



# HYUNDAI

## Technical Service Bulletin

GROUP <b>CAMPAIGN</b>	NUMBER <b>25-01-020H</b>
DATE <b>MARCH 2025</b>	MODEL(S) <b>SEE BELOW</b>

**SUBJECT:** CENTRAL COMMUNICATION UNIT (CCU) MULTIPLE SUBSYSTEM SOFTWARE UPDATE (SERVICE CAMPAIGN TCTA)

### ★ 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:** Certain Tucson Hybrid (NX4 HEV) and Tucson Plug-in Hybrid (NX4 PHEV) vehicles may experience a battery discharge due to a logic error within the Central Communication Unit (CCU). This bulletin provides instructions to update both subsystems (MCU/AP) related to the CCU to improve the logic of the CCU.

### Applicable Vehicles (Certain):

- 2025MY Tucson Hybrid (NX4 HEV) produced from 06/18/2024 – 08/27/2024
- 2025MY Tucson Plug-in Hybrid (NX4 PHEV) produced from 07/09/2024 – 08/13/2024

### SST Information:

Tool Name	Tool Number	Figure	Remarks
VCI 3	G0VHNNN06	 + 	VCI 3 comes with the 19-pin cable (P/N G1XDDCA020, included here for reference)
19-Pin Cable	G1XDDCA020		
VCI 2	G1XDDMN001	 + 	If using VCI 2, the ECI Kit will be required to complete software updates.
Ethernet Communication Interface (ECI) Kit	G0XDDMN052		

Ordering information: Website: <https://hyundaiaessentialtools.com/>  
Email: [Hyundaitools@snapon.com](mailto:Hyundaitools@snapon.com)

Phone: 1-855-763-9199  
Hours: 7 AM – 7 PM CST

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

**SUBJECT:**CENTRAL COMMUNICATION UNIT (CCU) MULTIPLE SUBSYSTEM  
SOFTWARE UPDATE (SERVICE CAMPAIGN TCTA)**GDS Information:**

System	Event Number*	Description
CCU	1190	NX4 PE (HEV) CCU PNC LOGIC IMPROVEMENT (AP)
	1191	NX4 PE (HEV) CCU PNC LOGIC IMPROVEMENT (MCU)

(\*or use a later available event as listed in the GDS **CCU** Update screen if one is available.)

**NOTE 1:** This software update is subject to an OTA (Over-the-Air) option and may be completed by customers with active Bluelink subscriptions.

**NOTE 2:** Both update events 1190 and 1191 **MUST** be performed to qualify for claim submission.

**Warranty Information:**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Tucson Hybrid (NX4 HEV)	50D005R0	CCU Update	0.4 M/H	91920-N9000	W11	ZZ3
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.

**NOTE 3:** Op times include VIN, Mileage, and photo capture of the “ECU update complete” screen as outlined in the Digital Documentation Policy. Required photos include “ECU update complete” screens for **both** events 1190 and 1191.

**NOTE 4:** Claim is subject to debit if either software (1190 and 1191) is **NOT** updated successfully.

**Both** software updates are required to qualify and prevent claim rejection.

**ROM ID Information: Events 1190 & 1191**

Model	System	ECU Part Number	Software	ROM ID	
				Old	New
Tucson Hybrid (NX4 HEV)	CCU	91920-N9000	AP	1.32.39	1.32.51
Tucson Plug-in Hybrid (NX4 PHEV)			MCU	1.32.19	1.32.21

## Service Procedure:

**DIGITAL DOCUMENTATION**

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

**NOTICE**

Ensure the vehicle's battery charge is **above 11.0 Volts** and the tablet's battery charge is **above 30%** before performing a software update to avoid the update from failing.

**NOTICE**

**You must initially perform the GDS ECU update in Auto Mode.**

- If the ECU update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.

