



HYUNDAI

Technical Service Bulletin

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| GROUP CAMPAIGN | NUMBER 25-01-057H |
| DATE OCTOBER 2025 | MODEL(S) SEE BELOW |

SUBJECT: DCU SOFTWARE UPDATE
(SERVICE CAMPAIGN TDF)

★ 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: Certain Tucson Hybrid (NX4 HEV) and Tucson Plug-in Hybrid (NX4 PHEV) vehicles may exhibit a Data Communication Unit (DCU) software error due to the internal timer initialization logic not being implemented. The DCU module may shut down telematics services after one year. This bulletin provides instructions to perform a software update for the DCU module.

Applicable Vehicles (Certain):

| Model Year | Model | Production Dates |
|------------|----------------------------------|-------------------------|
| 2025 | Tucson Hybrid (NX4 HEV) | 06/18/2024 – 08/04/2025 |
| | Tucson Plug-in Hybrid (NX4 PHEV) | 07/09/2024 – 08/08/2025 |

SST Information:

| Tool Name | Tool Number | Figure | Remarks | Ordering Information |
|--|-------------|---|--|--|
| VCI 3 | G0VHNNN06 |  | VCI 3 comes with the 19-pin cable (P/N G1XDDCA020 included here for reference) | Website: https://hyundaiesentialtools.com/ Email: Hyundaitools@snapon.com Phone: 1-855-763-9199 Hours: 7 AM – 7 PM CST |
| 19-Pin Cable | G1XDDCA020 |  | | |
| VCI 2 | G1XDDMN001 |  | If using VCI 2, the ECI Kit will be required to complete software updates. | |
| Ethernet Communication Interface (ECI) Kit | G0XDDMN052 |  | | |

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

GDS Information:

| Model | System | Event Number* | Description |
|----------------------------------|--------|---------------|--|
| Tucson Hybrid (NX4 HEV) | DCU | 1297 | NX4 OB PE/NX4 PE/NX4 PE HEV/NX4a PE/NX4m PE DCU LOGIC IMPROVEMENT (NA) |
| Tucson Plug-in Hybrid (NX4 PHEV) | | | |

(*or use a later available event listed in the GDS DCU Update screen if one is available.)

NOTE 1: The software update is subject to an OTA (Over-the-Air) option and may be completed by customers with active Bluelink Services subscriptions.

Warranty Information:

| Model | Op. Code | Operation | Op. Time | Causal Part | Nature Code | Cause Code |
|----------------------------------|----------|---------------------|----------|-------------|-------------|------------|
| Tucson Hybrid (NX4 HEV) | 50D219R0 | DCU Software Update | 0.4 M/H | 96510-N9140 | W11 | ZZ3 |
| Tucson Plug-in Hybrid (NX4 PHEV) | | | | | | |

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.

NOTE 3: This TSB includes repair validation photos. Op times include VIN, mileage, and photo capture of the ECU Update "Success" screen as outlined in the Digital Documentation Policy.

ROM ID Information:

| Model | Event | System | ECU Part Number | ROM ID | |
|----------------------------------|-------|--------|-----------------|--|----------------------|
| | | | | Current | Latest |
| Tucson Hybrid (NX4 HEV) | 1297 | DCU | 96510-N9140 | 120.NA.011509.011509 120.NA.011606.011606 120.NA.011646.011646 120.NA.011951.011951 | 120.NA.012054.012054 |
| Tucson Plug-in Hybrid (NX4 PHEV) | | | | | |

Service Procedure:

DIGITAL DOCUMENTATION

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

NOTICE

You must initially perform the GDS ECU update in Auto Mode.

- If the ECU update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.

NOTICE

Ensure the vehicle's battery charge is **above 11.0 Volts** and the tablet's battery charge is **above 30%** before performing a software update to avoid update failure.

***i* Information**

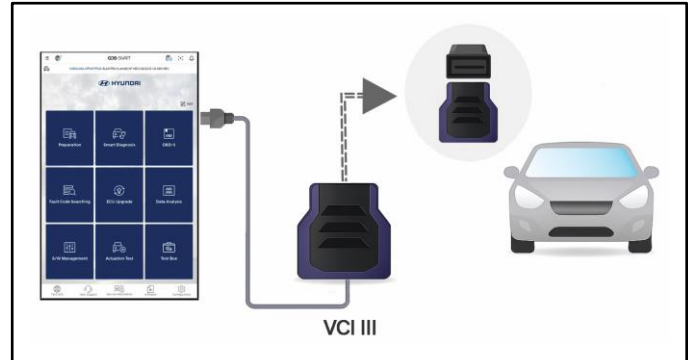
- Turn **OFF** all lamps (do **NOT** leave head lamp switch in auto mode) and all accessories.
- Perform update with the ignition switch in the **ON** position.
- Do **NOT** disconnect any cables connected to the vehicle or scan tool during the update.
- Do **NOT** start the engine OR place in **Ready** mode during the update.
- Do **NOT** turn **OFF** the ignition switch during the update.

