



## **Safety Recall 023G: High-Pressure Fuel Pump Retailer Best Practice**

July 12, 2024

Document Topic	Date
<ul style="list-style-type: none"><li>Remedy Not Available</li></ul>	07/12/2024



**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 fuel control valve (“FCV”) in the high-pressure fuel pump (“HPFP”) assemblies equipped in the subject vehicles could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too “rich” may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash.

### **Applicable Vehicles (Certain)**

- 2019-23MY G70 (IK) produced 05/02/2018 – 10/16/2023 by Hyundai Motor Company (“HMC”)

### **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. 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 involving the high-pressure fuel pump assemblies in certain Genesis vehicles. The fuel control valve ("FCV") in the high-pressure fuel pump assembly could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds, 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."*

## **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 without an available remedy. The recall states that it is a condition involving the high-pressure fuel pump assemblies in certain Genesis vehicles. The fuel control valve ("FCV") in the high-pressure fuel pump assembly could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds, 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."*

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

*"If you experience any concern(s) related to the performance of your vehicle, such as a Malfunction Indicator Lamp (MIL) "ON" or sudden loss of power steering assist during vehicle operation, 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.



**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 fuel control valve ("FCV") in the high-pressure fuel pump assembly of subject vehicles could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash.

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

A2: Affected vehicle model & model years include certain 2019-23MY G70 (1K) produced 05/02/2018 – 10/16/2023 by Hyundai Motor Company ("HMC").

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

A3: An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds, increasing the risk of a crash.

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

A4: As of the date of filing to NHTSA (07/11/24), Genesis has confirmed 2,460 related incident reports received



from May 10, 2019 through June 17, 2024 for affected vehicles in the U.S. Market. There are no crashes, fires, or injuries related to this condition in the U.S. or Canada.

**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 with instruction to bring their vehicles to a Genesis retailer for an engine ECM software revision. In the event of an existing Malfunction Indicator Lamp (MIL) ON vehicle condition, the high-pressure fuel pump will also be replaced. 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 of the subject vehicles will be notified via First Class mail in early September 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 <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
<b>Genesis Customer Care</b>	1-844-340-9741 customercare@genesis motorsusa.com	For Genesis Customer Care, Connected Services and Roadside Assistance
<b>Genesis Recall / Campaign Website</b>	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	Updated information for customers related to recall and service campaigns
<b>Genesis Roadside Assistance</b>	1-844-340-9742	Genesis Roadside Assistance
Key Reference Information		
Name	Source	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign retailer best practices. Located on the service tab homepage in	
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>	