



Safety Recall 014G: Rear Integrated Drive Axle (IDA) Shaft Replacement – Retailer Best Practice

June 04, 2024

Document Topic	Date
- Technical Service Bulletin (TSB 24-01-037G) published with following updates: - Adding QR code (page 3 of TSB) - Additional Left/Right IDA installation instructions (pages 18/19)	06/04/2024



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.



IMPORTANT: 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 must 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description:

Certain all-wheel drive GV60 (JW1) vehicles are equipped with rear driveshafts that could potentially fracture due to abnormal stress incurred during manufacturing. A fractured driveshaft could result in a sudden reduction of motive power, increasing the risk of a crash. The recall’s service procedure describes the procedure to replace the rear driveshafts with a revised part.

Applicable Vehicles (Certain):

- Certain 2023MY GV60 (JW1) equipped with all-wheel drive produced 06/15/2022 – 02/10/2023

Remedy Information:

Replace the rear driveshafts with revised parts.

- Recommended Technician Training Level:** [Genesis Expert Technician](#) (or higher) that has completed the [Genesis EV Training web series on Hyundai Learning Portal](#)
- This recall campaign for GV60 (JW1) can **only be performed by EV Certified Genesis Retailers.**

Recommended Alternative Transportation:

Retailer should offer service valet to all customers if customer does not feel safe operating their vehicle until the remedy has been performed. Service Valet is available to the original owner for 3/36. The customer could also get a loaner (CVP) if a recall/warranty repair(s) is needed beyond 3/36.

Warranty Information:

This recall campaign pays 2.1 M/H for rear driveshaft replacements on both left and right hand (driver and passenger) sides.

Please refer to **TSB 24-01-037G** (or latest version) for the [specific Digital Documentation Policy requirements](#) and additional warranty details for this recall.



Parts Information:

- Please refer to **TSB 24-01-037G** (or latest version) for the latest parts information.
- Please note the following:
 - **Shaft Kits [498L7CU000QQH (LH) & 498R7CU000QQH (RH)] – On CSP (Critical Parts Supply), VIN restrictive.** Dealer will require a valid recall 014G VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the campaign receive priority part allocation.
 - **Affected New Dealer Inventory** - An initial shipment of driveshafts were sent to affected GMA retailers who had vehicles in their new dealer inventory as of 06/12/2023. The driveshafts started to arrive the morning of 06/14/2023 to help them complete the open recall on these vehicles as soon as possible.
 - **Ear Type Boot Band (0K495-C5000) & IDA Type Boot Band Installer Tool (09495-GI100):**
 - Each EV certified Genesis retailer (certified as of 06/12/23) was shipped 1 set of each for this recall, with arrivals at dealerships that started 06/13/23.
 - **For retailers that become EV certified after June 12, 2023 or need assistance with the above tools** – Please contact the Genesis Special Service Tools Team at genesistools@gma.com

Customer Talk Tracks

“If you experience any concern(s) related to the rear driveshafts such as a sudden reduction of drive power, please have your vehicle towed to the nearest Genesis EV retailer and do not attempt to drive the vehicle until the remedy has been applied.”

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



Readiness: Are the Shaft kits and Special Service Tools in stock to complete this recall?

- ☐ **Yes** – Please ensure you are an **EV certified Genesis retailer** before completing repairs.
- ☐ No – Contact parts and get ETA



Reception:

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- ☐ Yes
- ☐ **No** - Guest should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- ☐ Yes
- ☐ No



Repair:

Were the VIN/mileage captured and appropriate picture(s) taken based on the repair as outlined in **TSB 24-01-037G** (or latest version)?

- ☐ Yes
- ☐ **No** - Please ensure the VIN/mileage & appropriate picture(s) are taken in order for the retailer to be compensated. See **TSB 24-01-037G** (or latest version) for specific requirements as related to digital documentation required.



Is the **technician expert (or above)** that has completed the Genesis EV training web series?

- ☐ Yes
- ☐ **No** - Please ensure a technician with an expert level (or higher) completes this repair as it is a critical recall involving safety.



Return:

Did you get the customer's signature on all warranty lines in addition to the final RO?

- ☐ Yes
- ☐ No

Customer FAQ:

Q1: What is the issue?

A1: The subject vehicles are equipped with all-wheel drive powertrain systems containing rear driveshafts that could potentially fracture due to abnormal stress incurred by improper jig alignment during manufacturing.

Q2: What are the affected vehicles?

A2: The subject vehicles include certain 2023MY Genesis GV60 vehicles equipped with all-wheel drive produced from June 15, 2022 to February 10, 2023.

Q3: What is the safety concern?

A3: A fractured driveshaft could result in a sudden reduction of drive power, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (04/26/23), there are no incident(s) related to this condition involving subject vehicles in the U.S., including fatalities, injuries, crashes, and fires. Globally, Hyundai/Genesis has identified five (5) total incidents involving fractured rear driveshafts in vehicles from Korea and the U.K.

Q5: Stop Sale?

A5: Dealer: A dealer "stop sale" has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Port: A "hold" has also been issued for all affected vehicles located at ports.

Q6: What will be done during the recall service at the dealer?

A6: All owners of the subject vehicles will be notified by first class mail with instruction to bring their vehicles to a Genesis retailer to replace both left and right rear driveshafts. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Genesis New Vehicle Limited Warranty.

Additionally, Genesis will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Q7: When will owners be notified?

A7: Owners have been notified via First Class Mail in late June 2023 of a remedy available for their vehicles.

Contact Reference:

Please see the following page for commonly referred to contacts.

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



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	1-844-436-6455 www.GenesisDealerUSA.com Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
WarrantyHELPLine	1-877-446-2922 warranty@gma.com	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 pa@gma.com	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	Support@xtime.com / 1-866-984-6355 support@autoloop.com / 1-877-850-2010	Assistance with SLT Appointment: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customercare@genesis motorsusa.com	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
Genesis Roadside Assistance	1-844-340-9742	Genesis Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in	
Service Valet Appointment Scheduling	www.GenesisdealerUSA.com > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide	
CarCare Scheduling (Xtime) - Recall Appointment Notification	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"	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.GenesisdealerUSA.com > Resources > Documents Library > Parts > Campaign Parts Management	
Courtesy Vehicle (CVP) Program	www.GenesisdealerUSA.com > Service tab > CVP Fleet Management	
Technical Service Bulletin (TSB)	www.GenesisdealerUSA.com > Service tab > 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	



Appendix

History	Date
Technical Service Bulletin (TSB 23-01-053G-1) published; updated rear carrier torque spec and NOTE 3 on Warranty Information table	08/04/2023
Technical Service Bulletin (TSB 23-01-053G) published – Remedy Available	06/14/2023
Remedy Not Available	03/20/2023