



## Technical Service Bulletin

<b>GROUP</b>	<b>NUMBER</b>
<b>CAMPAIGN</b>	<b>26-01-035G</b>
<b>DATE</b>	<b>MODEL(S)</b>
<b>APRIL 2026</b>	<b>SEE BELOW</b>

**SUBJECT:** DCU (MODEM) NETWORK INSPECTION & CONNECTED SERVICES RESET (SERVICE CAMPAIGN 913G)

**This TSB supersedes 25-01-018G-1 to add GV70 (JK1/JK1A) models and all other 2026 model years to the Applicable Vehicles table on page 1 and the Warranty Information table on page 2.**

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

### Applicable Vehicles (Certain):

Model Year	Model
2023 – 2026	G90 (RS4)
	GV60 (JW1 EV)
2025 – 2026	G80 (RG3)
	GV80 (JX1)
	GV80 Coupe (JX1)
2026	GV70 (JK1/JK1A)

### NOTICE

To avoid potential damage to Genesis EVs, Genesis EV repairs can only be performed by EV Certified Genesis Retailers.

**Warranty Information:**

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G80 (RG3) G90 (RS4) GV60 (JW1 EV)	50D053R0	Enrollment Status Check & Initial Verification of Connection	0.2 M/H	NTF00-00000	M73	ZZ3
GV70 (JK1) GV70 Electrified (JK1 EV) GV80 (JX1) GV80 Coupe (JX1)	50D053R1	Enrollment Status Check, Resetting the DCU Network & 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.

**Note 3:** This TSB includes repair validation photos. Op times include VIN, mileage, and repair validation photo(s) as outlined in the Digital Documentation Policy.

**Service Procedure:**

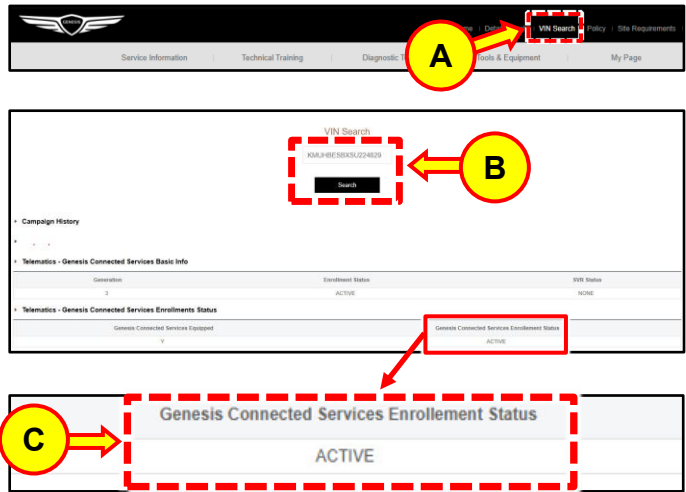
**DIGITAL DOCUMENTATION**



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

Verification of Genesis Connected Services Enrollment Status

1. On Genesis Tech Info select **VIN Search** (A).
2. Enter VIN in the **VIN Search** field and select **Search** (B).
3. Check the **Genesis Connected Services Enrollment Status** (C).
  - If status is **ACTIVE** – Perform **Initial Verification of Connection, Resetting the DCU Network, and Verification of Connection After Resetting DCU** procedures.
  - If status is anything other than **ACTIVE** - Proceed to the [Resetting the DCU Network](#) procedure.

