



# Safety Recall Campaign 020G: Transmission Control Harness Connector/E-Module Connector Inspection & Pin Rework – Retailer Best Practice

March 29, 2024

Document Updates	Date
<ul style="list-style-type: none"> <li>Technical Service Bulletin (TSB) 24-01-022G-1; supersedes 24-01-022G</li> <li>Adding Blanking pin information on page 2 &amp; location of initial allocation of blanking pints to retailers (Yellow highlights)</li> </ul>	03/29/2024



**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

Certain GV70 vehicles may be equipped with control wiring harness connectors that may be susceptible to water inflow due to incorrect installation of the connector blanking pins at the supplier. Water inflow could lead to an electrical short, resulting in an abnormal signal, Malfunction Indicator Light (MIL) ON, and/or the system to shift the transmission to Neutral when the vehicle is in Park. Unexpected vehicle movement can increase the risk of a crash or injury.

Follow the service procedure outlined in this bulletin to inspect the E-module connector and transmission control harness connector for corrosion. If no corrosion is found, complete the rework outlined for the blanking pin.

If corrosion is found on either the E-module connector and/or the control harness connector, reassemble the components such as to provide a means of placing the vehicle in Neutral (N) gear. Safely move the vehicle to a suitable location until a remedy procedure for harness and E-module replacement is available.

## Applicable Vehicles (Certain)

- 2024MY GV70 (JK1a) produced 05/10/2023 – 02/25/2024

## Remedy Information

The procedure provided in **TSB 24-01-022G** (or latest version) provides the recall’s service procedure to inspect the e-module connector and transmission control harness connector for corrosion.

- If corrosion **is not found**, complete the rework outlined in the TSB for the blanking pin.
- If corrosion **is found** on either the E-module connector and/or the control harness connector, reassemble the components such as to provide a means of placing the vehicle in Neutral (N) gear. Safely move the vehicle to a suitable location until a remedy procedure for harness & E-module replacement is available.
- Recommended Service Technician Training Level:** Genesis Expert or higher



**IMPORTANT NOTICE:** Owners can continue driving these vehicles, however, Genesis strongly recommends turning off the ignition and applying the parking brake after parking their vehicles.

### Other Notes/Recommendations

- If a guest arrives to the retailer with no appointment scheduled, it is recommended for the retailer to down the vehicle and 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.
- 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 see a team member having trouble addressing the concern, ask if you can provide some help.

### 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:

This recall campaign pays for the following:

- 1.2 M/H for Corrosion inspection (of 2 connectors) & Connector pin Rework (inspection passes ONLY)
- The time above includes taking 3 photos: 1) The e-module male connector, 2) the control harness connector, and 3) the pin reworked with a piece of paper with the last 6 digits of the VIN & date of repair for each.
- **Photos:** Refer to **TSB 24-01-022G** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.
- **Claim Submission:**
  - If the inspection passes, please ensure to submit the campaign claim for the vehicles **as soon as possible** so the retailer is reimbursed for its performed work.
  - If the inspection fails with corrosion found on either or both of the connectors, do not submit a campaign claim for the vehicle until parts replacements are completed.

### Parts Information:

- Blanking Pins (Part Number: GV70CAMPPIN)
  - Each retailer has been sent an initial bag of 5 blanking pins for this recall.
  - Please note that the pins are being sent as a precaution in the case of rare scenarios of becoming lost during the rework or if vehicle does not. There should not be any additional orders unless absolutely necessary.
  - **Please refer to the Recall 020G parts bulletin for additional details. Posted under GenesisdealerUSA.com: Resources > Documents Library > Parts > Parts Bulletins.**



Model	Part Name	Part Number	Figure
GV70 (JK1a) 2.5T & 3.5T	Blanking Pin	GV70CAMPPIN	

- Parts information will be released once the procedure for harness and e-module replacement is available. These are not currently mentioned in the aforementioned parts bulletin.

