



Technical Service Bulletin

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

SUBJECT: DCU (MODEM) NETWORK INSPECTION AND CONNECTED SERVICES RESET (SERVICE CAMPAIGN 913G)

This TSB supersedes 25-BE-003G to update the TSB to a Service Campaign, to add an Initial Verification of Connection section, and to update Warranty information on page 1.

★ 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: Some vehicles may exhibit a loss of connectivity or interruptions in the middle of using Connected Car Services (CCS) functions. This may be due to an occasional disconnection on Verizon’s communication network. Follow the procedures in this bulletin to verify Connected Car Data Communication Unit (DCU) network connection and if needed, reset the DCU in Dealer Mode to resolve the connection.

Applicable Vehicles (Certain):

- 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)	50D053R0	Initial Verification of Connection	0.2 M/H	NTF00-00000	M73	ZZ3
G90 (RS4) GV60 (JW1 EV) GV80 (JX1)	50D053R1	Resetting the DCU Network in Dealer Mode + Verification of Connection After Resetting DCU	0.3 M/H	NTF00-00000	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.

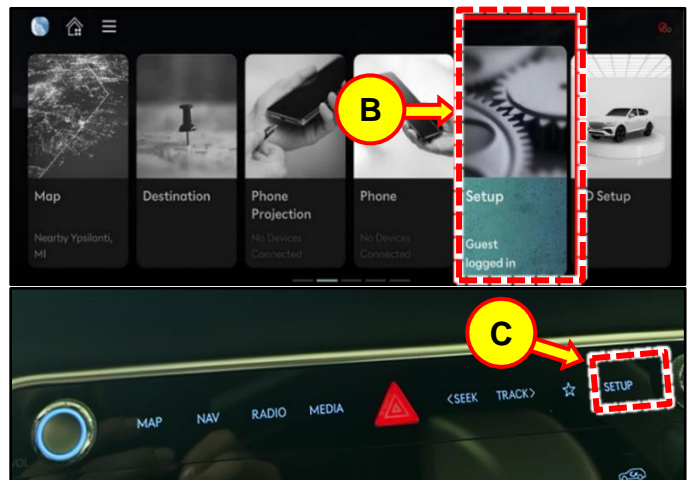
Service Procedure:

Initial Verification of Connection

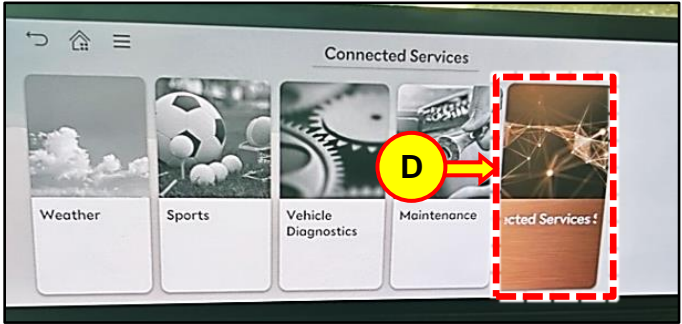
1. Turn **ON** the ignition (A).



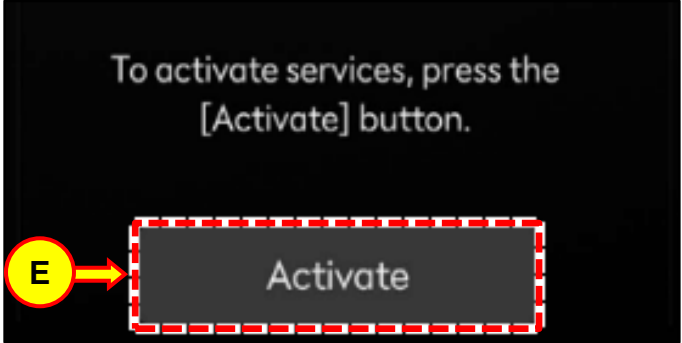
2. Select **Setup** (B) or **SETUP** (C).



3. Select **Connected Services** (D).



4. Select **Activate** (E) or **Reconfigure** (F).

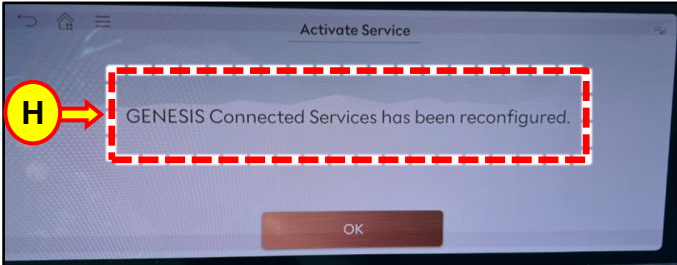


5. Verify Genesis Connected Services activation success. Select **OK** if either message is shown: “**Connected Services Activated**” (G) or “**GENESIS Connected Services has been reconfigured**” (H).