Configuration of Ethernet Communication on Tablet PC

i Information

Refer to **TSB 23-GI-006H** for detailed information on configuring Ethernet communication for setup.

1. Connect the Ethernet Communication Interface (ECI) DLC cable to the OBD connector of the vehicle.
2. Connect the VCI DLC cable to the ECI.
3. Select the appropriate tablet cable (type C, 5-pin) to the ECI.
4. Connect the cable to the tablet PC.

**i** Information

VCI 2: Connect GDS tablet (wired) or wireless for PC (wireless) using the ECI kit.

VCI 3: Connect the GDS tablet to the vehicle using the 19-pin cable.

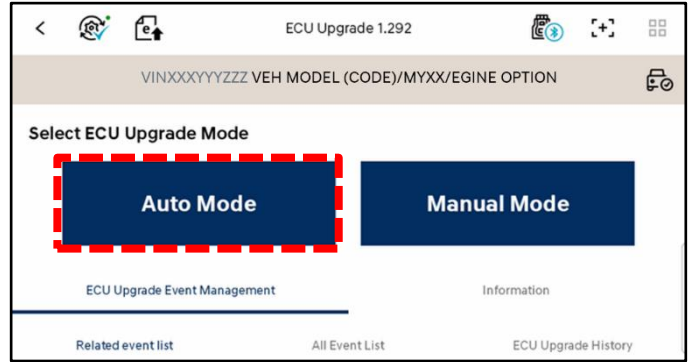
ECU Update Procedure

1. Perform the ECU update in **Auto Mode**.



Information

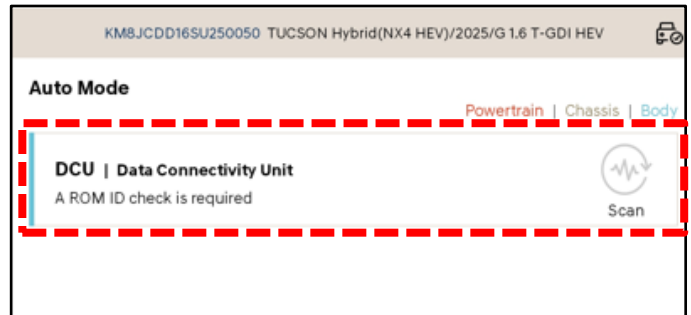
Refer to **TSB # 25-GI-011H**, “**ECU Update Procedure for Tablet-Based GDS-Smart**”, for additional information.



2. Verify the ROM ID by selecting the **DCU** system to scan the vehicle’s current ROM ID.

NOTICE

Check the current ROM ID version and compare it to the ROM ID Information table before attempting to perform the software update.



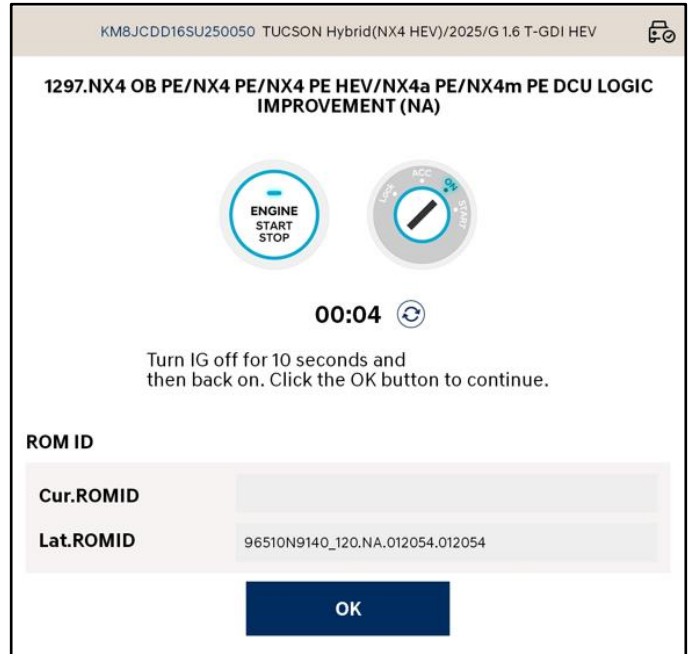
NOTICE

If the update fails, remove the power connector from the in-cabin fuse box for at least **5 seconds**, or disconnect the negative (–) **12V** battery terminal then wait at least **5 seconds**. Reassemble and retry the update.

3. After the ECU update process shows 100% complete, follow the prompts on the screen to cycle the ignition **OFF** for at least **10 seconds** to reset the control unit (certain models may take up to **30 seconds**).