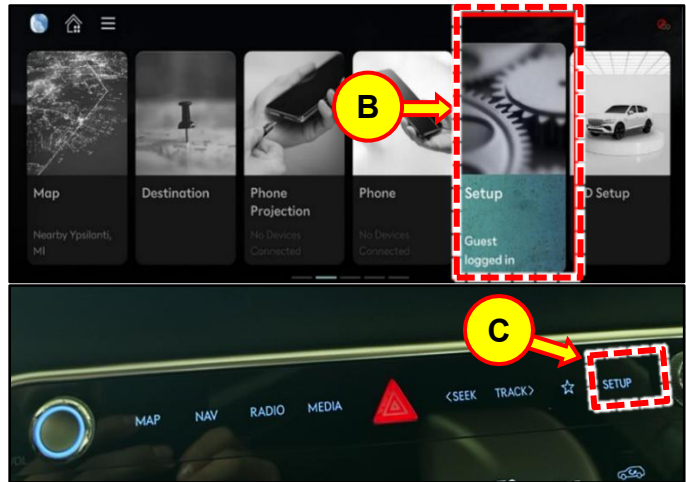


Initial Verification of Connection

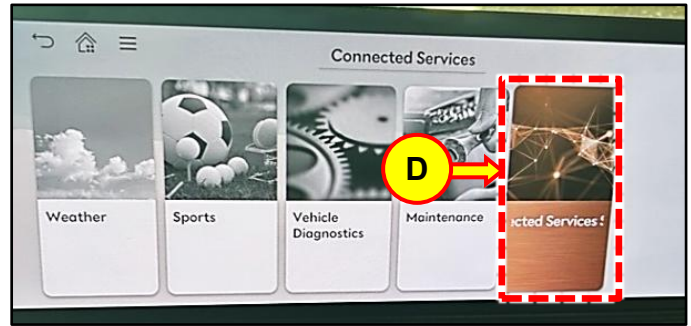
1. Turn **ON** the ignition (A).



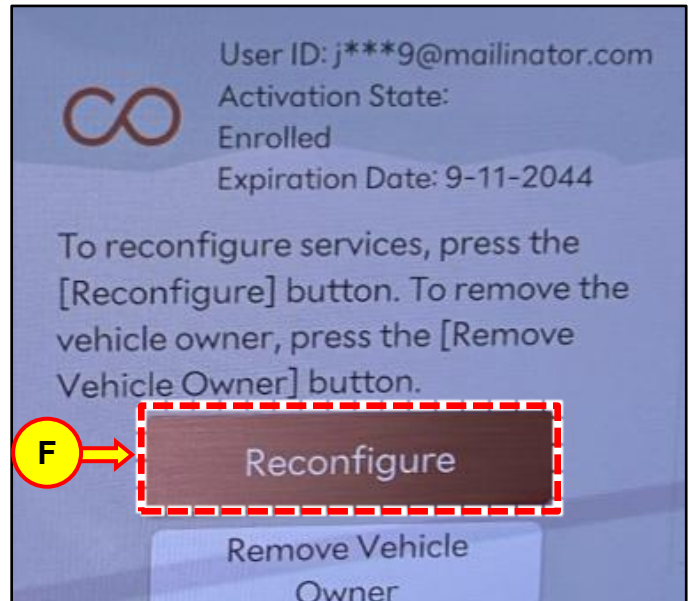
2. Select **Setup** (B) or **SETUP** (C).



