



Safety Recall 022G: Low Pressure Fuel Pump Assembly – Retailer Best Practice

April 23, 2024

Document Topic	Date
<ul style="list-style-type: none">Remedy Not Available	04/23/2024



IMPORTANT: As required by federal law, retailers must not deliver new vehicles for sale or for lease to customers 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 customer 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 low-pressure fuel pump assemblies in the subject vehicles may contain impellers that can deform under certain environmental conditions, such as high ambient temperature. Deformation of the impeller could cause the impeller to interfere with the fuel pump housing, resulting in a mechanical resistance that could lead to a shutdown of the fuel pump.

A shutdown of the fuel pump could restrict fuel flow to the engine, resulting in a sudden reduction or loss of motive power, increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2022-23MY GV70 (JK1) produced from 12/28/2021 – 09/03/2022
- 2022-23MY GV80 (JX1) produced from 11/04/2021 – 09/13/2022
- 2022-23MY G80 (RG3) produced from 01/03/2022 – 09/17/2022
- 2022-23MY G90 (HI/RS4) produced 06/02/2021 – 09/14/2022

Remedy Information

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

Recommended Alternative Transportation:

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests at the guest’s request and if the guest does not feel safe operating his/her vehicle until the remedy is available and completed.

- 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.

Guest Talk Tracks:

1. “If you experience any concern(s) related to the low-pressure fuel pump assembly not operating properly such as incurring rough idling, hesitation of the engine, or check engine light (CEL) on, do not attempt to drive the vehicle and reach out to your nearest Genesis retailer for assistance.”
2. During guest’s visit/phone call in to GMA: “During your visit/call 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 the low pressure fuel pump assembly’s impellers may interfere with the fuel pump housing, causing the fuel pump to shut down. A shutdown of the fuel pump may cause the vehicle to lose power, increasing the risk of a crash. 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.”

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 low-pressure fuel pump assemblies in the subject vehicles may contain impellers that can deform under certain environmental conditions, such as high ambient temperature. Deformation of the impeller could cause the impeller to interfere with the fuel pump housing, resulting in a mechanical resistance that could lead to a shutdown of the fuel pump.

Q2: What are the affected vehicles?

A2: Affected vehicle model years/ models include the following:

- Certain 2022-23MY GV70 (JK1) produced from 12/28/2021 – 09/03/2022
- Certain 2022-23MY GV80 (JX1) produced from 11/04/2021 – 09/13/2022
- Certain 2022-23MY G80 (RG3) produced from 01/03/2022 – 09/17/2022
- Certain 2022-23MY G90 (HI/RS4) produced from 06/02/2021 – 09/14/2022

Q3: What is the safety concern?

A3: A shutdown of the fuel pump could restrict fuel flow to the engine, resulting in a sudden reduction or loss of motive power, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of filing to NHTSA (04/19/24), Genesis Motor North America has confirmed 463 unique



incidents involving the subject vehicles received from July 27, 2022, through February 13, 2024. There are no crashes, injuries, fatalities, or fires related to the recall condition in the U.S. market.

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

A5: Retailer: Yes, a Retailer “stop sale” will be issued in accordance with federal regulation for involved vehicles unsold at retailers.

Port: No port is required as all affected vehicles are beyond the port.

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 to inspect and replace the low-pressure fuel pump assembly. 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, 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 22, 2024.

Q7: When will owners be notified?

A7: Owners will be notified via First Class Mail in mid-June 2024.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety matter and continued commitment to our 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 / Operation Codes
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	
Campaign Central	Consolidated repository of recall and service campaign retailer best practices. Located on the service tab homepage in	
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	