



Safety Recall 023G: Remedy Available - ECU Update and DTC P0088 Inspection/Repair - Retailer Best Practice

September 11, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-076G – Remedy Available	09/11/2024



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 also 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 2019-23MY G70 (IK) vehicles are equipped with high pressure fuel pump (HPFP) assemblies that have fuel control valves (FCV) that 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.

Applicable Vehicles (Certain)

- 2019-23MY G70 (IK) equipped with Theta 2.0T engine produced from 05/02/2018 – 10/16/2023

Remedy Information

Follow the service procedure outlined in **TSB 24-01-076G** (or latest version) to inspect for Diagnostic Trouble Code (DTC) P0088/P008800 (Fuel Rail/System Pressure Too High), update the Engine Control Module (ECM) software, and if necessary, replace the high-pressure fuel pump.

- **GDS Event #1140** – THETA2 2.0T-GDI HIGH-PRESSURE FUEL PUMP ECM IMPROVEMENT FOR LIMP-HOME CONDITION UPDATE (P0088)
- **Recommended Service Technician Training Level:** Genesis Expert (or higher)
- **Recommended Classes Completed:** None

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 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 guest will have time for an additional service to be performed if they were originally scheduled for a different service.
- The remedy service could take approximately 20 minutes, but may be up to a little over an hour, depending if the fuel pump needs to be replaced. Ensure the appropriate expectations for completion are set with the guest in advance.
- **All vehicles will require the software update.**
- **Replace the high-pressure fuel pump only if the vehicle has DTC P0088.**
- Offer SRC 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 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 24-01-076G** (or latest version), the recall campaign pays the following:

- **Labor:**
 - **0.3 M/H** to check for DTC P0088 and perform software update
 - **2.1 M/H** to check for DTC P0088, remove/replace high pressure fuel pump, and perform software update
- **Parts:**
 - Reimbursement of high pressure fuel pump kit (only if pump requires replacement)
- **Photos:** The time above includes taking a picture(s) as noted below.
 - **Scenario 1: If pump does not require replacement:**
 - **One (1) photo:**
 - Photo of the ECU Update Complete screen
 - **Scenario 2: If pump requires replacement:**
 - **Three (3) photos:**
 - Photo of ECU Update Complete screen
 - Photo of the new High Pressure Pump, new pump bolts, and new high pressure pipe with the last 6 digits of the VIN and date of repair on a piece of paper
 - Close up photo of the new high pressure pump serial number and date code with the last 6 digits of the VIN and date of repair on a piece of paper

Special Service Tools (SST) Information:

- Torque Wrench Socket
 - Part Number 09314-3Q100
 - All retailers received part previously as part of retailer's essential tool kit.
 - Additional tools can be ordered through BOSCH at 1-866-539-4248 or Genesis.service-solutions.com; reach out to genesistools@gma.com if further assistance is required.

Parts Information

- Please refer to **TSB 24-01-076G** (or latest version) for the latest parts information.
 - Part Number 35399-2C333QQH (High Pressure Fuel Pump)



- **On VIN restriction – will require a valid Recall 023G VIN to be ordered.**
- Please order the kit and not the individual parts listed in TSB.

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. As a remedy is available, you can bring your vehicle to a Genesis retailer to have the remedy service performed at no cost to you. We can also arrange for alternate transportation should you need and apologize for the inconvenience. Would you like to make an appointment?"

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. If you have the time, we can take care of this recall service for you while your vehicle is here today. 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 of your vehicle, such as a Malfunction Indicator Lamp (MIL) "ON" or lack of motive power at low speeds 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.



Readiness: Are the parts in stock to complete this recall? Please ensure you have the provided USB stick on-hand.

- ☐ Yes
- ☐ **No** – Please ensure that the high pressure fuel pump part is only ordered if the DTC P0088 appears. Please also ensure any related tools or GDS is available to complete the repair/software update.



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 (if applicable) may be needed based on any other additional work during the guest's visit.



Repair: Did you provide the guest with an eMPI & review with him/her?

- ☐ Yes
- ☐ **No** – Service Consultant should review the MPI with the guest.

Does the technician meeting the recommended training requirements (Expert or above) to complete this recall campaign?

- ☐ Yes
- ☐ No - Please ensure a Technician with the recommended training level requirement (and any applicable classes if specified) completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-076G** (or latest version)?

- ☐ Yes
- ☐ **No** – Please ensure appropriate picture(s) are taken for the retailer to be paid. See TSB for sample photo. 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 must sign the final invoice upon delivery of the vehicle back to guest.

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 (IK) 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 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 were sent a letter of a remedy available for their vehicle on September 9, 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 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	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		07/12/2024