

Recall 001G Dealer Best Practice



Date: May 30, 2018

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Recall 001G: 2018 Genesis G80 and G90 Front and Rear Glass Primer (TSB #18-01-001-G)

*****IMPORTANT Dealer Stock and Retail Vehicles*****

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers should also perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Genesis has launched a safety recall in the United States regarding the front and rear glass in certain model year:

- 2018 Genesis G80 vehicles produced between February 14, 2018 and February 21, 2018
- 2018 Genesis G90 vehicles produced between February 12, 2018 and March 16, 2018

Description

The subject vehicles may have front and rear glass that was attached using incorrect primer. Over time, the incorrect primer may lose some of its glass bonding strength. If the glass bonding strength would be reduced, the rear glass could become detached while driving. If the rear glass would detach while driving, it may become an obstacle to other drivers, increasing the risk of a crash.

Service Action

- The Technical Service Bulletin (TSB) #18-01-001-G was published 5/30/2018, and describes the service procedure to replace the front windshield and rear glass, and calibrate the camera unit of the Lane Keeping Assist System (LKAS).
- The VIN list is available in WebDCS. Check your dealership's affected VIN list under the Service tab → Uncompleted Campaign VIN List. Vehicles not identified as impacted by an open recall or service campaign can be immediately released for sale.
- Check the Vehicle Information screen in WebDCS for open recalls whenever a vehicle is in your dealership.
- Refer to the Customer FAQ section below.

Parts

- Front and rear glass parts can be ordered by following the normal parts ordering process in WebDCS. Due to the fragile nature of the part and to ensure safe delivery, these parts will only be eligible for ground orders.
- The Special Service Tool (SST) for the LKAS was previously shipped to each dealer as an essential tool.
- Refer to TSB #18-01-001-G for additional parts and SST details.

Customer Notification

This recall has been posted to the NHTSA website and Genesis has begun notifying all owners of the vehicles described above to return their vehicles to their Genesis dealers for repair.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Genesis customers.

Customer FAQ

Q1: What is the issue?

A1: The subject vehicles may have front and rear glass that was attached using incorrect primer. Over time, the incorrect primer may lose some of its glass bonding strength. If the glass bonding strength would be reduced, the rear glass could become detached while driving. If the rear glass would detach while driving, it may become an obstacle to other drivers, increasing the risk of a crash.

Q2: What is the safety concern?

A2: If the rear glass would detach while driving, it may become an obstacle to other drivers, increasing the risk of a crash.

Q3: What are the affected vehicles?

A3: Approximately 37 model year 2018 Genesis G80 and G90 vehicles produced between February 12, 2018 and March 16, 2018 by Hyundai Motor Company in the Republic of Korea.

Q4: Have there been any accidents or injuries?

A4: Genesis is not aware of any accidents or injuries related to this condition.

Q5: What will be done during the recall service at the dealer?

A5: Genesis dealers will replace the front and rear glass in the affected G80 and G90 vehicles. The remedy will be performed at no charge.

Q7: When will owners be notified?

A7: Genesis has begun notifying all owners of the vehicles described above to return their vehicles to their Genesis dealers for repair. In the meantime, updated information about this recall can be found at www.genesis.com/us/recall.

Q8: Can the recall service be performed now? (prior to receiving notice)

A8: Yes. Customers of the affected vehicles may contact their nearest dealer to schedule the repairs.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline for dealers
Techline	1-800-325-6604	Vehicle Technical Support for dealer technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for dealers
Warranty Prior Approval (PA) Center	1-844-371-3808	Warranty Prior Approval (PA) Center for dealers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	Support@xtime.com / 1-866-984-6355 support@autoloop.com / 1-877-850-2010 CDK Service Connect within the CDK	Assistance with SLT Appointment: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741	For Genesis Customer Care, Connected Services and Roadside Assistance
Genesis Recall /Campaign Website	www.genesis.com/us/recall	Updated information for customers related to recall and service campaigns

Key Reference Information	
Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"
Parts – Campaign Parts Management (CPM) Procedure	As applicable: www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	www.HyundaiDealer.com > Service tab
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall/Campaign Website	www.genesis.com/us/recall
NHTSA Website	www.safercar.gov