



Safety Recall 016G: Low Pressure Fuel Pump Replacement – Retailer Best Practice

October 27, 2023

Document Topic	Date
• Remedy Available – Technical Service Bulletin (TSB) 23-01-083G published	10/27/2023

IMPORTANT: As required by federal law, retailers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Retailers 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

The Low-Pressure Fuel Pump assemblies in certain GV70 (JK1), GV80 (JX1), and G80 (RG3) models equipped with 2.5T and 3.5T engines may contain impellers that do not meet current material characteristic specifications, potentially leading to deformation under certain environmental conditions, such as high ambient temperature. Deformation of the impeller could cause the impeller to interfere with the fuel pump housing, resulting in a mechanical resistance that could lead to a shutdown of the fuel pump. A shutdown of the fuel pump could restrict fuel flow to the engine, resulting in a sudden reduction or loss of motive power, increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2022MY GV70 (JK1) produced from 06/01/2021 – 01/19/2022
- 2021-2022MY GV80 (JX1) produced from 06/09/2021 - 12/03/2021
- 2021-2022MY G80 (RG3) produced from 06/01/2021 - 12/29/2021

Remedy Information

Please refer to the recall’s service procedure outlined in **TSB 23-01-083G** (or latest version) to replace the low-pressure fuel pump using the service kit and specified service tool.

- **Recommended Technician Training Level: Genesis Expert Service Technician or above**

Other Notes/Recommendations

- If a guest arrives to the retailer with no appointment scheduled, it is recommended for the retailer to down the vehicle and offer alternative transportation to the guest while part(s) are ordered.
- Parts replacement is 100% - Vehicle should not be dismantled and left/tied up in a service bay unattended to while the part is on its way.
- To allow for increased capacity and perform other service work, it is suggested to move the vehicle away from the bay/service area to a lesser trafficked area at the retailer.
- If guest schedules an appointment in advance, order the part ahead of time to prevent any delays.

Recommended Alternative Transportation:

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests at the guest’s request.

- Please note that the Service Valet is available to the original owner for 3/36 ONLY.
- A CVP vehicle can be offered if vehicle is within or outside of 3/36.
- A Service Valet or CVP may also be required based on the repair procedure duration/wait and any other additional work on the vehicle that may need to be addressed during the guest’s visit.






Warranty Information:

This recall campaign pays for replacement of the low-pressure fuel pump using the supplied service kit.

- 0.8 M/H for replacement of the low-pressure fuel pump (GV70 ONLY)
- 0.7 M/H for replacement of the low-pressure fuel pump (GV80 & G80)
- The time above includes taking a photo of the new fuel pump installed on the fuel tank showing the part's new label and a piece of paper with the last 6 digits of the VIN & date of repair.
- Retailers will be reimbursed on the claim for the service kit, including the low-pressure fuel pump and other component(s).
- **Photos:** Refer to **TSB 23-01-083G** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

Parts Information:

- Refer to **TSB 23-01-083G** (or latest version) for the latest parts information.
 - **On Critical Supply Parts (CSP) restriction:** Retailer will require a valid recall 016G VIN to order the following part numbers. Due to a limited quantity of parts inventory, this will ensure affected guest vehicles encompassed in this recall receive priority parts allocation. If the restriction is lifted, there will be notification via WEBDCS.
 - 31133-AR000QQH (GV70 Kit)
 - 31333-T6000QQH (GV80 Kit)
 - 31333-T1000QQH (G80 /w 2.5T engine)
 - 31333-T1050QQH (G80 /w 3.5T engine)
 - Retailers can order the part from their facing PDC through the normal ordering process.

Model	Part Name	Part Number	Figure	Remarks
GV70 (JK1)	Low-Pressure Fuel Pump Kit	31133-AR000QQH		<ul style="list-style-type: none"> • Kit includes Low Pressure Fuel Pump Assembly with Fuel Level Sending Unit.
GV80 (JX1)		31133-T6000QQH		<ul style="list-style-type: none"> • Kit Does Not include the Fuel Tank Pressure Sensor (FTPS) or Fuel Pressure Sensor (FPS), must be transferred from the Old Fuel Pump.
G80 (RG3)		31133-T1000QQH (2.5T)		<ul style="list-style-type: none"> • Kit includes Low Pressure Fuel Pump Assembly with Fuel Level Sending Unit.
	31133-T1050QQH (3.5T)	<ul style="list-style-type: none"> • Kit Does Not include the Fuel Pressure Sensor (FPS), must be transferred from the Old Fuel Pump. 		

