

**Phone Call:**

***Good afternoon (guest name),***

***I am calling you today in regards to a recall that has been identified for your vehicle. I would like to offer you assistance in getting an appointment scheduled to get Recall 011G completed. Who is your preferred retailer? And what dates would be good for me to set up your appointment? Would you like valet or would you like to wait on your recall completion as it does take about an hour and a half. Once your appointment has been made I will email your appointment to you so you will have it for your records. Thank you for being part of our Genesis family and have a great day.***

***Good morning (guest name),***

***I am calling from Genesis Motor America regarding your 2023 Genesis G80 electrified, is this a good time to speak?***

***- Allow guest to respond***

***Thank you.***

***The intention of my contact is to notify you about an open recall associated with your vehicle regarding the front seatbelt pretensioner. Genesis would like to assist coordinating an appointment with your local retailer.***

***- Allow guest to respond (Verify guest home address and verify local retailer)***

***I will be in contact with the retailer to ensure that the parts needed for the recall are ordered. I will follow up with (retailer's name) and confirm the delivery of the parts. We will request that the retailer's service department contacts you and assist with an appointment date that best fits your daily schedule.***

***Before I let you go, I will be sending you an email to (say guest email) with my contact information. Is the email on file correct?***

***- Verify guest email***

***Thank you again for taking my call. Looking forward in assisting you with this recall and/or Looking forward in assisting you.***

***Have a wonderful rest of your day!***

**Emails Sent:**

***Good afternoon (guest name),***

***I am just reaching out to you once more to offer my assistance in getting your recall completion appointment set up. I would be more than happy to assist you with getting that scheduled. If you would just provide me with your preferred servicing Genesis retailer and a good date and time that works for you I can reach out to the retailer and get that scheduled. If an appointment has already been set up if you would be so kind as to share that date with me. Thank you so much for being part of our Genesis family and have an amazing day.***

***Dear (guest name)***

***My name is \*\*\*, contacting you from Genesis Motor America's Consumer Affairs regarding your new 2023 Genesis G80 Electrified. To start, I would like to extend my sincerest congratulations and welcome you to the Genesis Family!***

***The intention of my contact is to notify you about an open recall associated with your vehicle, and to offer GMA's support and assistance with ensuring a timely repair at your local Genesis retailer. You should have received a notice from the Nation Highway Traffic Safety Administration advising of a safety recall to repair a condition involving the front seat belt pretensioners in these vehicles in the***

***U.S. Additional information on this recall can be found utilizing your Vehicle Identification Number (VIN) at <http://www.genesis.com/us/recall>, or by contacting me with the information listed at the bottom of the email.***

***Our hours of operation are 6:00 a.m.- 3:00 p.m. PST, Monday- Friday. If you could please share with me the best date and time to schedule a call, I would love the opportunity to assist with coordinating your service appointment, if an appointment has already been made if you would please share that date with me.***

***Thank you again, I look forward to speaking with you.***

***Dear (guest name),***

***My name is \*\*\*, contacting you from Genesis Motor America's Consumer Affairs regarding your new 2023 Genesis G80 Electrified. To start, I would like to extend my sincerest congratulations and welcome you to the Genesis Family!***

***The intention of my contact is to notify you about an open recall associated with your vehicle, and to offer GMA's support and assistance with ensuring a timely repair at your local Genesis retailer. You should have received a notice from the Nation Highway Traffic Safety Administration advising of a safety recall to repair a condition involving the front seat belt pretensioners in these vehicles in the U.S. Additional information on this recall can be found utilizing your Vehicle Identification Number (VIN) at <http://www.genesis.com/us/recall>, or by contacting me with the information listed at the bottom of the email.***

***Our hours of operation are 6:30 a.m.- 3:30 p.m. PST, Monday- Friday. If you could please share with me the best date and time to schedule a call, I would love the opportunity to assist with coordinating your service appointment.***

***Thank you again, I look forward to speaking with you.***