



GENESIS MOTOR AMERICA, LLC
P.O. BOX 20850
FOUNTAIN VALLEY, CA 92728

NHTSA Recall Number: 23V-300
Genesis Motor America Recall Number: 014G

IMPORTANT SAFETY RECALL

2023 Genesis GV60 Rear Integrated Drive Axle (IDA) Shaft Replacement

This is an Important Safety Recall.

- Failure to complete this recall repair could lead to a fractured rear driveshaft. A fractured rear driveshaft could result in a sudden reduction of drive power, increasing the risk of a crash.
- Please contact your nearest Genesis retailer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- Genesis Customer Care can help with any questions or concerns:
1-844-340-9741 or www.genesis.com/us/recall

This notice applies to your Genesis vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Genesis has decided that a defect which relates to motor vehicle safety exists in **certain 2023 model year GV60 vehicles**. Genesis is initiating a safety recall to repair a condition involving the rear integrated drive axle (IDA) shafts in these vehicles in the U.S. Your vehicle, with the VIN shown above, is among the impacted vehicles.

You have received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the problem?

Certain GV60 vehicles are equipped with all-wheel drive powertrain systems containing rear driveshafts that could fracture. A fractured driveshaft could result in a sudden reduction of drive power, increasing the risk of a crash.

What will Genesis do?

Your Genesis retailer will replace both left and right rear driveshafts. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Genesis retailer to schedule the recall repair as soon as possible. The actual time required to perform the repair is less than three hours; however, your vehicle may be needed longer. To locate your nearest Genesis retailer, please visit:

www.genesis.com/us/en/genesis-retailer-location.html.

We recommend scheduling a service appointment to minimize inconvenience. You may also arrange in advance for a Service Courtesy vehicle using Service Valet should you require alternate transportation during the service period.

Additional information

If you have any questions or require further assistance, you may contact the Genesis Customer Care Center at **1-844-340-9741**. If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

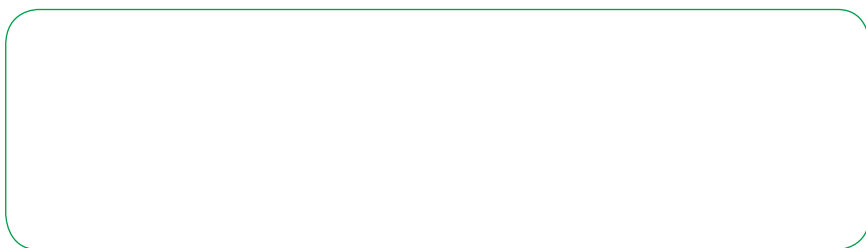
We urge your prompt attention to this important safety matter and sincerely regret any inconvenience this condition may have caused you.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement notification

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement. To obtain additional information, use the link www.owners.genesis.com/us/en/contactus/campaign.html or call **1-844-340-9741**.

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.