 HYUNDAI Technical Service Bulletin	GROUP BODY ELECTRICAL	NUMBER 25-BE-013H
	DATE JUNE 2025	MODEL(S) SEE BELOW
SUBJECT: CONNECTED CAR NAVIGATION COCKPIT (CCNC) LITE REPLACEMENT FOR BLUETOOTH CONNECTION IMPROVEMENT		


Description: Certain vehicles with the Connected Car Navigation Cockpit (ccNC) Lite units may exhibit connection issues with Bluetooth and wireless phone projection. The vehicle's name may also not appear when trying to connect via Bluetooth. This condition may be caused by an internal fault inside the ccNC unit. Follow the procedures in this TSB to replace the ccNC unit in affected vehicles.



Applicable Vehicles equipped with ccNC Lite:

- 2024-2025MY Kona (SX2) produced from 07/26/2023 - 07/22/2024
- 2024MY Santa Fe (MX5A) produced from 12/28/2023 – 09/27/2024 (VIN starts with 5NM)
- 2024MY Santa Fe Hybrid (MX5A HEV) produced from 03/06/2024 – 10/04/2024
- 2024MY Sonata (DN8) produced from 10/18/2023 - 08/05/2024
- 2024MY Sonata Hybrid (DN8 HEV) produced from 12/12/2023 - 07/01/2024
- 2025MY Tucson (NX4A) produced from 06/20/2024 – 08/11/2024 (VIN starts with 5NM)

Parts Information:

Model	Part Name	Part Number	Figure	Remarks
Kona (SX2)	Head Unit Assy – ccNC Lite	96560-BE030FLT		Qty: 1
Tucson (NX4A)		96560-N9660FLT		
Santa Fe (MX5A)		96560-R6240FLT		
Santa Fe Hybrid (MX5A HEV)				
Sonata (DN8)		96560-L1JG0FLT		
Sonata Hybrid (DN8 HEV)				

NOTE: Please note that the parts being ordered are float units.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Kona (SX2)	50D032R0	ccNC Unit Replacement	2.1 M/H	96560-BE030FLT	M73	ZZ3
Tucson (NX4A)	50D032R1		0.7 M/H	96560- N9660FLT		
Santa Fe (MX5A)	50D032R2		1.3 M/H	96560- R6240FLT		
Santa Fe Hybrid (MX5A HEV)						
Sonata (DN8)	50D032R3		1.4 M/H	96560- L1JG0FLT		
Sonata Hybrid (DN8 HEV)						

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

NOTE 2: This TSB contains repair justification photo(s). Op times include VIN, mileage, and repair justification photo(s) as outlined in the Digital Documentation Policy.

NOTE 3: Dealer must adhere to DDE program guidelines. If defective part is not returned according to DDE program guidelines, dealer’s claim is subject to debit and additional fees.

NOTE 4: If a part is found in need of replacement while performing this TSB 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 justification photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

CAUTION

Wear gloves during the procedure to prevent hand injuries.

NOTICE

Use a plastic trim removal tool to prevent damage to interior components.
Be careful **NOT** to bend or scratch the trim and panels.

NOTICE

Applying the recommended torque to all fasteners is essential to reduce potential issues from occurring after the service procedure.

Information

Before removing the ccNC unit, record the vehicle mileage and the ccNC variant coding in GDS.

Table of Contents

- ccNC Unit Replacement: Kona (SX2).....4
- ccNC Unit Replacement: Sonata (DN8) & Sonata Hybrid (DN8 HEV)5
- ccNC Unit Replacement: Tucson (NX4A).....7
- ccNC Unit Replacement: Santa Fe (MX5A) & Santa Fe Hybrid (MX5A HEV).....8

ccNC Unit Replacement: Kona (SX2)

1. Turn vehicle ignition **ON**.

Navigate to **“Setup > Device Connections > Add New”** to check the Bluetooth status.

If vehicle name is missing or Bluetooth connection issues are found, please proceed with procedure.

