



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

May 31, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-043G – Remedy Available	05/31/2024

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 use by a guest 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 certain GV70 (JK1), GV80 (JX1), G80 (RG3), and G90 (HI/RS4) models equipped with 2.5T, 3.3T, 3.5T, and 5.0L engines may contain impellers that do not meet current material characteristic specifications, potentially leading to deformation 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
- 2022MY G90 (HI) produced from 06/02/2021 – 12/08/2021
- 2023MY G90 (RS4) produced from 04/21/2022 – 09/14/2022

Remedy Information

The service procedure outlined in **TSB 24-01-043G** (or latest version) requires replacement of the low-pressure fuel pump.

- **Recommended Service Technician Training Level:** Genesis Certified (or higher)

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.

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.
- Always inquire if the retailer will have time for an additional service to be performed if they were originally scheduled for a different service.



- **Please note that the low-pressure fuel pump replacement for this recall is 100%.** Thus, plan ahead of time for receiving the low-pressure fuel pump service kit and guest to ensure an optimum experience.
- The repair takes less than 1 hour so ensure the appropriate expectations for completion are set with the guest in advance.
- 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 help.

Warranty Information:

Per **TSB 24-01-043G** (or latest version), the recall campaign pays the following:

- **Labor: 0.5 M/H – 0.8 M/H** (depending on the model) to replace the low-pressure fuel pump with a new one using the provided low-pressure fuel pump kit.
- **Parts:** Dealer will be reimbursed for the low-pressure fuel pump kit used.
- **Photos:**
 - The time above for both op codes includes taking a photo of the new low-pressure fuel pump installed along 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:

Please see **TSB 24-01-043G** (or latest version) for latest part numbers and information.

- Parts Ordering:
 - **CSP (critical supply part) - Valid Recall 022G VIN required** for ordering the fuel pump service kit:
 - 31133-T1050QQH (G80 3.5T & G90 (RS4))
 - 31133-D2000QQH (G90 – HI)
 - **Campaign Parts Management (CPM) – by claim:**
 - Part Number 31133-AR000QQH (GV70): Dealer can order up to quantity of 6.
 - Part Number 31133-T6000QQH (GV80): Dealer can order up to quantity of 6.
 - Part Number 31133-T1000QQH (G80 2.5T): Dealer can order up to quantity of 2.
 - Dealer may order additional parts above upon submission/approval of campaign claims for Recall 022G.
 - If Dealer does not submit campaign claims accordingly, additional parts will not be able to be ordered.
 - If this restriction is lifted or there is a change in quantity allowed, there will be a field notification via WEBDCS.
- Dealers can order additional parts through the normal WebDCS ordering process.

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 low-pressure fuel pump 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. Would you like to make an appointment for this recall service?”

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 low-pressure fuel pump 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 related to the low-pressure fuel pump assembly not operation properly such as experiencing rough idling, hesitation of the engine, or check engine light (CEL), do not attempt to drive the vehicle 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 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 (Certified or above) to complete this recall campaign?

- Yes
- No** - Please ensure a technician with the recommended training level above completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-043G** (or latest version)?

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



043G (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 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 2022MY G90 (HI) produced from 06/02/2021 – 12/08/2021
- Certain 2023MY G90 (RS4) produced from 04/21/2022 – 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: No, as the involved vehicle are no longer in production or offered for retail sale.

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

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 to 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 / 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	
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	



Appendix

Document History	Date
• Remedy Not Available	04/23/2024