



Technical Service Bulletin

GROUP	NUMBER
CAMPAIGN	24-01-001G
DATE	MODEL(S)
JANUARY 2024	GV80 (JX1)

SUBJECT: CONNECTED SERVICES ACTIVATION AND REMOTE SERVICES NOT WORKING (SERVICE CAMPAIGN T40G)

This TSB supersedes TSB 23-01-090G to update applicable vehicles date range and to determine modem status missing screen steps 12-17.

*** IMPORTANT**

Dealers must perform this service campaign 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 GV80 (JX1) vehicles may experience difficulties with Genesis Connected Services activation and/or remote services. This bulletin provides instructions to perform a dealer mode factory reset, followed by a head unit reset for vehicles experiencing the concerns.

Applicable Vehicles (Certain): 2024MY GV80 (JX1) produced from 03/07/2023 – 10/28/2023 equipped with an active Connected Services subscription.

AVN Information:

Model	System	Part Number	Remarks
GV80 (JX1)	PGEN6	96560-T6DE0	JX1.USA.P6.001.005.230210 JX1_22.USA.P6.001.006.230530 JX1_22.USA.P6.001.006.230628

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV80 (JX1)	T40GSCR2	Dealer Mode Factory Reset	0.3 M/H	96560-T6DE0	M73	ZZ3

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

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

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 photos as outlined in the Digital Documentation Policy.

Service Procedure:

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

i Information

Make sure the battery is charged and the ignition is turned **ON** to avoid a battery drain during the reset.

Do **NOT** turn **OFF** the ignition while resetting to prevent any issues.

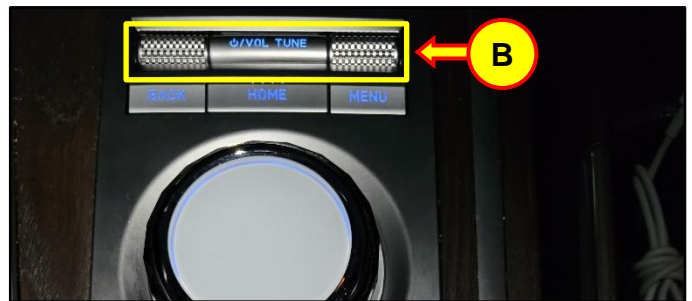
Before inspecting the vehicle, confirm that the AVN system is genuine Hyundai parts.

GV80 (JX1) Dealer Mode Factory Reset and Head Unit Reset

1. Press the **RADIO** button (A), and make sure the Radio is turned on with FM mode.



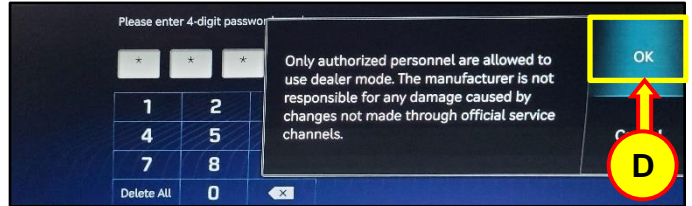
2. Utilizing the **Volume/Tune** buttons (B): set the Volume level to 7 and press Tune, lower Volume to 3 press Tune, lower to 1 and press Tune.



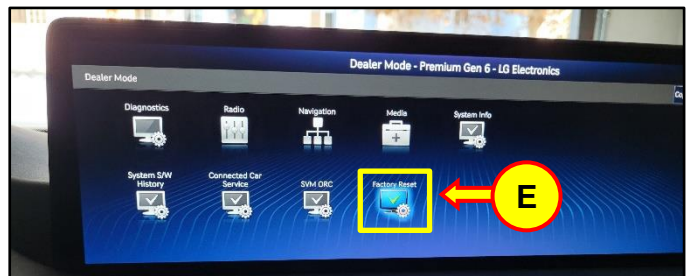
NOTE: This action must be done quickly.



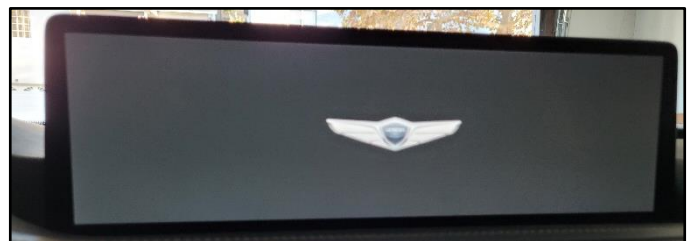
3. You will then be prompted to enter a 4-Digit password: enter **2400** (C) and select **OK** (D).



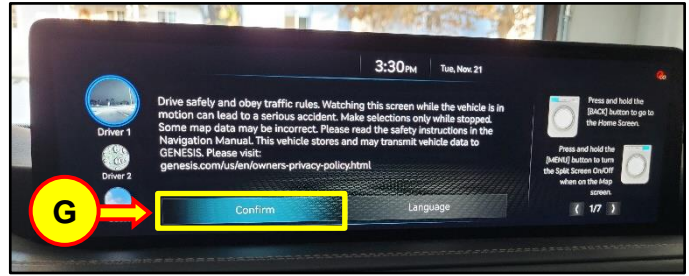
4. Select **Factory Reset** (E) and select **OK** (F).