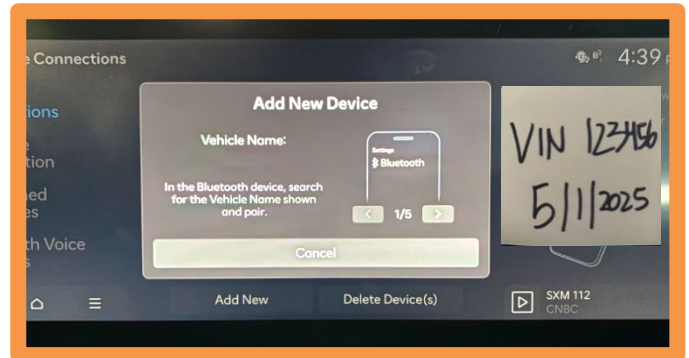
- 2.

DIGITAL DOCUMENTATION



Using STUI, take a photo of Bluetooth device/connection screen showing the missing vehicle name with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.

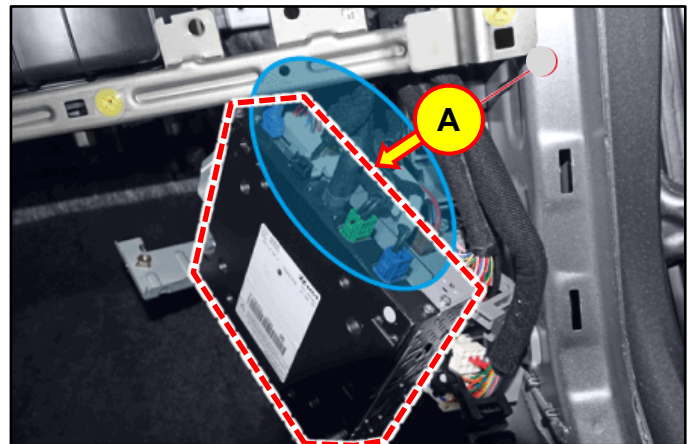


3. Record the vehicle mileage for odometer setting and the ccNC Variant Coding for after replacement.
4. Remove the Connected Car Navigation Cockpit (ccNC) unit (A).

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Removal**

5. Replace the ccNC unit with the new part.
6. Reinstall all components in the reverse order of removal.



7. If necessary, perform the following functions as detailed in the shop manual using GDS:
 - Variant Coding for ccNC
 - Variant Coding for Rear View Monitor (RVM)
 - Odometer setting

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Installation**
8. Navigate to the "**Add New Device**" screen on the Integrated Monitor. If the vehicle model is now displayed under "**Vehicle Name**", the repair procedure is complete.

ccNC Unit Replacement: Sonata (DN8) & Sonata Hybrid (DN8 HEV)

1. Turn vehicle ignition **ON**.

Navigate to "**Setup > Device Connections > Add New**" to check the Bluetooth status.

If vehicle name is missing or Bluetooth connection issues are found, please proceed with procedure.

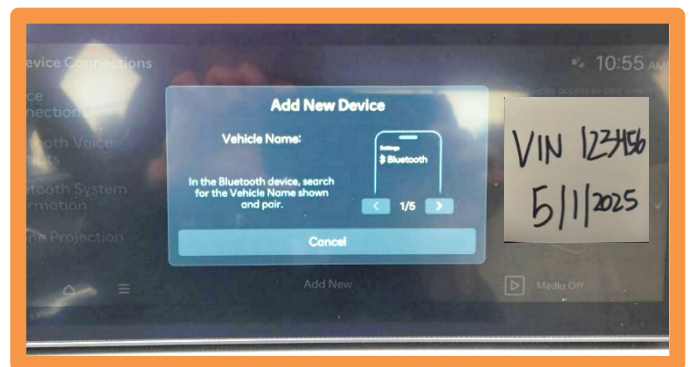
- 2.