6. If either of these messages is shown, submit with **Op Code 50D053R0**. The service procedure is complete.

If **NOT**, proceed with **Resetting the DCU Network**.

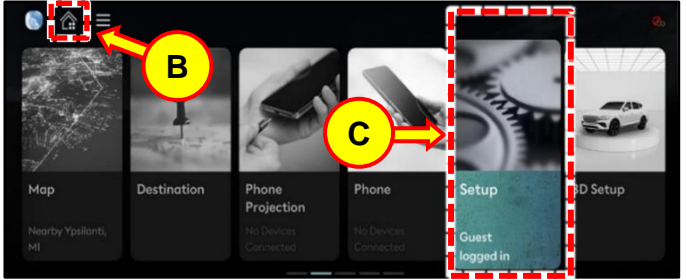


Resetting the DCU Network

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



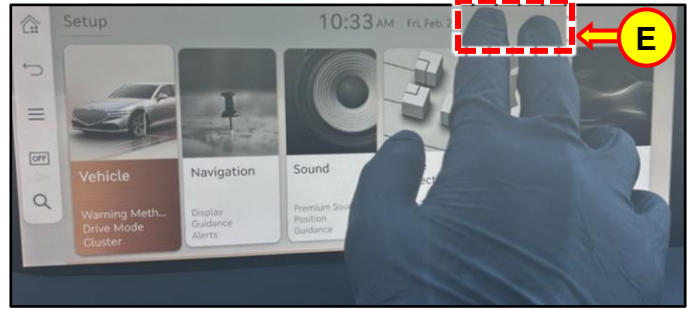
2. Turn Radio **FM ON** and set to **Volume 2**. Select **Home** (B).



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



- Tap the designated area (E) at the top of the **Device Connections** card 10 or more times with two fingers simultaneously.



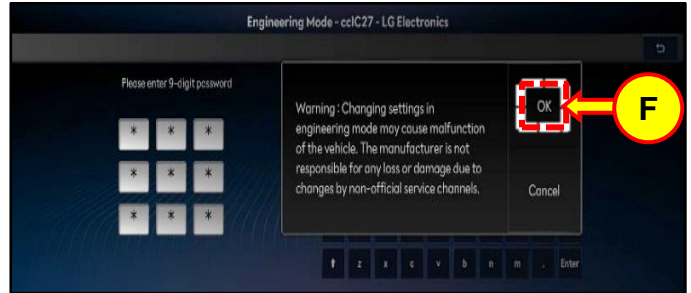
- Enter **0929** as the password then select **OK (F)**.

i Information

Password **0929** applies to all models.

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

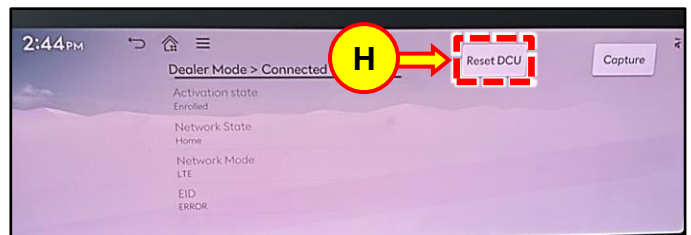
The password screen requests a 9-digit password but will accept the 4-digit password given above.



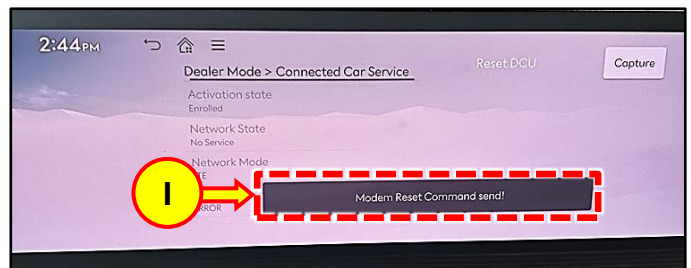
- From Dealer Mode, select **Connected Car Service (G)**.



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

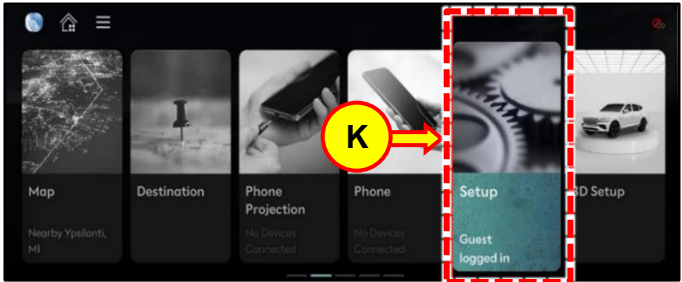


- After selecting Reset DCU, a confirmation popup will be seen **Modem Reset Command send! (I)**.



