



Safety Recall Campaign 018G: Starter Assembly Retailer Best Practice

July 11, 2024

Document Topic	Date
<ul style="list-style-type: none">Remedy Available: Technical Service Bulletin (TSB) 24-01-058G	07/11/2024

IMPORTANT: As required by federal law, retailers must not deliver new vehicles for sale or for lease to guests 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

The starter solenoid on certain 2019MY G70 (IK), 2017-19MY G80 (DH), and 2017-19MY G90 (HI) vehicles could be contaminated with water if operated in abnormally wet conditions, such as a flooded road. Moisture contamination within the starter solenoid could cause an electrical short over time.

Follow the Service Procedure outlined in **TSB 24-01-058G** (or latest version) to install a new starter relay kit in the engine room junction box and to replace the upper cover and upper cover label.

IMPORTANT NOTICE: Owners can continue driving these vehicles, however, Genesis recommends owners to park their vehicles outside and away from structures until the recall remedy is completed.

Applicable Vehicles (Certain)

- 2017-19MY Genesis G80 (DH) produced 03/17/2016 – 01/04/2019
- 2017-19MY Genesis G90 (HI) produced 06/13/2016 – 01/22/2019
- 2019MY Genesis G70 (IK) produced 05/02/2018 – 01/26/2019

Remedy Information

The procedure outlined in **TSB 24-01-058G** (or latest version) requires installation of a starter relay kit and replacement of the upper cover and upper cover label.

- **Recommended Service Technician Training Level/Classes:** Genesis Expert (or higher) that has completed the Master Electrical Microlearning series (SVCGELM03EXITEXAMW23_1359) or equivalent

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 customer arrives to the retailer with no appointment scheduled, it is recommended for the retailer to offer alternative transportation to the guest.
- Always inquire if the guest will have time for an additional service to be performed if they were originally scheduled for a different service.



- **Please note that the installation of the starter relay kit for this recall is 100%.** Thus, plan time for reception of the parts to ensure an optimum guest experience.
- The repair takes less than an hour so ensure the appropriate expectations for completion are set with the guest in advance.
- Offer SRC assistance for guests who may be pressed on time.
- Be honest with customers 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 help.

Warranty Information:

Per **TSB 24-01-058G** (or latest version), the recall campaign pays the following:

- **Labor: 0.5 M/H** to install the starter relay kit
- **Parts:** Retailer will be reimbursed for the Starter Relay Kit
- **Sublet:** Retailer will be reimbursed \$0.48 for the zip tie & any clip(s) needing replacement.
- **Photos:**
 - The time above includes taking a validation photo with the starter relay kit installed and the starter motor power terminal in the appropriate position, with the last 6 digits of the VIN and the date of repair on a piece of paper.
 - Op times include VIN, Mileage, and Repair validation photo(s) as outlined in the Digital Documentation Policy.

Parts Information:

Per **TSB 24-01-058G** (or latest version), the following list of parts are needed for the recall:

- Parts Ordering
 - Starter Relay Kit –
 - **91950-DH15KQQH – Retailer may order up to 8 initially for the recall.**
 - **91950-HI20KQQH – Retailer may order up to 3 initially for the recall.**
 - **91955-IK10KQQH – Retailer may order up to 3 initially for the recall.**
 - **91955Dh45KQQH – Retailer may order up to 5 initially for the recall.**
 - Retailer may order additional upon submission/approval of campaign claims for Recall 256. If retailer does not submit campaign claims accordingly, additional parts will not be able to be ordered.
 - **91955-DH50KQQH – A valid Recall 018G VIN will be required to order the part.**
- Zip ties can be sourced locally.

Name	Figure	Remarks	Qty
Cable (zip Tie)		<ul style="list-style-type: none"> • Locally sourced part • Width: 5 mm (~3/16") • Approx. Length: 200 mm (7-7/8") 	1

IMPORTANT NOTE: When looking up the VIN in the "Vehicle Information" screen, make sure to go to the "Campaign Not Performed" section and view the "Campaign Description" field.

- The op code will indicate which part number to install for the specific VIN. In this particular instance note below, the part number 91955-DH45KQQH needs to be installed.



Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date
019G	Y	OIL FEED PIPE REPLACE (24-01-032G/HG)	04/18/2024	04/18/2024
018G	Y	41D086R0 - RELAY KIT (P/N 91955-DH45KQQH)	02/15/2024	02/15/2024

Sample Guest Talk Tracks:

1. For Guests on the phone:

"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 starter solenoid which could become contaminated if operated in abnormally wet conditions that may result in a in an electrical short, increasing the risk of engine compartment fire while parked or driving. As a remedy is now available, you can bring your vehicle to a Genesis retailer to have it applied 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. Would you like to make an appointment for this recall service?"

2. For Guests at retailer 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 starter solenoid which could become contaminated if operated in abnormally wet conditions that may result in a in an electrical short, increasing the risk of engine compartment fire while parked or driving. If time permits, we would like to perform this recall service for you. 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. Guests concern with performance of vehicle:

"If you experience any concern(s) related to the performance of your vehicle, such as inability or difficulty to start the engine, do not attempt to drive the vehicle further until the remedy is applied and reach out to your nearest Genesis retailer for assistance."

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 (if applicable) may be needed based on any other additional work during the guest's visit.



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

- Yes
- No** – Service Consultant should review the MPI with the guest.

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

- Yes
- No - Please ensure a Technician with the recommended training level requirement (and any applicable classes if specified) completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-058G** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer to be paid. See **TSB 24-01-058G** (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 starter solenoid in the subject vehicles could be contaminated with water if operated in abnormally wet conditions, such as a flooded road. Moisture contamination within the starter solenoid could cause an electrical short over time.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2017-19MY Genesis G80 (DH) produced 03/17/2016 – 01/04/2019
- 2017-19MY Genesis G90 (HI) produced 06/13/2016 – 01/22/2019
- 2019MY Genesis G70 (IK) produced 05/02/2018 – 01/26/2019

Q3: What is the safety concern?

A3: An electrical short could result in significant overcurrent increasing the risk of an engine compartment fire while parked or driving.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on February 13, 2024, there are no crashes, injuries, or fatalities attributable to this condition in the U.S. or Canada. To date, there are twelve (12) unique thermal incidents isolated to the starter assembly in the U.S.

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 (planned remedy) during the recall service at the retailer?

A6: Owners can continue driving these vehicles; however, Genesis recommends parking their vehicles outside and away from structures until the recall remedy is completed. All owners of the subject vehicles will be



notified by first class mail with instructions to bring their vehicles to a Genesis retailer to install a relay kit in the engine junction box. 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, 2024.

Q7: When will owners be notified?

A7: Owners of the subject vehicles were previously notified of a Remedy Not Yet Available via First Class mail in late mid-April 2024.

Owners will be notified again in mid-July 2024 of a remedy available for their vehicle.

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
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 customer care@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

Update History	Date
• Remedy Not Available	02/15/2024