DIGITAL DOCUMENTATION



Using STUI, take a photo of Bluetooth device/connection screen showing the missing vehicle name with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



3. Record the vehicle mileage for odometer setting and the ccNC Variant Coding for after replacement.

4. Before removing the ccNC unit, perform the **AVN-FPM Neutralization Mode** using GDS (if applicable).

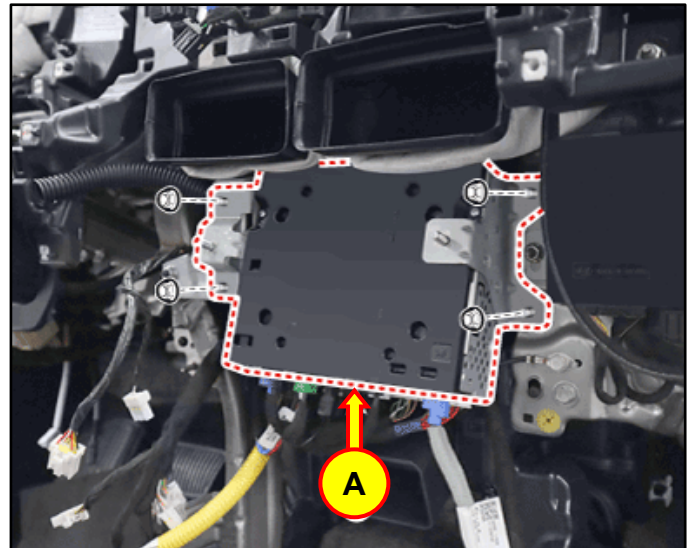
Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Learning Method**

5. Remove the Connected Car Navigation Cockpit (ccNC) unit (A).

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Removal**



6. Replace the ccNC unit with the new part.
7. Reinstall all components in the reverse order of removal.
8. If necessary, perform the following functions as detailed in the shop manual using GDS:
 - Variant Coding for ccNC
 - Variant Coding for Rear View Monitor (RVM)
 - AVN-FPM Learning Mode under ccNC
 - Odometer setting

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Installation**

9. Navigate to the "**Add New Device**" screen on the Integrated Monitor. If the vehicle model is now displayed under "**Vehicle Name**", the repair procedure is complete.

ccNC Unit Replacement: Tucson (NX4A)

1. Turn vehicle ignition **ON**.

Navigate to **“Setup > Device Connections > Add New”** to check the Bluetooth status.

If vehicle name is missing or Bluetooth connection issues are found, please proceed with procedure.

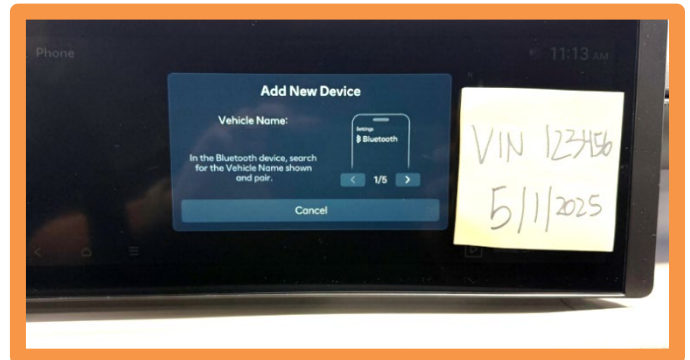
- 2.

DIGITAL DOCUMENTATION



Using STUI, take a photo of Bluetooth device/connection screen showing the missing vehicle name with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.

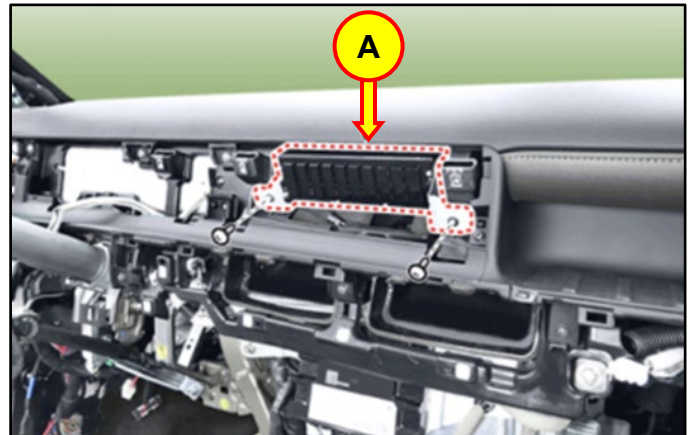


3. Record the vehicle mileage for odometer setting and the ccNC Variant Coding for after replacement.

4. Remove the Connected Car Navigation Cockpit (ccNC) unit (A).

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Removal**



5. Replace the ccNC unit with the new part.
6. Reinstall all components in the reverse order of removal.

7. If necessary, perform the following functions as detailed in the shop manual using GDS:
 - Variant Coding for ccNC
 - Variant Coding for Rear View Monitor (RVM)
 - AVN-FPM Learning Mode under ccNC
 - Odometer setting