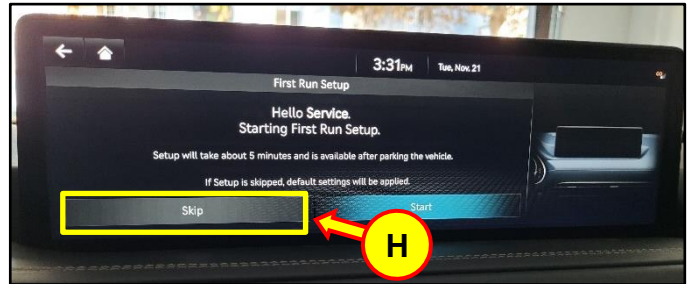
5. The system should reset and transition to a black screen, followed by the Genesis logo screen before rebooting back to the user profile screen.



6. Select **Confirm** (G).



7. Select **Skip** (H) for now. User Profile Setup can be completed later.



8. From the Home Screen, perform an additional head unit reset:

Hold down the **MAP** (I) and **SETUP** (J) buttons simultaneously for 5 seconds to reset the AVN system.



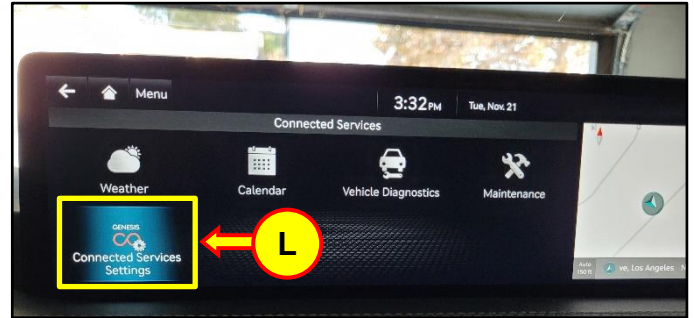
9. The system should again reset and transition to a black screen, followed by the Genesis logo screen before rebooting back to the home screen.




10. Select **Connected Services** (K).



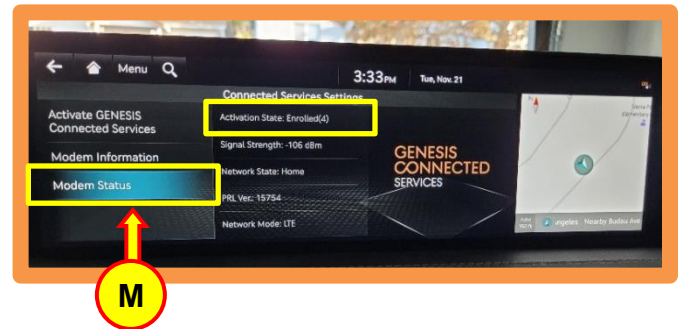
11. Select **Connected Services Settings** (L).



12. Under **Modem Status** (M), confirm that the Activation State = Enrolled (4), and also that the signal strength indicator at the top right portion is showing active bars.

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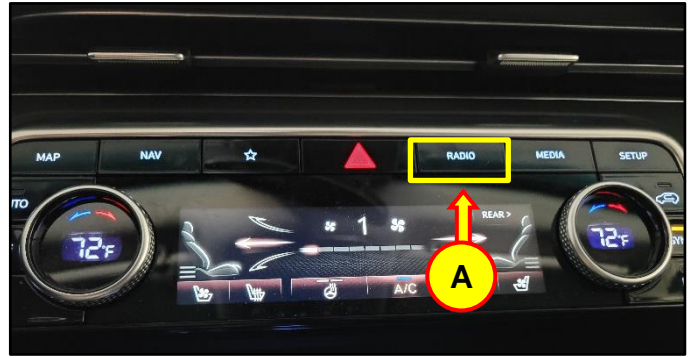
Capture a photo of the Activation State status showing “Enrolled (4)” using your particular tablet’s screenshot save method and upload to STUI.



NOTE: If Modem Status is not available due to different SW version, please proceed to step 13.

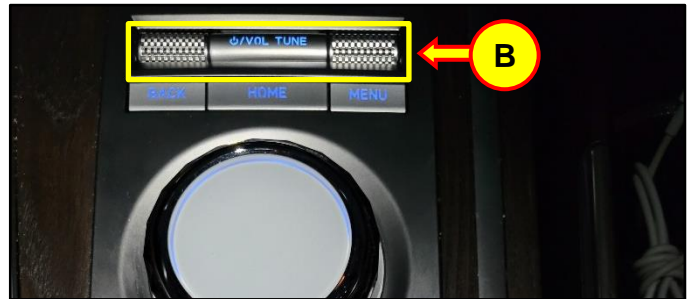
13. If Modem Status Is not available, please enter Dealer Mode again.

Press the **RADIO** button (A), and make sure the Radio is turned on with FM mode.



14. Utilizing the **Volume/Tune** buttons (B): set the Volume level to 7 and press Tune, lower Volume to 3 press Tune, lower to 1 and press Tune.

NOTE: This action must be done quickly.




15. You will then be prompted to enter a 4-Digit password: enter **2400** and select **OK**.



16. Select **Connected Car Service**.



17. Confirm that the Activation State = Enrolled (4), and also that the signal strength indicator at the top right portion is showing active bars.

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Capture a photo of the Activation State status showing "Enrolled (4)" using your particular tablet's screenshot save method and upload to STUI.



18. TSB is complete.