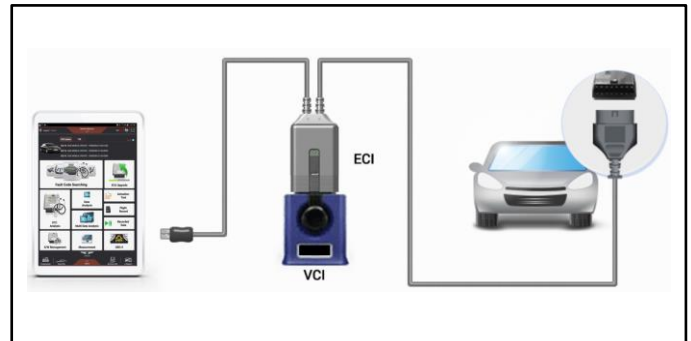
**Information**

- Turn off all lamps (do **NOT** leave head lamp switch in auto mode) and all accessories.
- Perform update with the ignition switch in the **ON** position.
- Do **NOT** disconnect any cables connected to the vehicle or scan tool during update.
- Do **NOT** start the engine during update.
- Do **NOT** turn off the ignition switch during update.

**Configuration of Ethernet Communication on Tablet PC*****i* Information**

Refer to **TSB 23-GI-006H** for detailed information on configuring Ethernet communication for setup.

1. Connect the Ethernet Communication Interface (ECI) DLC cable to the OBD connector of the vehicle.
2. Connect the VCI DLC cable to the ECI.
3. Select the appropriate tablet cable (type C, 5-pin) to the ECI.
4. Connect the cable to the tablet PC.

***i* Information**

The connection between the VCI 2 and tablet PC is wireless, whereas the tablet PC is connected to the vehicle through the ECI (Ethernet adapter).

If using the VCI 3, the ECI is NOT needed. Connect the tablet directly to the VCI 3 using the USB-C to 19-Pin Cable supplied in the VCI 3 Kit.

**ECU Update Procedure**

1. Perform the **first** of 2 required ECU updates in **Auto Mode (AP)**.

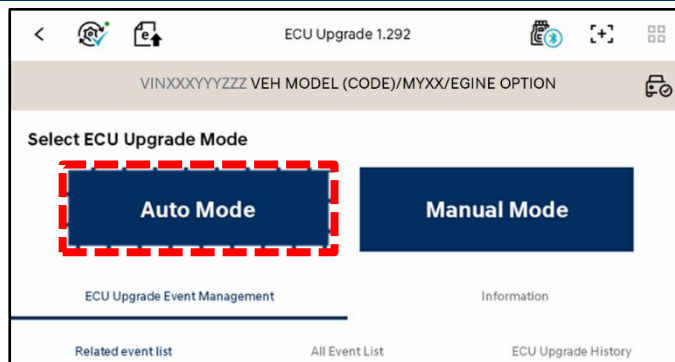
Use the **ID Check** to verify the ROM ID before updating the software.

**NOTICE**

Both **AP** and **MCU** subsystems **must** be updated.


**Information**

Refer to **TSB # 24-GI-012H**, “**ECU Update Procedure for Tablet-Based GDS-Smart**”, for additional information.



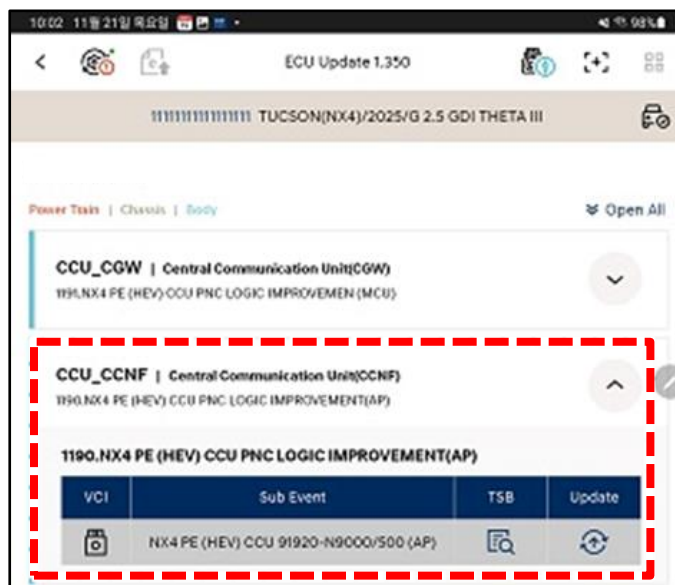
2. Select the **CCU\_CCNF** system to scan the vehicle's current ROM ID.

**NOTICE**

Check the current ROM ID version and compare it to the ROM ID Information table before attempting to perform the software update.

**NOTICE**

If the update fails, please remove the power connector or the battery (–) connector from the indoor fuse box for at least **5 seconds** and reassemble it to retry the update.

