



## Technical Service Bulletin

GROUP

CAMPAIGN

NUMBER

25-01-018H-1

DATE

MAY 2025

MODEL(S)

SEE BELOW

**SUBJECT:** DCU (MODEM) NETWORK INSPECTION AND BLUELINK RESET  
(SERVICE CAMPAIGN 9C0)

This TSB supersedes 25-01-018H to add “Verification of Bluelink Enrollment Status” on page 3 to check enrollment status using VIN Search on Hyundai Tech Info, and a Digital Documentation photo of the “Reset Network” screen on page 6.

### ★ 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 functions. This may be due to an occasional disconnection on Verizon’s communication network. Follow the procedures in this bulletin to verify Bluelink Data Communication Unit (DCU) network connection and if needed, reset the DCU in Dealer Mode to resolve the connection.



### Information

Modem network reset is completed via ccNC and ccNC Lite head unit operation.

### Applicable Vehicles (Certain):

- 2025MY IONIQ 5 (NEA EV) (VIN starts with 7YA)
- 2025MY IONIQ 5 N (NE EV N)
- 2024 - 2025MY Kona (SX2)
- 2024 - 2025MY Kona Electric (SX2 EV)
- 2025MY Santa Cruz (NXT)
- 2024-2025MY Santa Fe (MX5A)
- 2024-2025MY Santa Fe Hybrid (MX5A HEV)
- 2024-2025MY Sonata (DN8)
- 2024-2025MY Sonata Hybrid (DN8 HEV)
- 2025MY Tucson (NX4/NX4A/NX4M)
- 2025MY Tucson Hybrid (NX4 HEV)
- 2025MY Tucson Plug-in Hybrid (NX4 PHEV)

### NOTICE

Any affected IONIQ vehicles must have repairs performed at IONIQ certified dealers to avoid any potential damage.

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

**Warranty Information:**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
IONIQ 5 (NEA EV) IONIQ 5 N (NE EV N) Kona (SX2)	50D052R0	Enrollment Status Check and Initial Verification of Connection	0.2 M/H	NTF00-00000	M73	ZZ3
Kona Electric (SX2 EV) Santa Cruz (NXT) Santa Fe (MX5A) Santa Fe Hybrid (MX5A HEV) Sonata (DN8) Sonata Hybrid (DN8 HEV) Tucson (NX4/NX4A/NX4M) Tucson Hybrid (NX4 HEV) Tucson Plug-in Hybrid (NX4 PHEV)	50D052R1	Enrollment Status Check, Resetting the DCU Network, and 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.

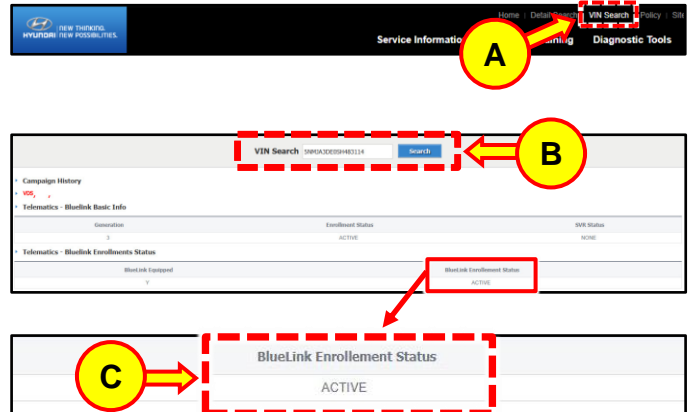
**NOTE 2:** If a part is found in need of replacement while performing this campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

