



Safety Recall Campaign 017G: Inner Shaft Replacement – Retailer Best Practice

March 20, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-024G – Remedy Available	03/20/2024

IMPORTANT: As required by federal law, retailers must not deliver new vehicles for sale or for lease to guest 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 guest 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 2023MY GV60 (JW1 EV) may contain rear inner shafts that could fracture due to improper heat treatment. A fractured inner shaft may result in a loss of motive power while driving, increasing the risk of injury in a crash or impact. Follow the procedures in this TSB to replace the inner shaft.

Applicable Vehicles (Certain)

- 2023MY GV60 (JW1 EV) produced from 02/03/2023 – 03/25/2023

Remedy Information

The procedure provided for in **TSB 24-01-024G** (or latest version) requires the inner driveshaft assembly to be replaced. This remedy will be provided at no charge to guests.

- **Recommended Service Technician Training Level & Web Course Completion:** Genesis Expert (or higher)
- **Recommended Web Course Completion:** Drive Line Operation and Service (SVCDDLW20_845)

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.

Other Notes/Recommendations

- If a guest arrives to the retailer with no appointment scheduled, it is recommended for the retailer to offer alternative transportation to the guest while part(s) are ordered.
- If guest schedules an appointment in advance, order the parts ahead of time to prevent any delays; this recall service procedure is 100% installation.
- Always inquire if the guest will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer CVP assistance for guests who may be pressed on time.
- Be honest with guests on wait times.
- If the service is taking longer than expected, update the guest.
- If you are unsure of certain processes, don’t guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide some help.





Warranty Information:

Per **TSB 24-01-024G** (or latest version), the recall campaign pays for the following:

- 1.0 M/H for removal and replacement of the inner shaft
 - The time above includes taking a photo of the new QQH inner shaft on the parts box with the part number clearly visible and the original removed inner shaft next to the box with the last 6 digits of the VIN and the date of the repair on a piece of paper.
- Reimbursement for drive shaft (qty: 1) will also be included
- **Photos:** Refer to **TSB 24-01-024G** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

Parts Information:

- **On Critical Supply Parts (CSP) restriction:** Retailer will require a valid recall 017G VIN to order the following part number. Due to a limited quantity of parts inventory, this will ensure affected vehicles encompassed in this campaign receive priority parts allocation. If the restriction is lifted, there will be notification via WEBDCS.
 - Part Number 49560GI000QQH (Inner Shaft – Bearing Bracket & Shaft Assembly) – QTY: 1
- Retailers can order the part through the normal ordering process.

Model	Part Name	Part Number	Figure	Remarks
GV60 (JW1 EV)	Inner shaft (Bearing Bracket & Shaft Assembly)	49560- CU000QQH		Circlip included 

Sample Guest Talk Tracks:

1. For Guests on the phone:

“While I have you on the line and verifying your appointment, I ran your VIN for any open campaigns or recalls and see that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to the inner driveshaft which may result in a loss of motive power while driving, increasing the risk of a crash. If time permits, we can perform this service during your appointment at no cost to you. Should you need, we can also arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”

2. For Guests in the service lane:

“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition relating to the inner driveshaft which may result in a loss of motive power while driving, increasing the risk of a crash. We would like to take care of this for you today during your visit with us, if time permits. This service will be provided to you at no charge and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience.”

3. Guest concern with performance of vehicle:

“If you experience any concern(s) related to the performance of your vehicle such as the reduction of motive power for your vehicle, please have your vehicle towed to the nearest Genesis 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** – 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 order the part if it has not been ordered already. If possible, please have part on-hand 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 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 24-01-024G** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer to be paid. See **TSB 24-01-024G** (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 should be signing the final invoice upon delivery of the vehicle.



Guest FAQ:

Q1: What is the issue?

A1: The subject vehicles contain rear inner driveshafts that could fracture due to improper heat treatment. A fractured inner driveshaft could result in a sudden loss of motive power while driving which could result in a crash and increase the risk of injury.

Q2: What are the affected vehicles?

A2: Vehicles include the following for sale in the U.S.

- 2023MY GV60 (JW1 EV) produced from 02/03/2023 – 03/25/2023

Q3: What is the safety concern?

A3: A sudden loss of motive power while driving could increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on February 01, 2024, there are no crashes, injuries, fires, or fatalities attributable to this condition in the U.S. and Canada.

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

A5: No, as the involved vehicles are no longer in factory production or offered for retail sale.

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 rear inner drive shaft. 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 of the subject vehicles will be notified via First Class mail in late March 2024.

Contact Reference:

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to 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
Warranty HELPLine	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	
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

Document Topic	Date
• Remedy Not Available	02/02/2024