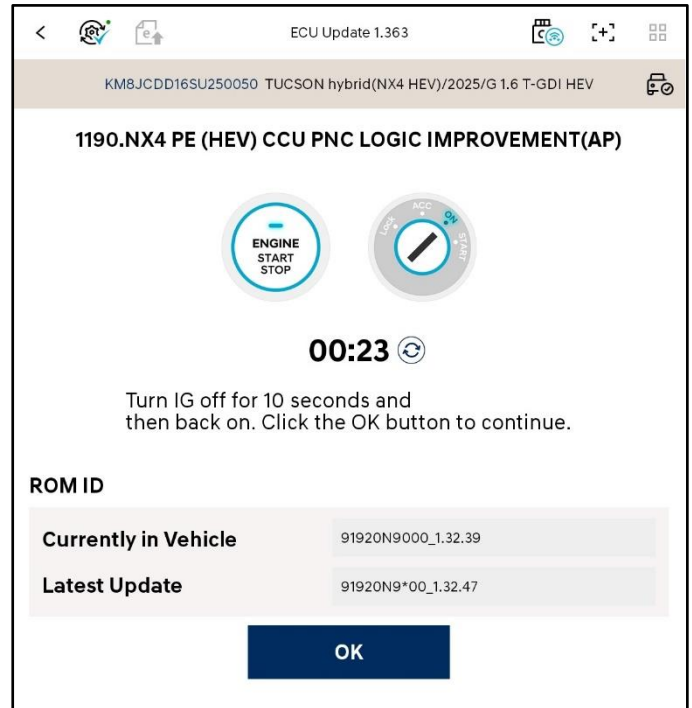


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SOFTWARE UPDATE (SERVICE CAMPAIGN TCTA)**

3. After the ECU update process shows **100%** complete, follow the prompts on the screen to cycle the ignition **OFF** for at least **10 seconds** to reset the control unit (certain models may take up to **30 seconds**).

**Information**

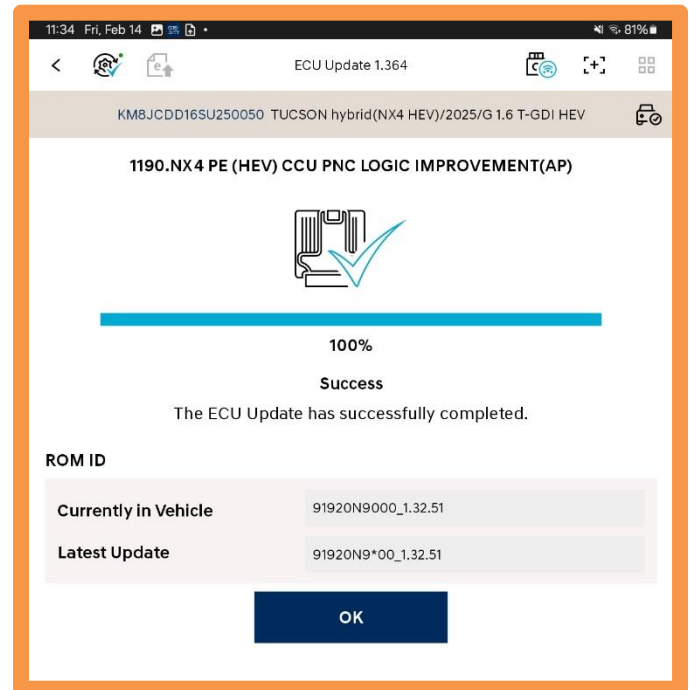
Use the **Refresh** button to reset the timer.



- 4.