**Service Procedure:****DIGITAL DOCUMENTATION**

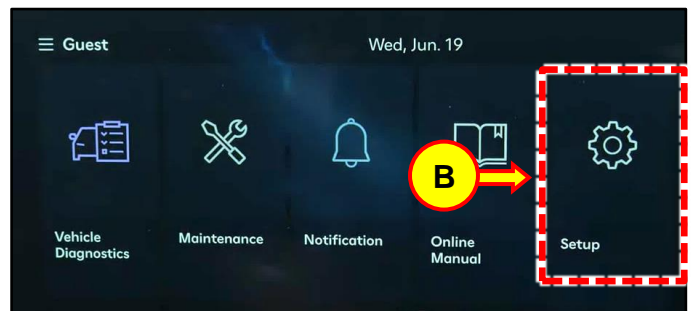
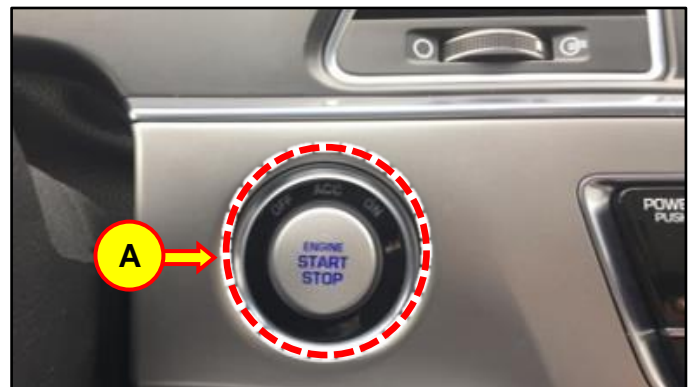
This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

**Verification of Bluelink Enrollment Status**

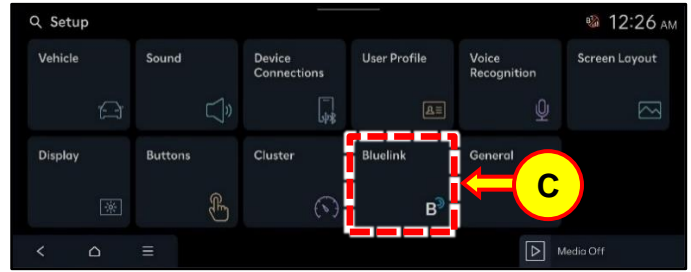
1. On Hyundai Tech Info select **VIN Search** (A).
2. Enter VIN in the **VIN Search** field and select **Search** (B).
3. Check the **Bluelink Enrollment Status** (C).
  - If status is **ACTIVE** – Perform **Initial Verification of Connection, Resetting the DCU Network**, and **Verification of Connection After Resetting DCU** in this TSB.
  - If status is anything other than **ACTIVE** - Perform [Resetting the DCU Network ONLY](#).

**Initial Verification of Connection**

1. Turn **ON** the ignition (A).
2. Select **Setup** (B).



3. Select **Bluelink** (C).

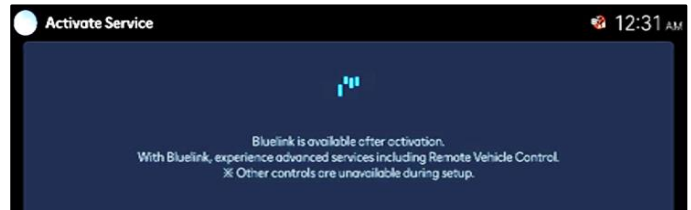
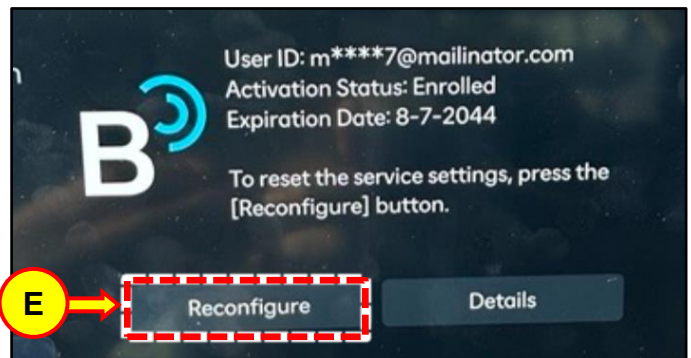
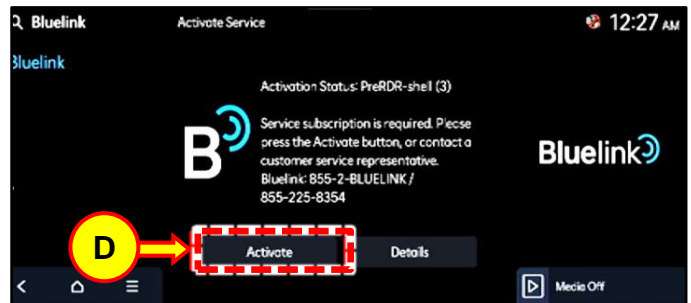


