



Safety Recall Campaign 019G: Turbo Oil Supply Pipe – Retailer Best Practice

March 11, 2024

Document Topic	Date
<ul style="list-style-type: none">Remedy Not Available	03/11/2024

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 lefthand (“LH”) turbocharger oil supply pipes in the subject vehicles can crack due to prolonged exposure to high ambient temperature in the engine compartment, potentially resulting in oil leaking onto the exhaust manifold. Oil leaking onto the exhaust manifold can increase the risk of an engine compartment fire.

Applicable Vehicles (Certain)

- 2019-22MY Genesis G70 (IK) produced 05/02/2018 – 09/01/2021 equipped with 3.3L Twin Turbo engines
- 2018-20MY Genesis G80 (DH) produced 01/16/2017 – 10/28/2019 equipped with 3.3 Twin Turbo engines
- 2017-22MY Genesis G90 (HI) produced 06/13/2016 – 09/06/2021 equipped with 3.3 Twin Turbo engines

Remedy Information

This remedy is currently under development and additional information will be provided once it has been developed for release by GMA.

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 years /36,000 miles ONLY.
- A CVP vehicle can be offered if vehicle is within or outside of 3 years/36,000 miles.
- 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:

Warranty information will be updated once remedy has been released by GMA.

Parts Information:

Parts, if applicable, will be provided once a remedy has been released by GMA.

Additional Training & Resources

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by GMA.



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 without an available remedy. The recall states that it is a condition relating to the vehicle’s turbocharger oil supply pipe, which may crack under prolonged exposure to high ambient temperatures. This could lead to oil leaking onto the exhaust manifold which increases the risk of an engine compartment fire. Once a remedy is available, Genesis will notify you via First Class mail advising you to bring your vehicle to a Genesis retailer to have it applied at no cost to you.”

2. For Guest 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 without an available remedy. The recall states that it is a condition relating to the vehicle’s turbocharger oil supply pipe, which may crack under prolonged exposure to high ambient temperatures. This could lead to oil leaking onto the exhaust manifold which increases the risk of an engine compartment fire. Once a remedy is available, Genesis will notify you via First Class mail advising you to bring your vehicle to a Genesis retailer to have it applied at no cost to you.”

3. Guest concern with performance of vehicle:

“If you experience any concern(s) related to the performance of your vehicle or experience oil leaking onto the ground, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a 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.



Reception: 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.

Guest FAQ:

Q1: What is the issue?

A1: The lefthand (“LH”) turbocharger oil supply pipes in the subject vehicles can crack due to prolonged exposure to high ambient temperature in the engine compartment, potentially resulting in oil leaking onto the exhaust manifold.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2019-22MY Genesis G70 (IK) equipped with 3.3L Twin Turbo engines and produced 05/02/2018 – 09/01/2021
- Certain 2018-20MY Genesis G80 (DH) equipped with 3.3 Twin Turbo engines and produced 01/16/2017 – 10/28/2019
- Certain 2017-22MY Genesis G90 (HI) equipped with 3.3 Twin Turbo engines and produced 06/13/2016 – 09/06/2021



Q3: What is the safety concern?

A3: Oil leaking onto the exhaust manifold can increase the risk of an engine compartment fire.

Q4: Have there been any accidents or injuries?

A4: As of the filing to NHTSA on March 08, 2024, there have been identified 81 reports received from June 22, 2020, through January 15, 2024, alleging the defect condition in the U.S. market. Genesis Motor North America (GMNA) is not aware of any confirmed crashes, injuries or fires related to the recall condition.

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

A5: No, a “stop sale” is not being planned as the affected vehicles are no longer in production.

Q6: What will be done (planned remedy) 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 LH turbocharger oil supply pipe. 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 New Vehicle Limited Warranty. Additionally, GMNA 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 22, 2024.

Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail in early May 2024.

Q8: This recall 019G seems to look similar to a previous recall 003G for the turbo oil feed tube. Do I still need to get this one (019G) completed?

A8: Yes, if the recall 003G is currently outstanding for the owner, it needs to still be completed. Once the recall 019G remedy is released, it will supersede recall 003G. All vehicles impacted by 003G, whether they were completed or not, will require 019G to also be completed on the 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	