

HMA Recalls – Genesis

Community Notify Outreach Program Script

1. Genesis Owner

a. Message for Connected Calls

This is the **Genesis** Recall Resolution Team contacting you about a Safety Recall on your **Genesis** vehicle. **Genesis** has decided that a defect which relates to motor vehicle safety exists in your vehicle. Please do not delay in contacting us.

Your **Genesis** retailer will fix the recall, at no cost to you. This free repair should take less than an hour to complete, but your **Genesis** retailer may require your vehicle for a longer period of time based upon their work schedule.

To schedule a recall service repair:

- Contact your local **Genesis** retailer to schedule your free service appointment; or
- Contact us directly toll free at 1.844.593.4008 between 8 a.m. and 7 p.m.

Monday – Friday Eastern Standard Time

We at Genesis thank you for your attention to this important safety matter.