3. Select **Connected Services** (D).

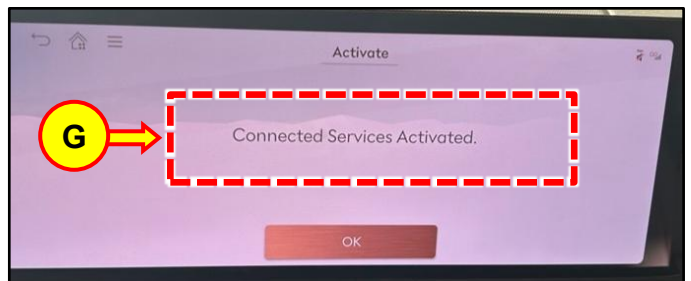


4. Select **Activate** (E) or **Reconfigure** (F).



5. Verify Genesis Connected Services activation success.

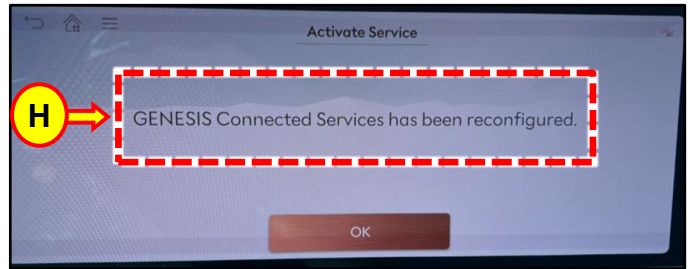
Select **OK** if either message is shown:  
"Connected Services Activated" (G) or  
"GENESIS Connected Services has been reconfigured" (H).



6.

Confirm message:

- If either of these messages is shown, submit with **Op Code 50D053R0**. The service procedure is now complete.
- If **NOT**, proceed to the **Resetting the DCU Network** procedure.

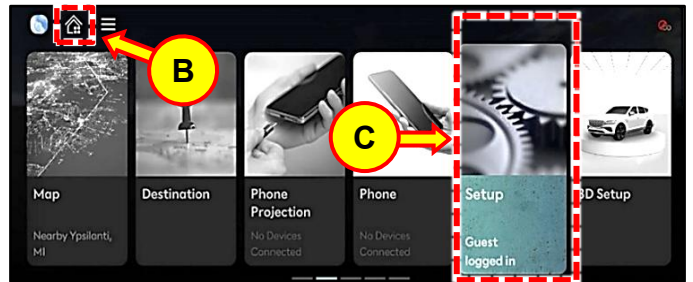


### Resetting the DCU Network

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



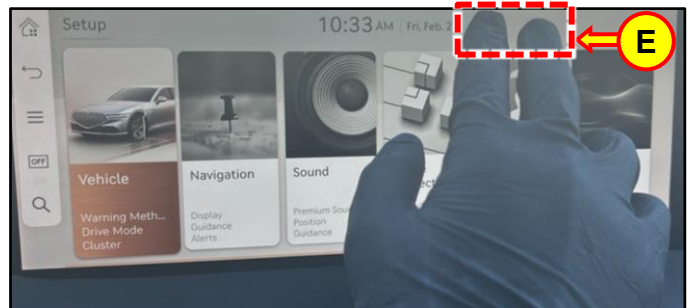
2. Turn Radio **FM ON** and set to **Volume 2**.  
Select **Home** (B).



Select **Setup** (C), or press **SETUP** (D).



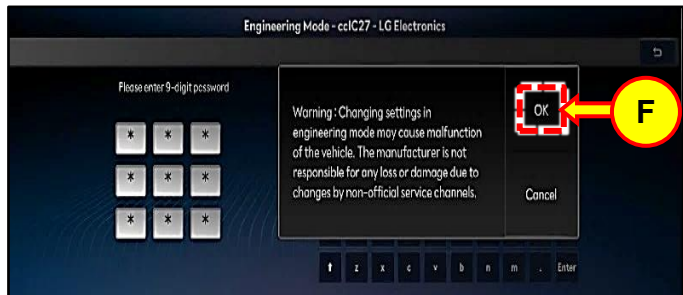
3. Tap the designated area (E) at the top of the **Device Connections** card **10 or more times** with **two fingers simultaneously**.



- 4. Enter **0929** as the password then select **OK (F)**.

**i Information**

Password **0929** applies to all models.  
If the password screen does **NOT** display, try again from **step 1**.  
The password screen requests a 9-digit password but will accept the 4-digit password given above.



