



Technical Service Bulletin

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

SUBJECT: AVN RESET FOR CONNECTED CAR SERVICES (CCS)
(SERVICE CAMPAIGN 915G)

★ 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 functions. This may be due to an irregular disconnection on Verizon’s communication network. Follow the procedure in this TSB to reestablish the connection by resetting the AVN unit.

Applicable Vehicles (Certain):

- Vehicles requiring an AVN reset.

NOTICE

To avoid any potential damage to Genesis EVs, repairs to Genesis EVs can only be performed by EV certified Genesis retailers.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
ALL	50D059R1	AVN 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.

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

Service Procedure:

AVN Reset

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



2. Press and hold both **MAP** (B) and **SETUP** (C) hard keys at the same time. Release the buttons after screen goes black.



NOTE: G70 will require the pinhole (D) to be pressed for the reset. The map and setup hard keys will not reset the AVN for G70.



i Information

Be sure to press the button inside the hole to reset the AVN system.

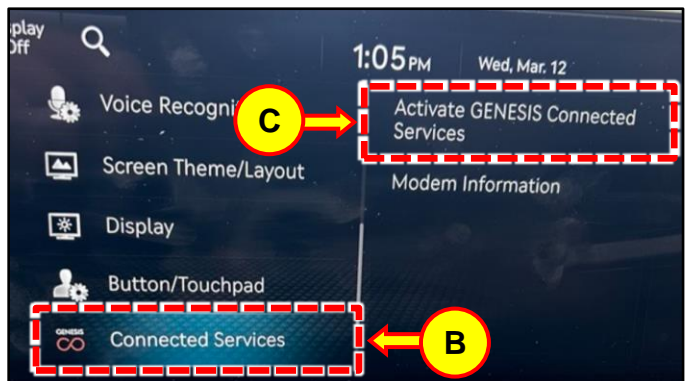
3. Proceed to **Verification of Connection**.

Verification of Connection

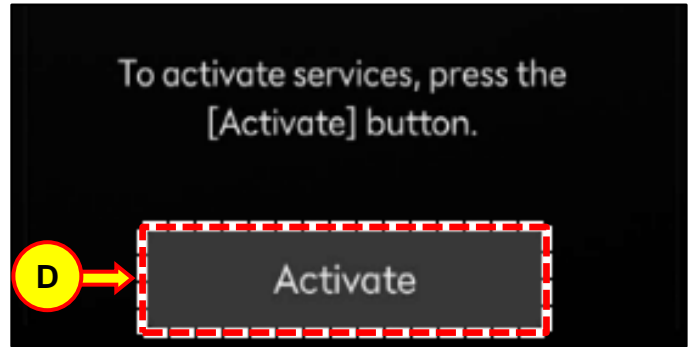
1. Select **Setup** (A).



2. Select **Connected Services** (B). Then select **Activate GENESIS Connected Services** (C).



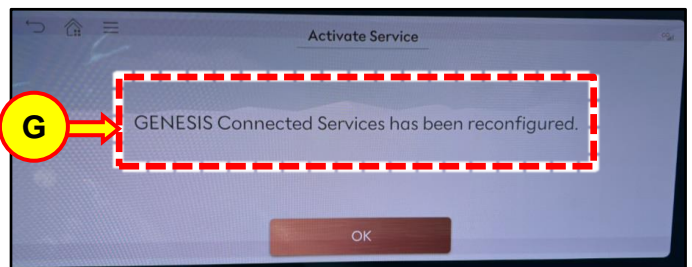
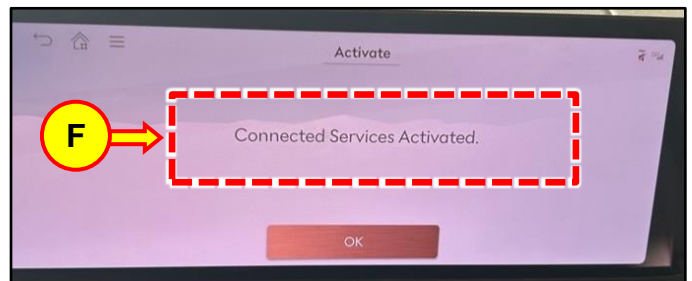
3. Select **Activate** (D) or **Reconfigure** (E).



4. Verify Genesis Connected Services activation success. Select **OK** if either message is shown: "**Connected Services Activated**" (F) or "**GENESIS Connected Services has been reconfigured**" (G).

i Information

If Connected Services does **NOT** show activated, please contact Techline.



5. The service procedure is complete.