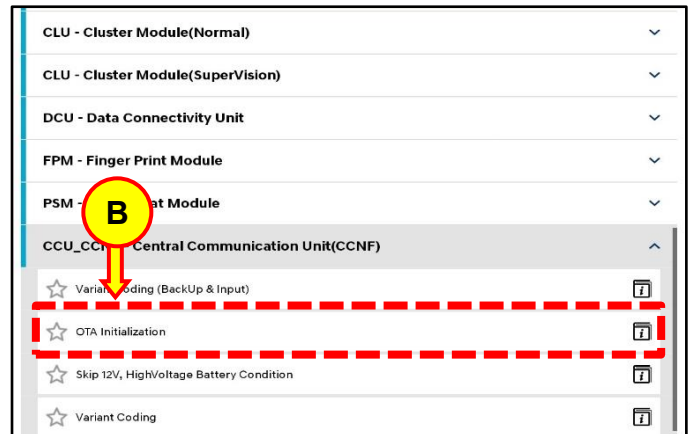
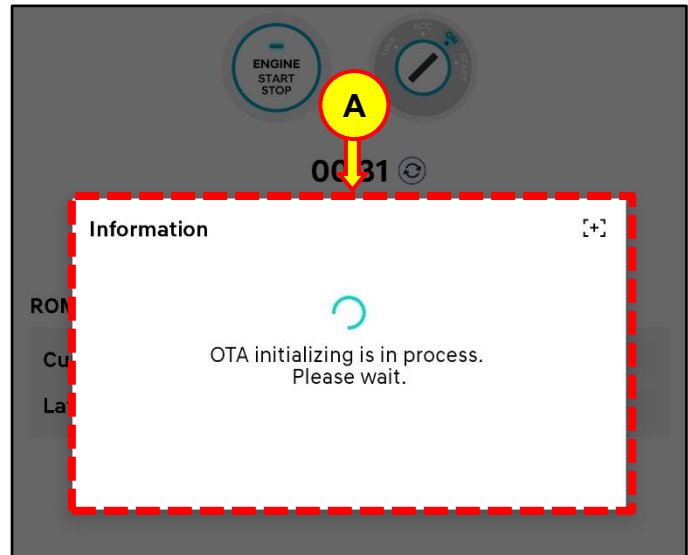
i Information

Use the **Refresh** button to reset the timer.



4. OTA initialization (A) should perform automatically:
 - If OTA initialization performs automatically, then proceed with the service procedure.
 - If the OTA initialization process fails, complete it manually under: **S/W Management > CCU_CCNF - Central Communication Unit (CCNF) > OTA Initialization (B)**.

Follow the instructions on the screen.

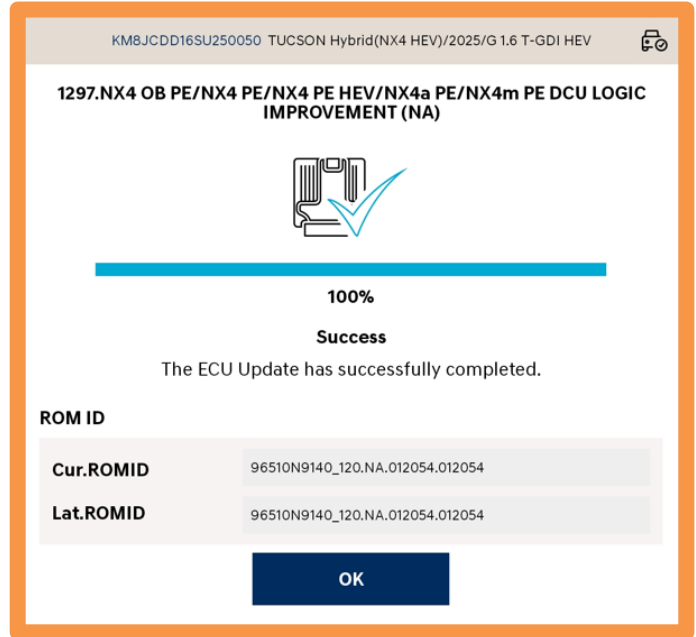


5.

DIGITAL DOCUMENTATION



Take a screenshot of the ECU update Success screen using your tablet and upload to STUI.



6. Perform an **All Systems Fault Code** search and erase DTC history that had incidentally occurred from the ECU update.



7. Place in **Ready** mode to confirm proper operation of the vehicle.

8. The service procedure is now complete.

NOTICE

If the ECU update fails in Auto Mode, perform the update in Manual Mode using the password(s) below.

Manual Mode Password:

| Event | ECU Menu | Password |
|-------|----------------------------|----------|
| 1297 | NX4 PE HEV DCU 96510-N9140 | 2419 |