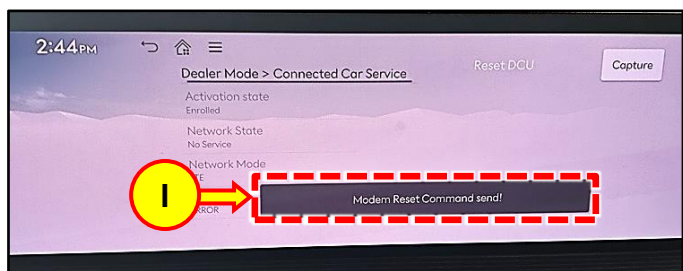
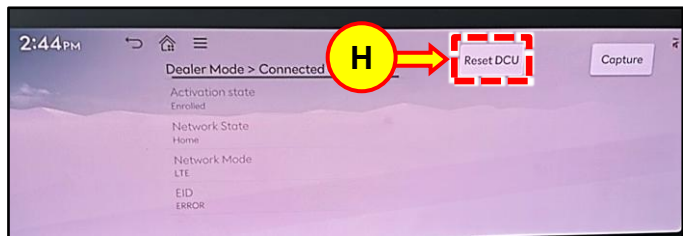
- 5. From **Dealer Mode**, select **Connected Car Service (G)**.



- 6. Select **Reset DCU (H)**.

**i Information**

After selecting Reset DCU, a confirmation popup will be seen **Modem Reset Command send! (I)**.



7.

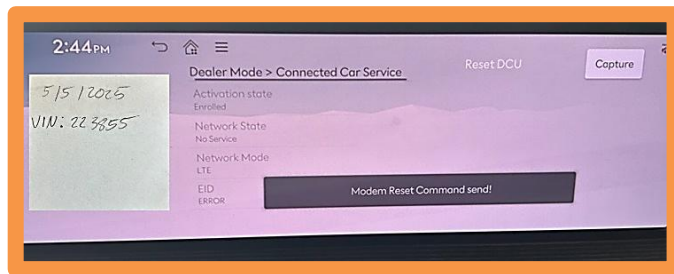
**DIGITAL DOCUMENTATION**



Using the tablet or GDS screen capture function, take a screenshot of the ECU Update “Modem Reset Command send!” result screen.

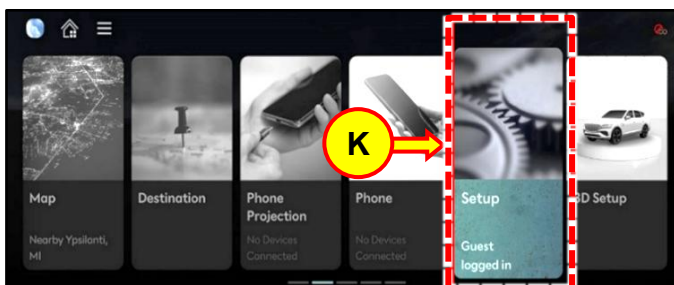
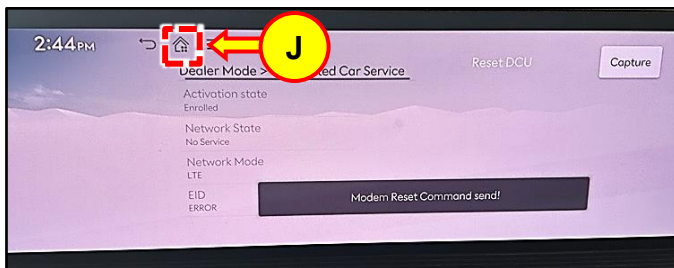
Upload the photo to STUI.

**NOTE:** The VIN/Date/Time/Mileage photo imprint is **NOT** required for GDS screenshots.

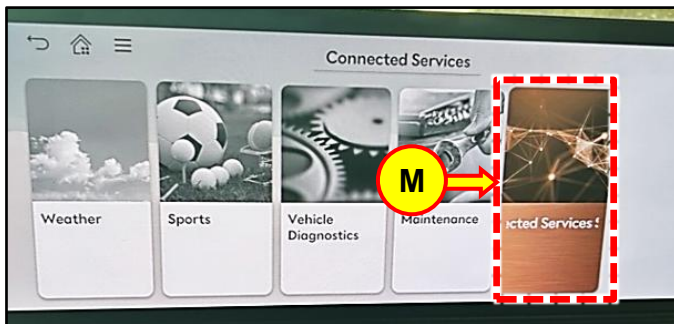


8. Select **Home** (J) to exit **Dealer Mode**.

Select **Setup** (K) or **SETUP** (L).