### **Suggested Tools:**

Per **TSB 24-01-022G** (or latest version), it is suggested to use the following tools to perform this service procedure (if available at retailer):

Tool Name	Part Number	Figure	Remarks
GIT Borescope	GODKDNN039		<p>This suggested tool, in conjunction with the STUI application, will be utilized to inspect and capture an image of the male E-Module connector as it is in an out-of-view location.</p> <p>This tool is available for purchase through GIT America at (833) 681-3926.</p> <p>If a borescope is not used for this case, a mirror and camera can be used as an alternative.</p>
Long Clip	N/A		<p>This suggested and locally sourced tool will be utilized to detach/secure a hard-to-reach harness clip on top of the transmission housing.</p>

### **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 transmission control harness connector, which may be susceptible to water inflow due to incorrect installation of a pin. Water inflow could lead to an



electrical short and result in an abnormal signal, the Malfunction Indicator (MIL) Lamp ON, or cause the system to shift the transmission to Neutral when its currently in park. The recall's remedy is to inspection for corrosion and rework the pin.

We apologize for the inconvenience and will provide this service at no cost to you. If necessary, we would like to offer you a courtesy vehicle or service valet while we perform this recall and any other related work that your vehicle may require.”

Genesis also strongly recommends turning off the ignition and applying the parking brake after parking when parking your vehicle.

**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 with an available remedy. The recall states it is a condition relating to the transmission control harness connector, which may be susceptible to water inflow due to incorrect installation of a pin. Water inflow could lead to an electrical short and result in an abnormal signal, the Malfunction Indicator (MIL) Lamp ON, or cause the system to shift the transmission to Neutral when its currently in park. The recall's remedy is to inspection for corrosion and rework the pin. This service, of course, will be provided at no charge to you. We apologize for the severe inconvenience.”

Genesis also strongly recommends turning off the ignition and applying the parking brake after parking when parking your vehicle.”

**3. Guest concern with performance of vehicle:**

“If you experience any concern(s) related to the performance of your vehicle or see the Malfunction Indicator Lamp (MIL) ON, 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** – The parts procedure is still being developed, hence parts are not available. If corrosion is found on either of the connectors, reassemble the components such as to provide a means of placing the vehicle in Neutral (N) gear. Safely move the vehicle to a suitable location until a remedy procedure//parts for harness and E-module replacement are available.



**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 the 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 24-01-022G** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer to be paid. See **TSB 24-01-022G** (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 FAQ:**

### **Q1: What is the issue?**

A1: The transmission control harness connector in the subject vehicles may be susceptible to water inflow due to incorrect installation of blanking pins in the connectors at the supplier. Water inflow could lead to an electrical short, resulting in an abnormal signal, malfunction indicator lamp (“MIL”) ON, and/or the system to shift the transmission to Neutral when the vehicle is in Park.

### **Q2: What are the affected vehicles?**

A2: Affected vehicles include certain model year 2024 Genesis G70 vehicles equipped produced 05/10/2023 – 02/25/2024 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. market.

### **Q3: What is the safety concern?**

A3: Unexpected vehicle movement can increase the risk of a crash or injury.

### **Q4: Have there been any accidents or injuries?**

A4: As of the date of filing to NHTSA on 03/15/24, Genesis is aware of one (1) confirmed crash and one (1) confirmed injury from one (1) unique vehicle. There are no fires or fatalities related to this condition.

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

A5: **Retailer:** A retailer “stop sale” will be issued in accordance with federal regulation for involved vehicles unsold at retailers.

**Port:** A “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.



Vehicles will be remedied before being released from the hold.

**Q6: What will be done (planned remedy) during the recall service at the retailer?**

A6: Owners can continue driving these vehicles; however, Genesis strongly recommends turning off the ignition and applying the parking brake after parking their vehicles. All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Genesis retailer to inspect the control harness connection and rework the blanking pin of the harness connector or replace the control harness and transmission internal wiring, if necessary. 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, HMNA 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.

**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 <a href="http://www.GenesisDealerUSA.com">www.GenesisDealerUSA.com</a> Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
WarrantyHELPLine	1-877-446-2922 <a href="mailto:warranty@gma.com">warranty@gma.com</a>	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 <a href="mailto:pa@gma.com">pa@gma.com</a>	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	<a href="mailto:Support@xtime.com">Support@xtime.com</a> / 1-866-984-6355 <a href="mailto:support@autoloop.com">support@autoloop.com</a> / 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	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	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	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Resources > Documents Library > Parts > Campaign Parts Management	
Courtesy Vehicle (CVP) Program	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Service tab > CVP Fleet Management	
Technical Service Bulletin (TSB)	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > 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	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	



## Appendix

Document History	Date
• Technical Service Bulletin (TSB) 24-01-022G – Remedy Available (Inspection ONLY)	03/15/2024