



## Technical Service Bulletin

|                 |                     |
|-----------------|---------------------|
| <b>GROUP</b>    | <b>NUMBER</b>       |
| <b>CAMPAIGN</b> | <b>25-01-024G-1</b> |
| <b>DATE</b>     | <b>MODEL(S)</b>     |
| <b>MAY 2025</b> | <b>SEE BELOW</b>    |

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

This TSB supersedes 25-01-024G to update the Applicable Vehicles section and add “Verification of Genesis Connected Services Enrollment Status” on page 2 to check enrollment status using VIN Search on Genesis Tech Info.

### ★ 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):

- 2019-2025MY G70 (IK)
- 2018-2024MY G80 (DH)
- 2023-2024MY G80 Electrified (RG3 EV)
- 2021-2024MY G80 (RG3)
- 2019-2022MY G90 (HI)
- 2022-2023MY & 2025MY GV70 (JK1)
- 2024-2025MY GV70 (JK1A)
- 2023-2025MY GV70 Electrified (JK1A EV)
- 2021-2024MY GV80 (JX1)

### 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 | Enrollment Status Check and AVN Reset | 0.2 M/H  | NTF00-00000 | M73         | ZZ3        |

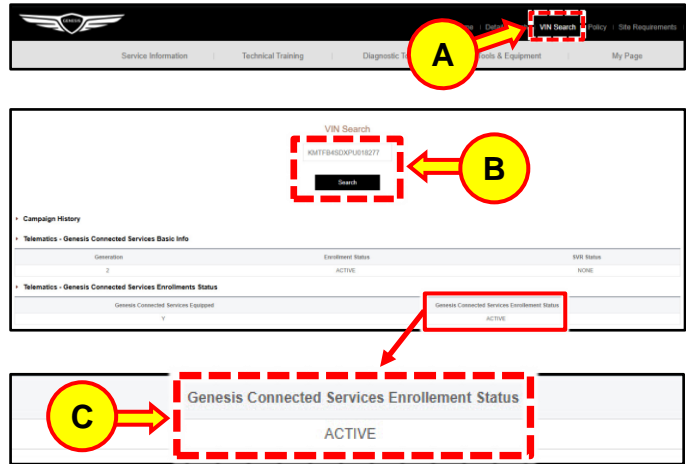
**NOTE 1:** Submit claim on Claim Entry Screen as “Campaign” type.

**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:**

**Verification of Genesis Connected Services Enrollment Status**

- On Genesis Tech Info select **VIN Search (A)**.
- Enter VIN in the **VIN Search** field and select **Search (B)**.
- Check the **Genesis Connected Services Enrollment Status (C)**.
  - If status is **ACTIVE** – Perform both **AVN Reset** and **Verification of Connection** in this TSB.
  - If status is anything other than **ACTIVE** - Perform the reset **ONLY**. Go to **AVN Reset** below.



**AVN Reset**

- 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.



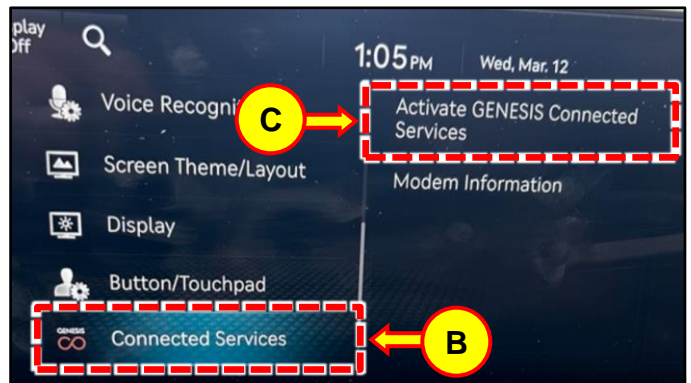
**i Information**

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

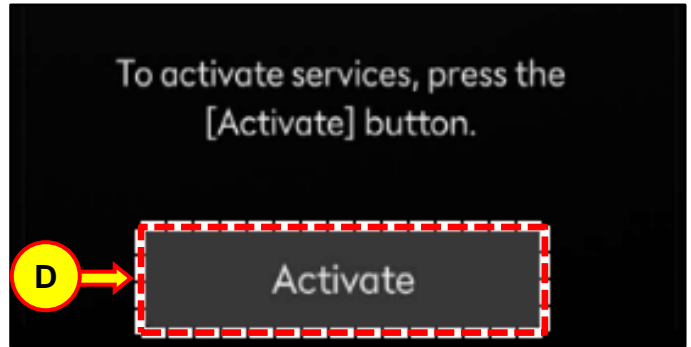
3. **ONLY** for vehicles with **“ACTIVE”** Connected Services enrollment status:  
Proceed to **Verification of Connection**.

**Verification of Connection (Vehicles with “ACTIVE” Connected Services Enrollment Status ONLY)**

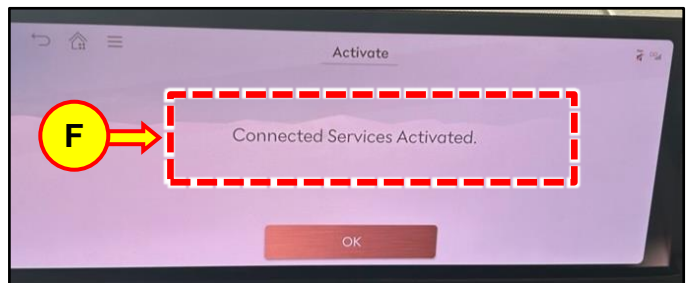
1. Select **Setup (A)**.
2. Select **Connected Services (B)**. Then select **Activate GENESIS Connected Services (C)**.



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

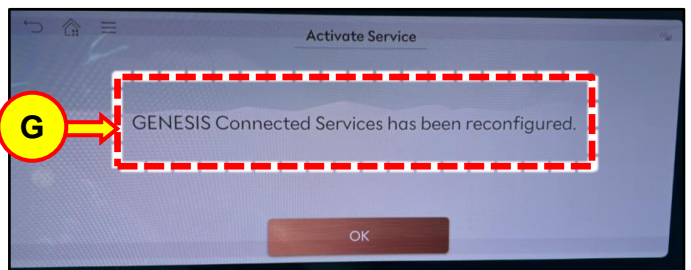


4. Verify Genesis Connected Services activation success.  
Select **OK** if either message is shown:  
“**Connected Services Activated**” (F) or  
“**GENESIS Connected Services has been reconfigured**” (G).



**i Information**

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



5. The service procedure is complete.