



Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 25-01-024H
DATE MARCH 2025	MODEL(S) SEE BELOW

SUBJECT: AVN PINHOLE RESET FOR BLUELINK SERVICES
(SERVICE CAMPAIGN 9C1)

★ 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 Service functions. This may be due to an irregular disconnection on Verizon’s communication network. Follow the procedure in this TSB to reestablish the connection via the AVN pinhole reset method.

Applicable Vehicles (Certain):

- Vehicles requiring an AVN pinhole reset.

NOTICE

To avoid any potential damage to IONIQ vehicles, repairs for affected IONIQ vehicles can only be performed at IONIQ certified dealers.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
ALL	50D058R1	AVN Pinhole Reset + Verification of Connection	0.2 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:

AVN Pinhole Reset

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

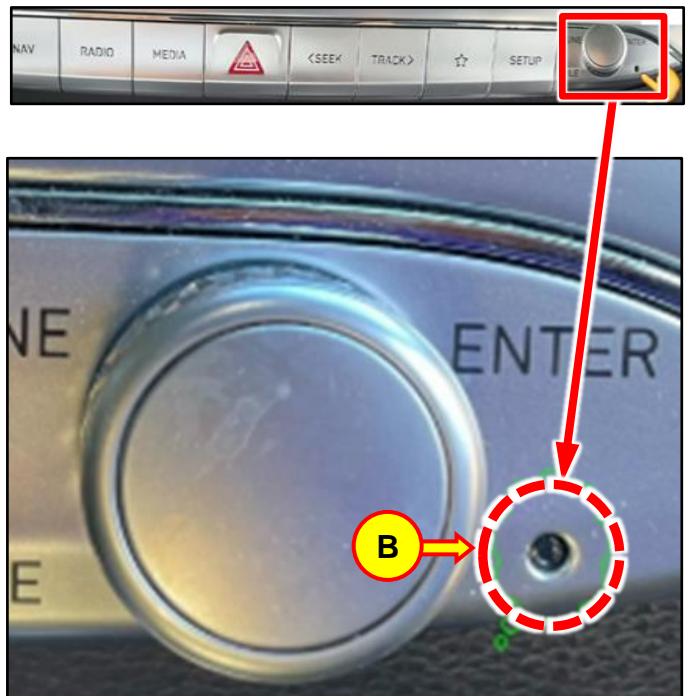


2. Insert a pin or equivalent object into the small hole (B) for approximately **2 seconds**.

i **Information**

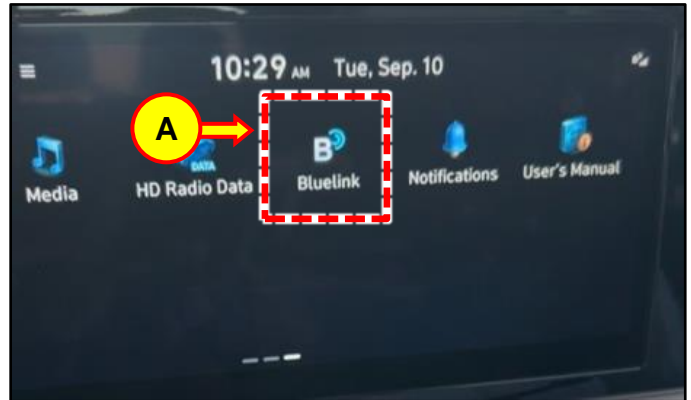
Be sure to press the button inside the hole to reset the AVN system. Screen will go black and reset.

Proceed to **Verification of Connection**.



Verification of Connection

1. Select **Bluelink** (A).



2. Select **Bluelink Settings** (B).

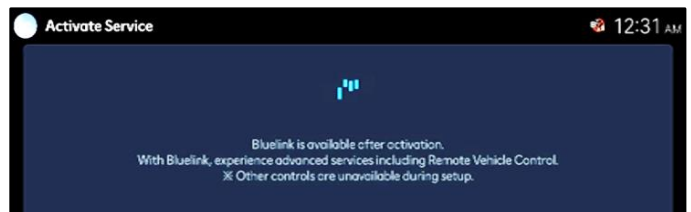
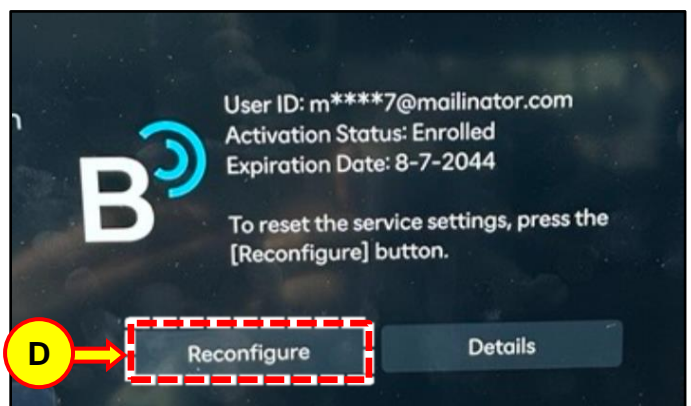
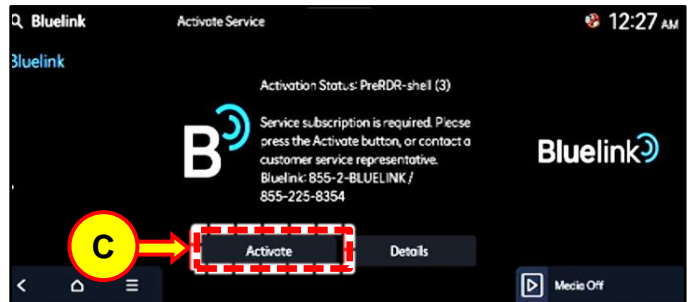


3. Select **Activate** (C) or **Reconfigure** (D) to activate Bluelink.



Information

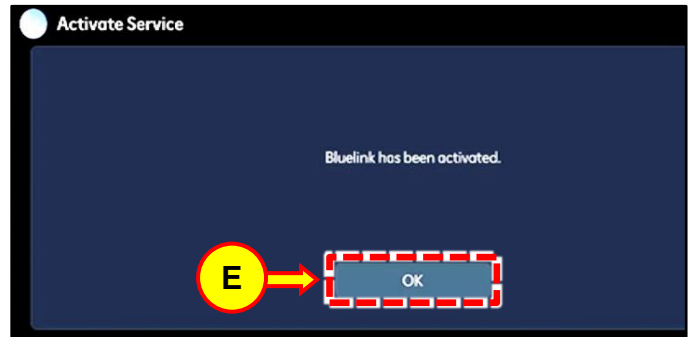
A loading screen will appear while Bluelink activation is in progress.



4. Verify Bluelink activation success:
 - Select **OK** (E) if Bluelink is activated.

i Information

If Bluelink does **NOT** show activated, please contact Techline.



5. The service procedure is complete.