4. Select **Activate** (D) or **Reconfigure** (E) to activate Bluelink.



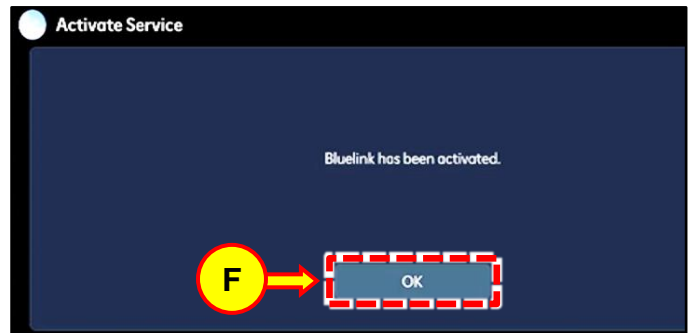
### Information

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



5. Verify Bluelink activation success:

- Select **OK** (F) if Bluelink is activated.



6. If the message “**Bluelink has been activated**” is shown, submit with **Op Code 50D052R0**. The service procedure is complete.

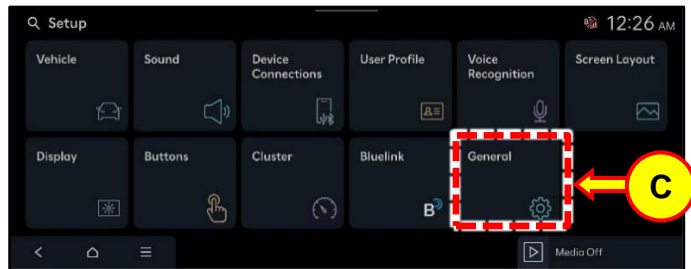
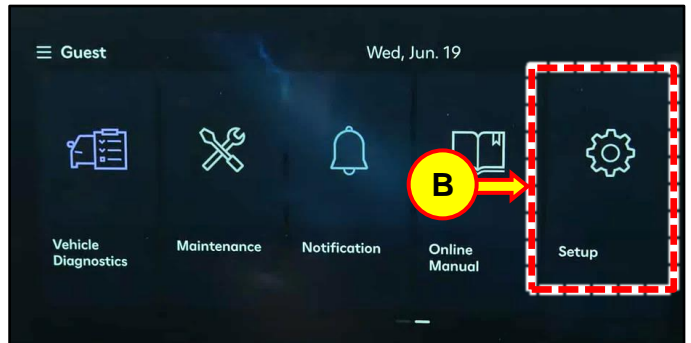
If **NOT**, proceed with **Resetting the DCU Network** on the next page.

## Resetting the DCU Network

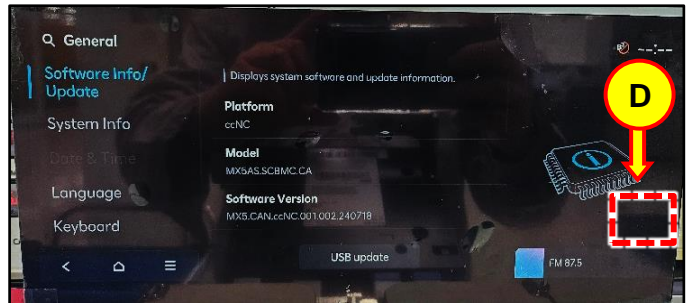
1. Turn **ON** the ignition (A).



2. Select **Setup** (B).  
Select **General** (C).

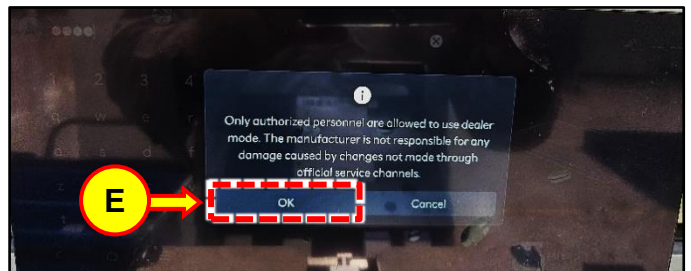


3. Perform the following steps with the radio FM mode **ON**:
  1. Set the volume to **7**.
  2. Tap once on the designated area (D).
  3. Set the volume to **3**.
  4. Tap once on the designated area (D).
  5. Set the volume to **1**.
  6. Tap once on the designated area (D).
4. Enter **2400** as the password then select **OK** (E) to enter Dealer Mode.

