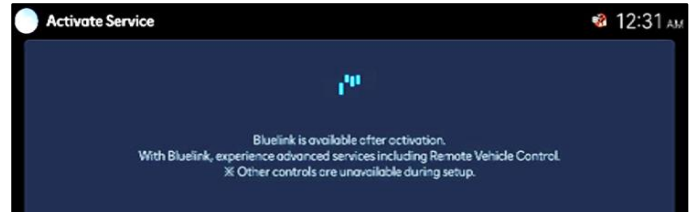
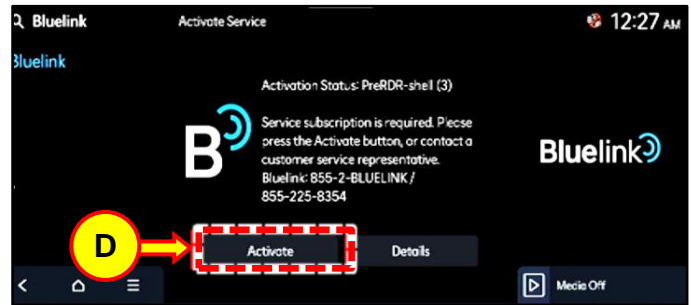
3. Select **Bluelink** (C).



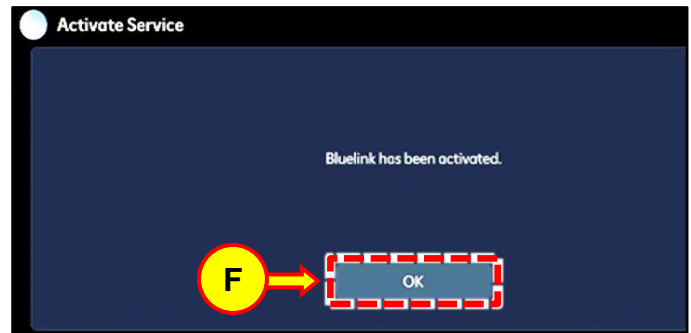
4. Select **Activate (D)** or **Reconfigure (E)** to activate Bluelink.

i Information

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



5. Verify Bluelink activation success:
 - Select **OK (F)** if Bluelink is activated.



6. If the message "**Bluelink has been activated**" is shown, submit with **Op Code 50D052R0**. The service procedure is complete.

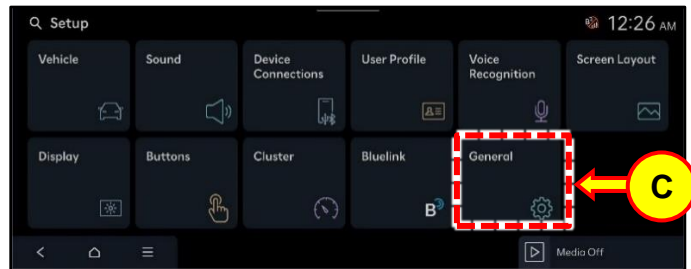
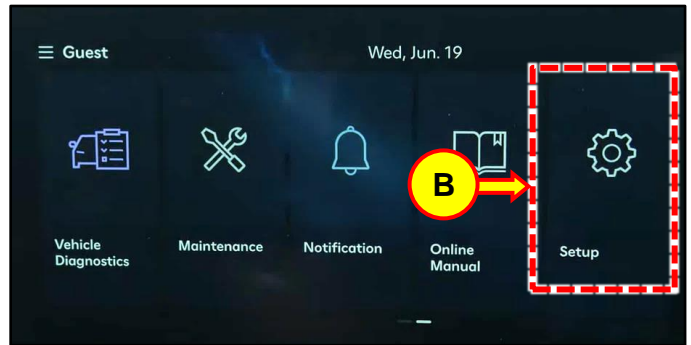
If **NOT**, proceed with **Resetting the DCU Network** on the next page.

Resetting the DCU Network

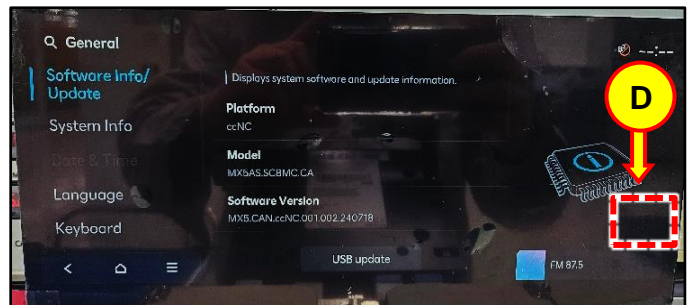
1. Turn **ON** the ignition (A).



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



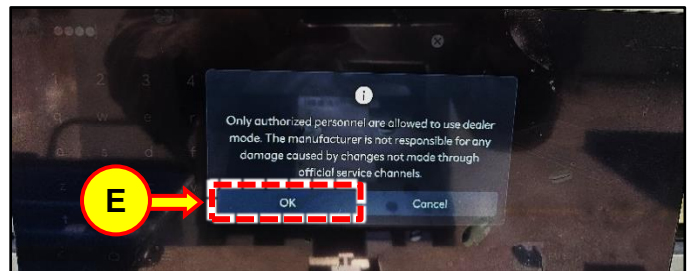
3. Perform the following steps with the radio FM mode **ON**:
 1. Set the volume to **7**.
 2. Tap once on the designated area (D).
 3. Set the volume to **3**.
 4. Tap once on the designated area (D).
 5. Set the volume to **1**.
 6. Tap once on the designated area (D).