9. Select **Connected Services** (M).



10.

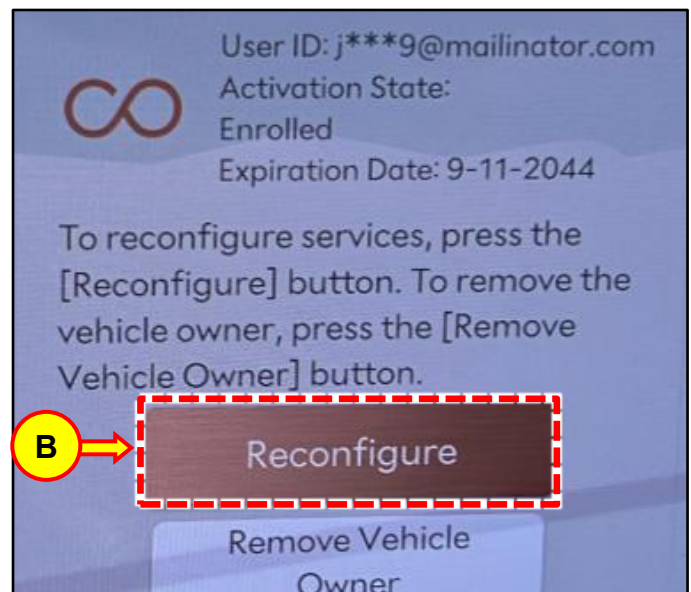
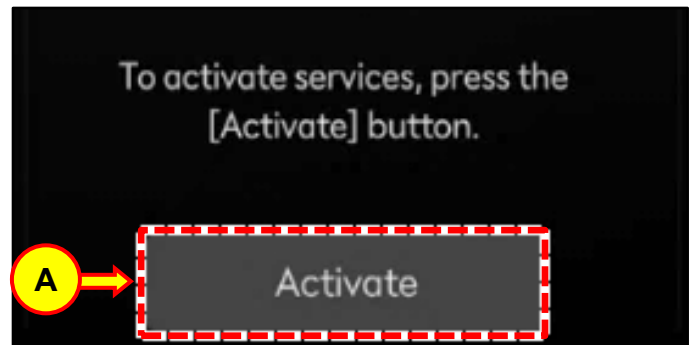
**i** Information

**ONLY** for vehicles with an **ACTIVE** Connected Services enrollment status:

Proceed to **Verification of Connection After Resetting DCU**.

Verification of Connection After Resetting DCU (Vehicles with "ACTIVE" Connected Services Enrollment Status)

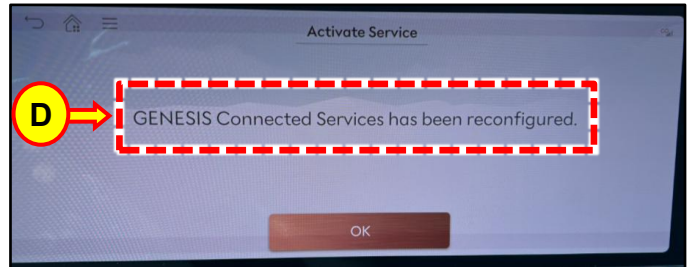
1. Select **Activate** (A) or **Reconfigure** (B).



2. Verify Genesis Connected Services activation success when either message is shown: “**Connected Services Activated**” (C) or “**GENESIS Connected Services has been reconfigured**” (D).

**i** Information

If the DCU does **NOT** reset and Connected Car Services does **NOT** show activated, please contact Techline.



3. The service procedure is now complete.