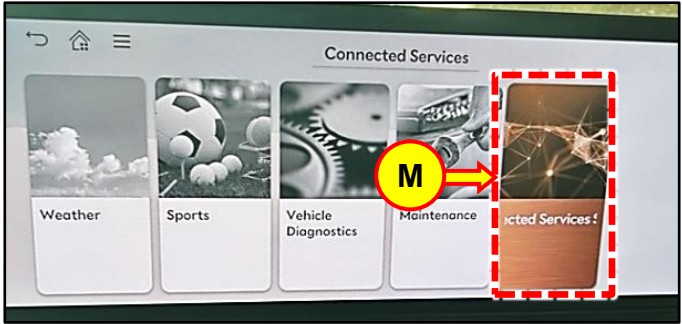
8. Select **Home** (J) to exit Dealer Mode.

Select **Setup** (K) or **SETUP** (L).



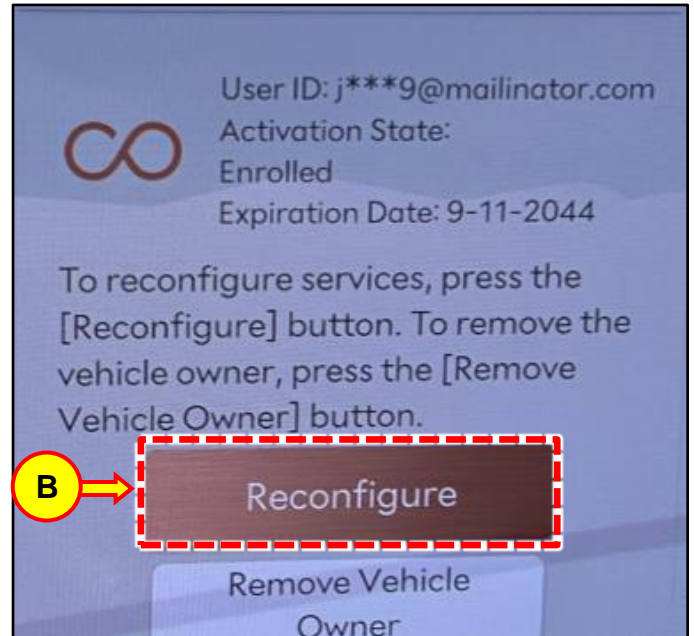
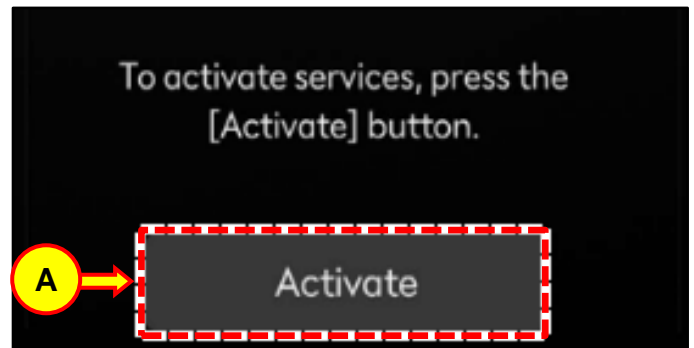
9. Select **Connected Services** (M).

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



Verification of Connection After Resetting DCU

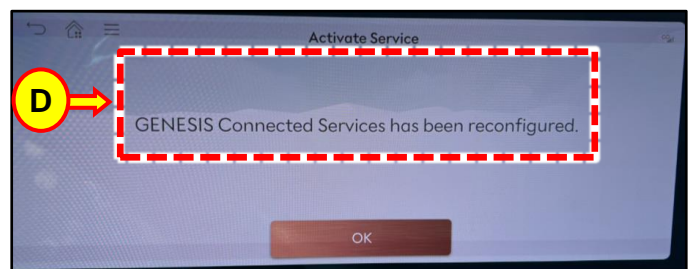
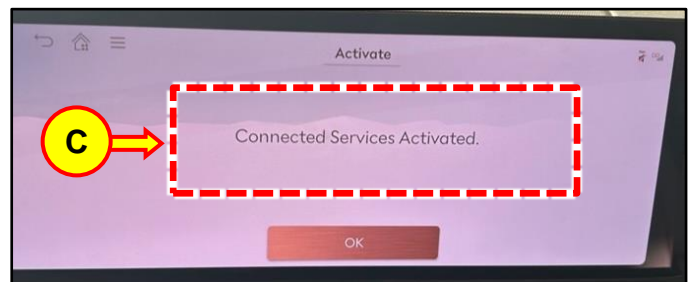
1. Select **Activate** (A) or **Reconfigure** (B).



2. Verify Genesis Connected Services activation success when either message is shown: **“Connected Services Activated”** (C) or **“GENESIS Connected Services has been reconfigured”** (D).

i Information

If the DCU does **NOT** reset and Connected Car Services does **NOT** show activated, please contact Techline.



3. The service procedure is now complete.