

Recall 002G Dealer Best Practice



Date: August 21, 2018

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

Subject: Recall 002G: 2018 Genesis G80 Occupant Classification System (TSB #18-01-002-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 to reprogram the Occupant Classification System ("OCS") in certain model year:

- 2018 Genesis G80 vehicles produced between January 18, 2017 through June 05, 2018

Description

The subject vehicles are equipped with an Occupant Classification System ("OCS") that classifies the occupant type as an adult, a child, or a child restraint seat. The OCS control module may have been programmed incorrectly causing an erroneous detection of an adult in the passenger seat when the passenger seat is unoccupied or occupied by an infant or child.

Service Process

- **Readiness** - The VIN list is available in WebDCS. Check your dealership's affected VIN list under the Service tab → Uncompleted Campaign VIN List. Please work with your sales department on an ongoing process to check vehicles in dealer inventory and complete open recalls prior to vehicle sale, lease or demo.
- **Readiness** - This recall can be completed quickly. Please ensure that the appropriate technicians have reviewed the TSB, have their workspaces or designated areas ready and GDSs are accessible and updated. If no other work is being performed, this recall does not require a hoist. Dealers should consider a workspace that offers the technicians the appropriate vehicle access that ensures high frequency completion rates.
- **Readiness** - This document (Dealer Best Practice) has been posted in Campaign Central within hyundaidealer.com.
- **Reservation and Reception** - Check the Vehicle Information screen in WebDCS for open recalls and service campaigns whenever a vehicle is in your dealership or if a customer calls in to schedule an appointment.
- **Reception** - Utilize Service Rental Car and Service Valet during the recall procedure as needed.
- **Reception** - Refer to the Customer FAQ section below.
- **Repair** - The Technical Service Bulletin (TSB) #18-01-002-G was published 8/21/2018, and describes the service procedure to reprogram the Occupant Classification System ("OCS"), affected VIN production range, and warranty claim information.

Parts

- N/A. The service procedure is to reprogram the OCS.

Customer Notification

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter. Genesis will notify all owners of the vehicles described above to return their vehicles to their Genesis dealers for repair. Customer notification letters of the recall are planned to be mailed in late August, 2018.

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

Genesis Motor America

Customer FAQ

Q1: What is the issue?

A1: The subject vehicles are equipped with an Occupant Classification System ("OCS") that classifies the occupant type as an adult, a child, or a child restraint seat. The OCS control module may have been programmed incorrectly causing an erroneous detection of an adult in the passenger seat when the passenger seat is unoccupied or occupied by an infant or child.

Q2: What is the safety concern?

A2: If an infant or child is seated in the front passenger seat and the OCS system does not deactivate the passenger front airbag during a crash, the child or infant could be injured by the airbag.

Q3: What are the affected vehicles?

A3: Approximately 3305 model year 2018 Genesis G80 vehicles produced between January 18, 2017 through June 05, 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 reprogram the Occupant Classification System ("OCS") in the affected vehicles. The remedy will be performed at no charge.

Q7: When will owners be notified?

A7: Genesis will begin notifying owners beginning in late August 2018. 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 Genesis 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
WarrantyHELPREP 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 system / 1-866-668-5394 (option 6)	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 / Service Campaign Website	www.genesis.com/us/recall
NHTSA Website	www.safercar.gov