



Hyundai Issues Important Service Campaign

Service Campaign 9C1

Audio-Video-Navigation (AVN) PIN hole reset instructions for Bluelink Services



Dear %%Name%%,

An important service campaign has been issued on your %%ModelYear%% %%ModelName%%. Our records indicate that your vehicle, with Vehicle Identification Number (VIN): %%VIN%%, is affected by this service campaign.

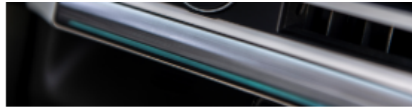
Some vehicles may exhibit a loss of connectivity or interruptions in the middle of using Bluelink Service functions. This may be due to an irregular disconnection on Verizon's communication network.

If you are experiencing issues with remote commands, or other Bluelink services, please see the instructions below to reestablish the connection via the AVN pinhole reset method.

Note: Hyundai recommends parking the vehicle outside in a safe location with the parking brake set and a clear view of the sky for optimal cellular signal prior to starting the procedure.

- Turn ON the ignition.

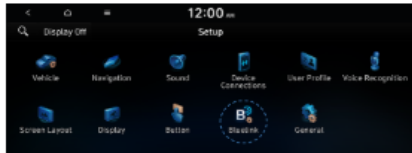




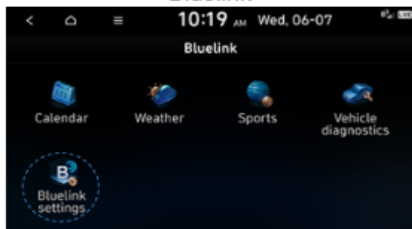
- Insert a pin or equivalent object into the small hole for approximately 2 seconds.
- Be sure to press the button inside the hole to reset the AVN system.



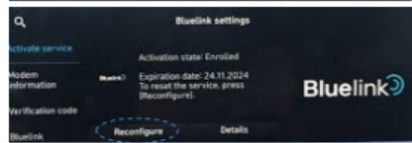
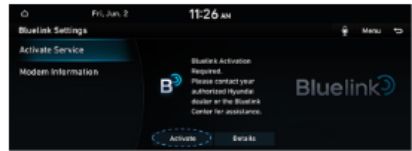
- Proceed to Verification of Connection.



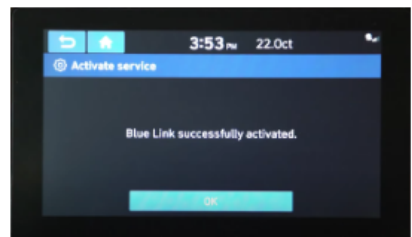
Turn ON the ignition and Select BlueLink



Select BlueLink Settings



Select Activate or Reconfigure to activate BlueLink.



Verify BlueLink activation success: Select OK if BlueLink is activated.

If BlueLink connectivity interruptions continue, please contact your nearest Hyundai dealer or Hyundai IONIQ Certified Dealer.

Your Hyundai dealer will verify the BlueLink Data Communication Unit (DCU) network connection and reset the DCU to resolve the connection. This procedure will be performed at **NO CHARGE** to you.

To confirm if your vehicle is impacted by this service campaign and to schedule an appointment, please visit our

campaign and to schedule an appointment, please visit our
Hyundai Campaign Home Website by clicking below and
entering your 17-digit VIN.

Hyundai Campaign Home

*Note: Completion of this service campaign for your vehicle may take up
to 30 days to reflect on Hyundai Campaign home website.*



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the VIN above. This is an outbound email only. Please do not reply to this email. This message was
transmitted by Hyundai Motor America