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Installation**

8. Navigate to the "**Add New Device**" screen on the Integrated Monitor. If the vehicle model is now displayed under "**Vehicle Name**", the repair procedure is complete.

ccNC Unit Replacement: Santa Fe (MX5A) & Santa Fe Hybrid (MX5A HEV)

1. Turn vehicle ignition **ON**.

Navigate to "**Setup > Device Connections > Add New**" to check the Bluetooth status.

If vehicle name is missing or Bluetooth connection issues are found, please proceed with procedure.

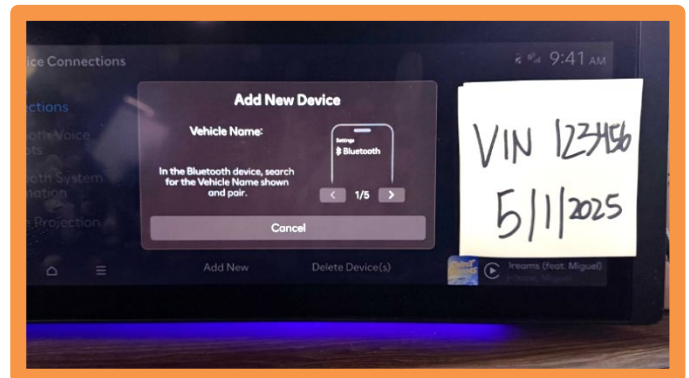
- 2.

DIGITAL DOCUMENTATION



Using STUI, take a photo of Bluetooth device/connection screen showing the missing vehicle name with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



3. Record the vehicle mileage for odometer setting and the ccNC Variant Coding for after replacement.

4. Before removing the ccNC unit, perform the **AVN-FPM Neutralization Mode** using GDS (if applicable).

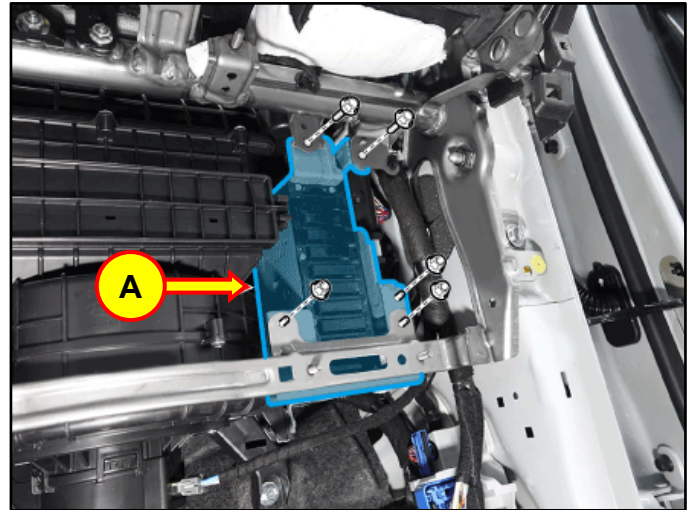
Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Learning Method**

5. Remove the Connected Car Navigation Cockpit (ccNC) unit (A).

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Removal**



6. Replace the ccNC unit with the new part.
7. Reinstall all components in the reverse order of removal.
8. If necessary, perform the following functions as detailed in the shop manual using GDS:
 - Variant Coding for ccNC
 - Variant Coding for Rear View Monitor (RVM)
 - AVN-FPM Learning Mode
 - Odometer setting

Refer to the shop manual:

- **Body (Interior / Exterior / Electrical) > Infotainment System > Connected Car Navigation Cockpit (ccNC) > Installation**

9. Navigate to the "**Add New Device**" screen on the Integrated Monitor. If the vehicle model is now displayed under "**Vehicle Name**", the repair procedure is complete.