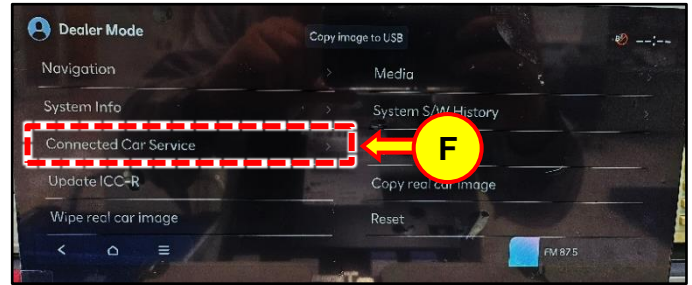


### Information

Password **2400** applies to all models.



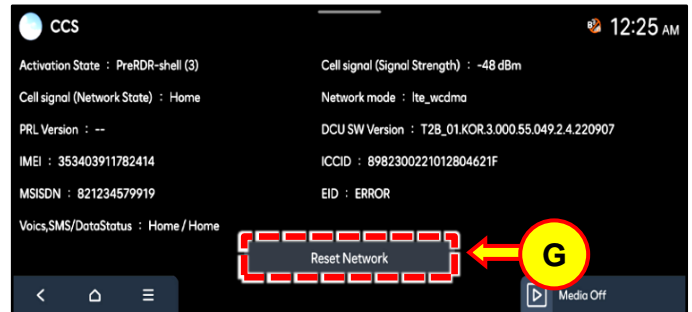
5. Select **Connected Car Service** (F).



6. Select **Reset Network** (G) and wait **30 seconds**.

**i Information**

After selecting Reset Network you will **NOT** see any confirmation. The module will reset in the background and will not show any status on the screen.

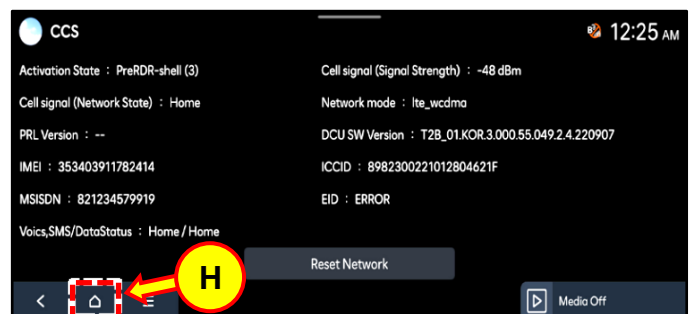


7. **DIGITAL DOCUMENTATION**
- Using STUI, take a photo of the “Reset Network” screen with the last 6 digits of the VIN and the date of repair on a piece of paper.

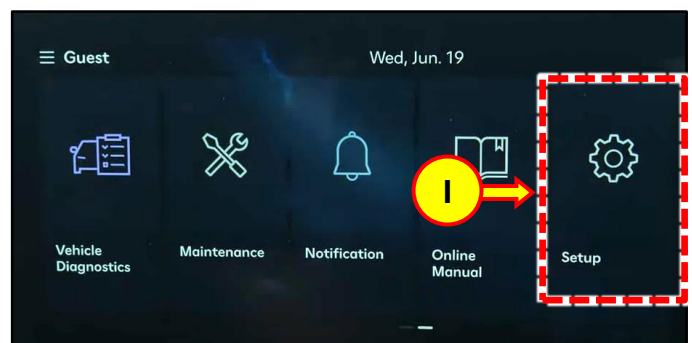
Upload the photo to STUI.