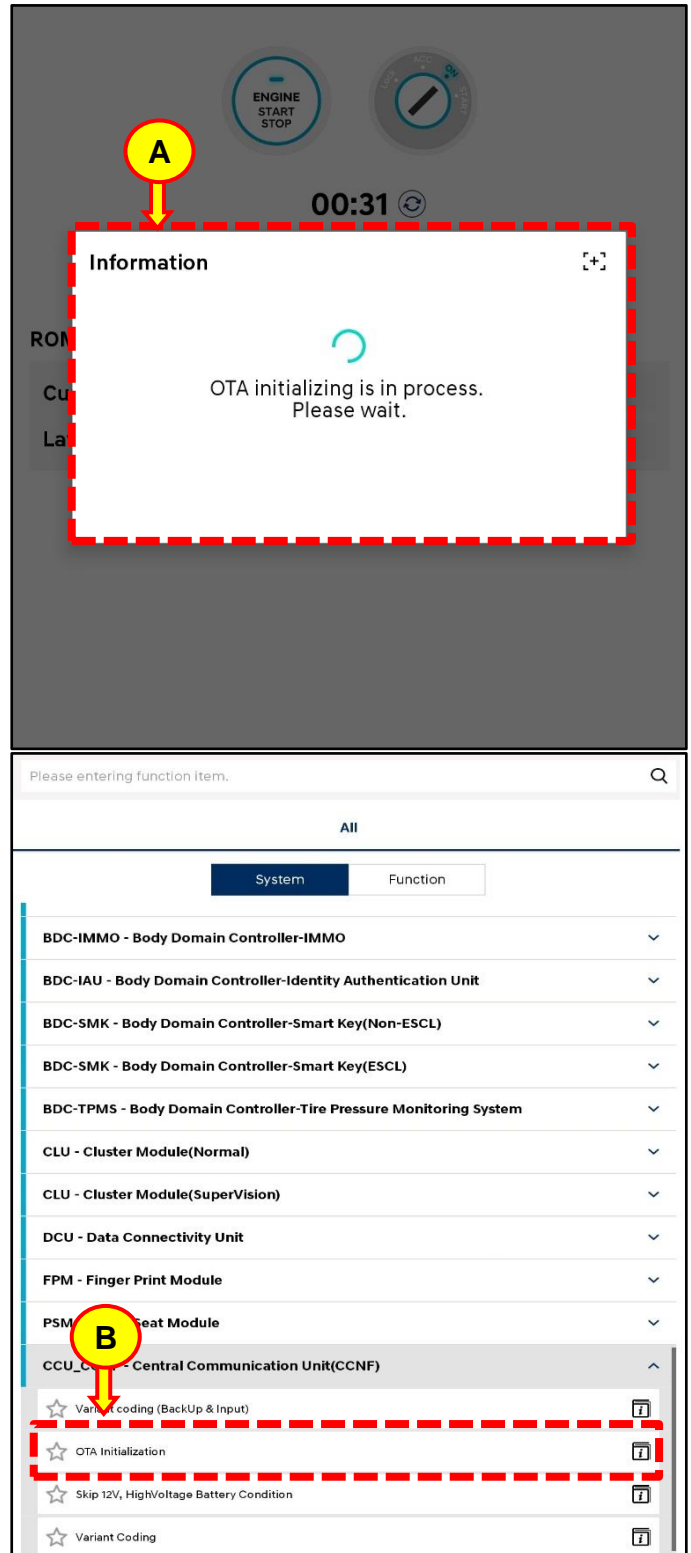
**DIGITAL  
DOCUMENTATION**

Take a screenshot of the ECU update complete screen using your tablet and upload to STUI (AP, 1 of 2 required).



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5. OTA initialization should perform automatically (A):
- If OTA initialization performs automatically, then proceed with the service procedure.
  - If the OTA initialization process fails, complete it manually under:  
**S/W Management > CCU\_CCNF - Central Communication Unit (CCNF) > OTA Initialization (B).**



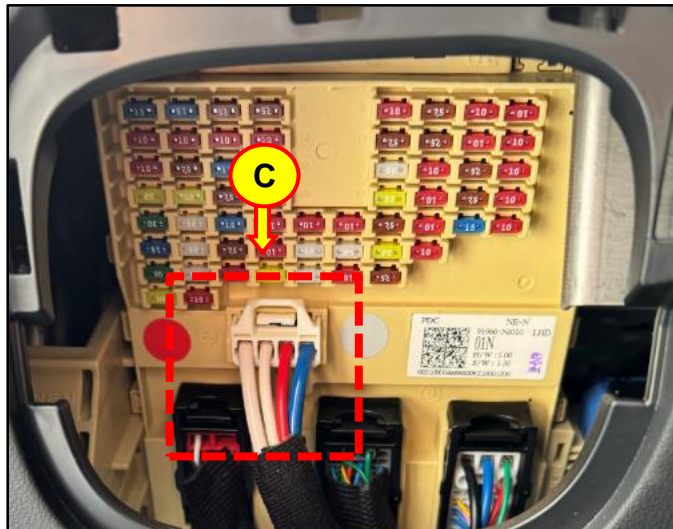


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6. Perform an **All Systems Fault Code** search and erase DTC history that had incidentally occurred from the ECU update.