Special Service Tool:

Per **TSB 23-01-083G** (or latest version), the following tool is required to perform this service procedure.

Please note the following:

- This tool was previously shipped to all retailers as an essential tool.
- Additional lock ring wrenches can be ordered through BOSCH as 1-866-539-4248.
- If further assistance is required, please contact Genesistools@gma.com.



Tool Name	Tool #	Figure	Remarks
Lock Ring Wrench	J-45722		This tool is for removing/installing the fuel pump lock ring.

Guest Talk Tracks:

1. “If you experience any concern(s) related to the low-pressure fuel pump assembly not operating properly such as incurring rough idling or hesitation of the engine or the Malfunction Indicator Lamp (MIL) turned on, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until the remedy has been applied.”
2. During guest’s visit/phone call in to GMA: “As a courtesy, I checked your vehicle for any open service campaigns or recalls and found that your vehicle has an open recall related to the low-pressure fuel pump. The service procedure call for replacement of the low pressure fuel pump. We apologize for the inconvenience and will provide this service at no cost to you. If necessary, we would like to offer you a courtesy vehicle or service valet while we perform this recall and any other related work that your vehicle may require.”

Best Practice Checklist:



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

- Yes
- No – Please ensure all open campaign(s)/recall(s) are identified & completed by the retailer.



Readiness: Are the parts in stock to complete this recall?

- Yes
- No – Please contact Parts Dept. to place an order for the corresponding part for the vehicle. If possible, place order ahead of time if guest has made an appointment in advance.



Reception: Did you guest provide authorization to perform repairs on the vehicle?

- Yes
- No** – Retailer should not perform unauthorized repairs, please obtain authorization from guest before proceeding.

Did you explain to the guest the expected repair time 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 he/she can plan the rest of their day away from the retailer.

Did you offer the guest Alternative Transportation?

- Yes
- No** – Guest should be offered if they feel uncomfortable in the operation of his/her vehicle prior to the remedy being completed on his/her vehicle. In addition, Courtesy vehicle or Service Valet may be needed based on the recall procedure duration and any other additional work on the vehicle that may need to be addressed during the guest’s visit.



Repair: Did you provide the guest with an eMPI? Did you review the eMPI with the guest?

- Yes
- No**



Does the technician meeting the recommended training requirements (Expert or above) to complete this recall campaign?

- Yes
- No** - Please ensure a technician with the recommendation above completes this repair.

Were the appropriate picture(s) taken as outlined in **TSB 23-01-083G** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer to be paid. See **TSB 23-01-083G** (or latest version) for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No

Guest FAQ:

Q1: What is the issue?

A1: The low-pressure fuel pump assemblies in the subject vehicles may contain impellers that do not meet current material characteristic specifications, potentially leading to deformation under certain environmental conditions, such as high ambient temperature. Deformation of the impeller could cause the impeller to interfere with the fuel pump housing, resulting in a mechanical resistance that could lead to a shutdown of the fuel pump.

Q2: What are the affected vehicles?

A2: Affected vehicle models include the following:

- 2022MY GV70 (JK1) produced from 06/01/2021 – 01/19/2022
- 2021-22MY GV80 (JX1) produced from 06/09/2021 – 12/03/2021
- 2021-22MY G80 (RG3) produced from 06/01/2021 – 12/14/2021

Q3: What is the safety concern?

A3: A shutdown of the fuel pump could restrict fuel flow to the engine, resulting in a sudden reduction or loss of motive power, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of filing to NHTSA (09/11/2023), there are no confirmed crashes, fires, or injuries related to this condition.

Q5: Will a Retailer Stop Sale or Port Hold be issued?

A5: No, a retailer “stop sale” or port hold will not be issued as the affected vehicles are no longer in production.

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

A6: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Genesis retailer for replacement of the fuel pump. 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's 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 will be notified via First Class Mail in early November 2023.

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		
Retailer 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 / OperationCodes
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 retailer 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	
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" 	
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
• Remedy Not Available	09/15/2023