8. Exit Dealer Mode by selecting the **Home** icon (H).



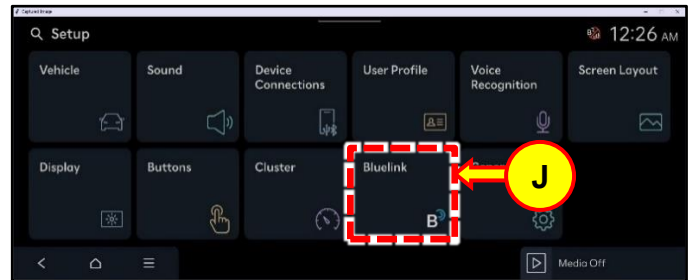
9. Select **Setup** (I).





10. Select **Bluelink** (J).

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



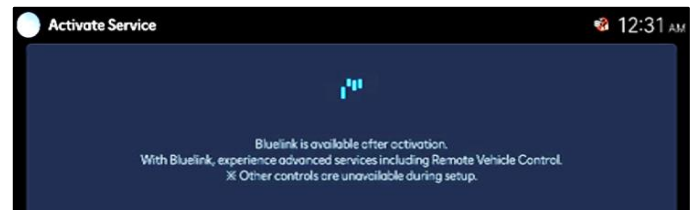
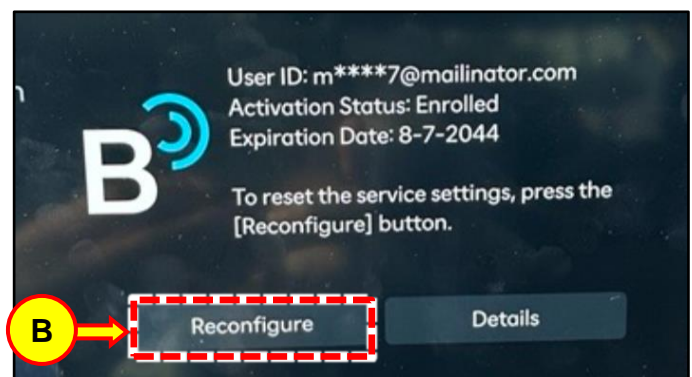
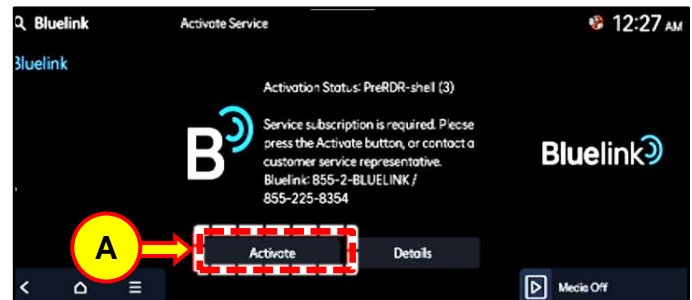
11. **ONLY** for vehicles with “**ACTIVE**” Bluelink Enrollment Status:  
Proceed to **Verification of Connection After Resetting DCU**.

#### Verification of Connection After Resetting DCU (Vehicles with “ACTIVE” Bluelink Enrollment Status)

1. Select **Activate** (A) or **Reconfigure** (B) to activate Bluelink.

**i** **Information**

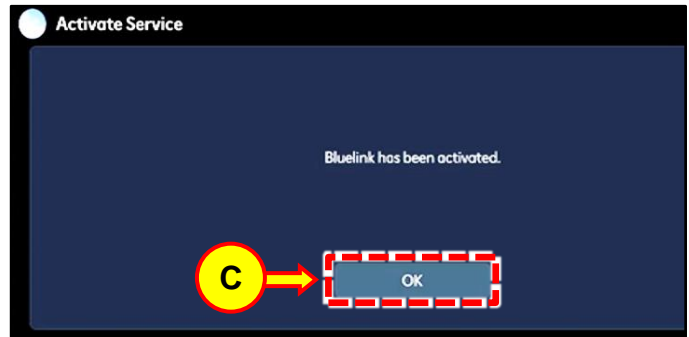
A loading screen will appear while Bluelink activation is in progress.



2. Verify Bluelink activation success:
  - Select **OK** (C) if Bluelink is activated.

**i Information**

If the DCU does **NOT** reset and Bluelink does **NOT** show activated, please contact Techline.



3. The service procedure is now complete.