7. After the OTA initialization, disconnect the power connector (C) in the indoor fuse box, wait at least **5 seconds**, and reconnect.

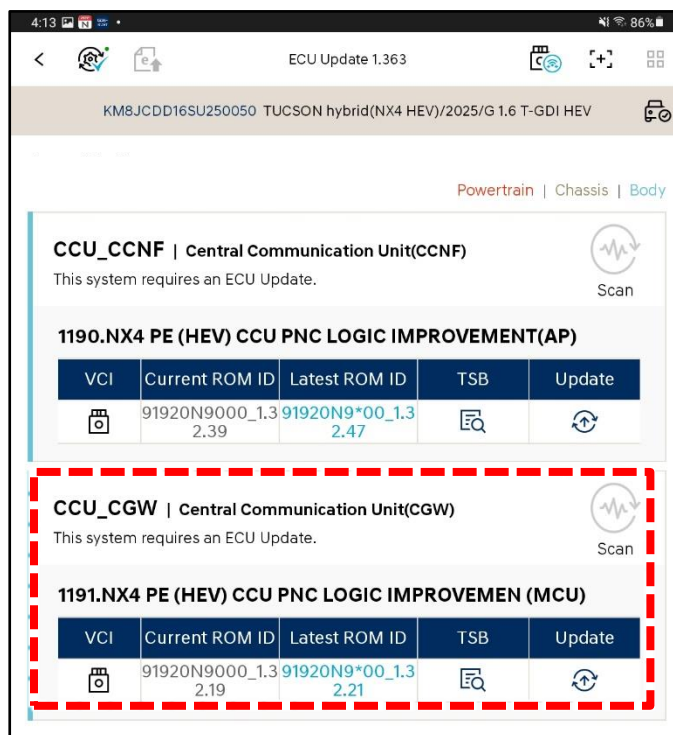


8. Perform the **second of 2** required ECU updates in **Auto Mode (MCU)**.

**NOTICE**

Both **AP** and **MCU** subsystems **must** be updated.

Use the ID Check to verify the ROM ID before updating the software.



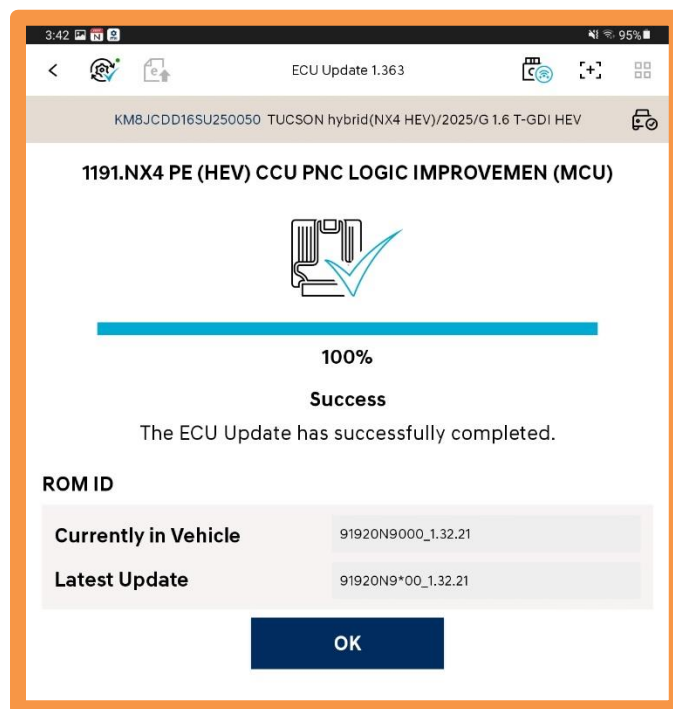


9.

**DIGITAL  
DOCUMENTATION**



**Take a screenshot of the ECU update complete screen using your tablet and upload to STUI (MCU, 2 of 2 required).**



10. Perform **steps 5 – 7** above to complete the update.
11. Place in **Ready** mode to confirm proper operation of the vehicle.

**NOTICE**

If the ECU update fails in Auto Mode, perform the update in Manual Mode using the password(s) below.

**Manual Mode Password:**

Event	ECM Menu	Password
1190	NX4 PE (HEV) CCU 91920-N9000 (AP)	1647
1191	NX4 PE (HEV) CCU 91920-N9000 (MCU)	1648