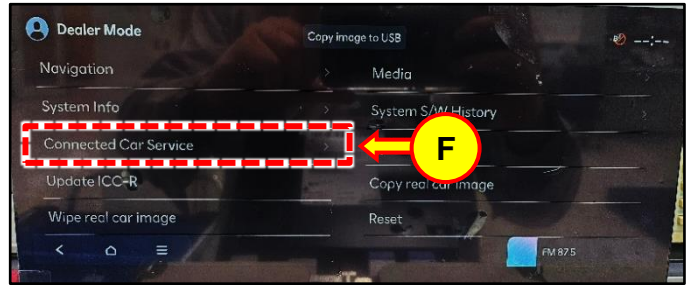
4. Enter **2400** as the password then select **OK** (E) to enter Dealer Mode.

Information

Password **2400** applies to **all** models.



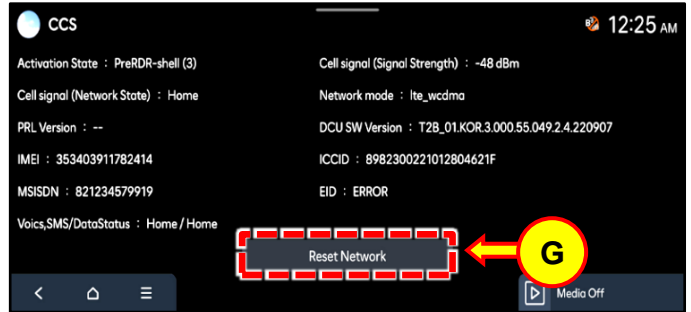
5. Select **Connected Car Service** (F).



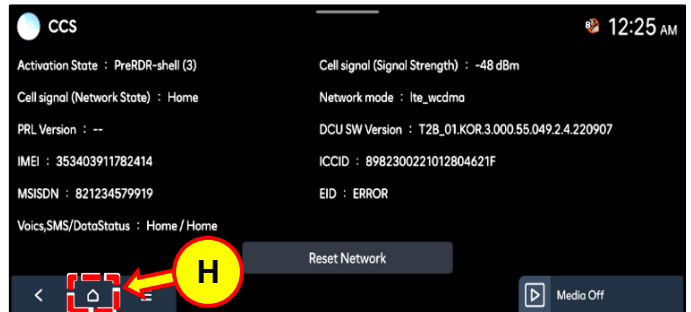
6. Select **Reset Network** (G) and wait **30 seconds**.

i Information

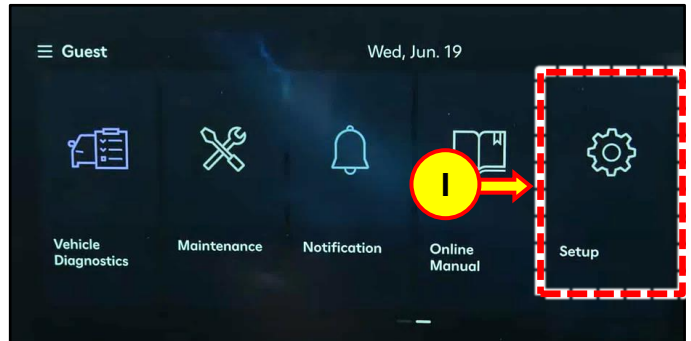
After selecting Reset Network you will **NOT** see any confirmation. The module will reset in the background and will not show any status on the screen.



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



8. Select **Setup** (I).



9. Select **Bluelink** (J).

Proceed with **Verification of Connection After Resetting DCU** in the next section.

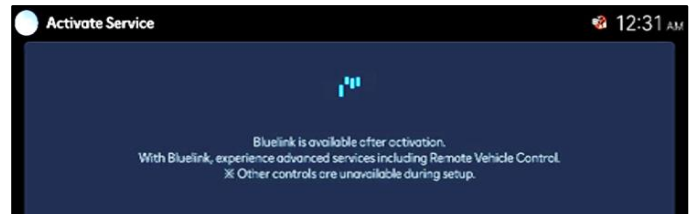
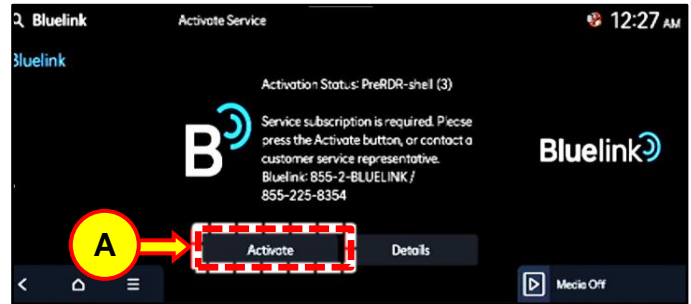


Verification of Connection After Resetting DCU

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

i **Information**

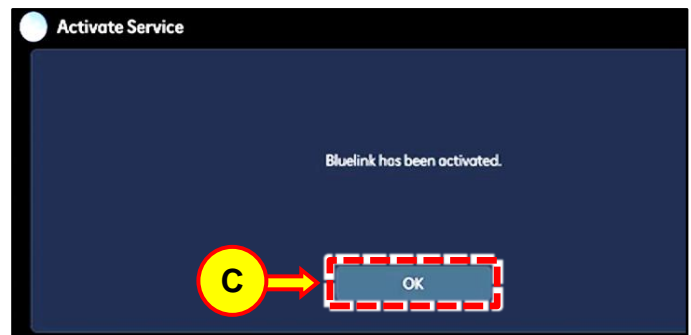
A loading screen will appear while Bluelink activation is in progress.



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

i **Information**

If the DCU does **NOT** reset and Bluelink does **NOT** show activated, please contact Techline.



3. The service procedure is now complete.