



Safety Recall 024G: AVN Software Update for Rearview Camera Deactivation While In Reverse Gear (Recall 024G)

August 28, 2024

Document Topic	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 24-01-072G – Remedy Available	08/28/2024

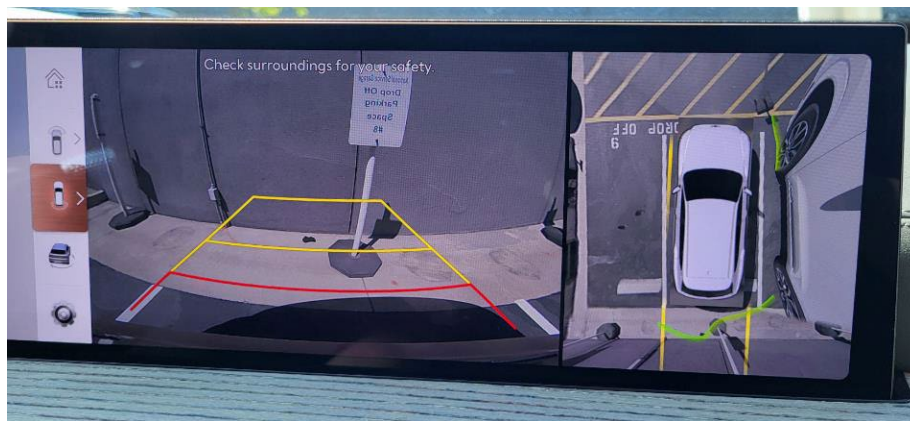


IMPORTANT: As required by federal law, retailers must not deliver new vehicles for sale or for lease to guests until all open recalls have been performed. Retailers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into guest use and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the "Vehicle Information" screen via WebDCS to identify open recalls.

Recall Description

Certain GV60 (JW1 EV) and GV80 (JX1) vehicles equipped with cIC (connected car Integrated Cockpit) AVN system may shut off while in reverse if engaged before the audio/video head unit fully initializes and driven over 10 kph, or approximately 6 mph. As such, the subject vehicles may not comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."



Applicable Vehicles (Certain)

- 2024-2025MY GV60 (JW1) vehicles produced 07/22/2023 - 06/26/2024
- 2025MY GV80 (JX1) vehicles produced 03/11/2024 - 06/11/2024

Remedy Information

The procedure outlined in **TSB 24-01-072G** (or latest version) provides instructions to update the AVN system using the provided USB drives.

- Recommended Service Technician Training Level:** Genesis Certified (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 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 customer 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.
- **Please note that all vehicles must be updated with the latest software version.** Thus, plan time for reception of the parts to ensure an optimum guest experience.
- Ensure the appropriate expectations for completion are set with the guest in advance.
- Offer SRC assistance for guests who may be pressed on time.
- Be honest with customers 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 24-01-072G** (or latest version), the recall campaign pays the following:

- **Labor:**
 - **0.3 M/H** for GV60 to perform the software update
 - **0.5 M/H** for GV80 to perform the software update
- **Parts:**
 - There are no reimbursable parts for this recall.
- **Photos:**
 - The time above includes taking a picture of the screen showing the updated software version 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 as outlined in the Digital Documentation Policy.

Parts Information:

- Parts Supply
 - USB Part Numbers – Retailers were provided USB sticks accordingly for this recall.
 - **P/N NP001RC024GJW1 (GV60)** – Each **Genesis EV certified retailer** has been provided one (1) USB stick for the recall.
 - **P/N NP001RC024GJX (GV80)** - Each **Genesis retailer** has been provided one (1) USB stick for the recall.
 - Please also refer to the GMA Parts Bulletin located on GenesisDealer.com > Resources > Documents Library > Parts & Accessories > Parts Bulletins > 024G
 - If an additional USB stick is needed, please contact the MPA Parts Help Desk at 844-436-6455.



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 rearview camera system in certain Genesis vehicles. The backup camera may shut off while in reverse if engaged before the audio/video head unit fully initializes and driven over approximately 6 miles per hour. A disabled rearview backup camera reduces rearward visibility, increasing the risk of a crash or injury. As a remedy is available, you can bring your vehicle to a Hyundai dealer to have it applied 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 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 rearview camera system in certain Genesis vehicles. The backup camera may shut off while in reverse if engaged before the audio/video head unit fully initializes and driven over approximately 6 miles per hour. A disabled rearview backup camera reduces rearward visibility, increasing the risk of a crash or injury. If time permits, we would like to perform this recall service for you. 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 the backup camera working improperly 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** – If necessary, please order the UBS stick(s) if the provided one cannot be found. A stick has been provided free of charge for GV80 and for GV60 (if retailer is EV certified). 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 (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? 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 requirement (and any applicable classes if specified) completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-072G** (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 should be signing the final invoice upon delivery of the vehicle.

Guest FAQ:

Q1: What is the issue?

A1: The subject vehicles' rearview backup camera may shut off while in reverse if engaged before the audio/video head unit fully initializes and driven over 10 kph, or approximately 6 mph. As such, the subject vehicles may not comply with the requirements set forth in Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

Q2: What are the affected vehicles?

A2: Affected vehicle model & model years include the following:

- Certain 2024-2025MY GV60 (JW1) produced 07/22/2023 – 06/26/2024
- Certain 2025MY GV80 (JX1) produced 03/11/2024 – 06/11/2024

Q3: What is the safety concern?

A3: A disabled rearview backup camera reduces rearward visibility, increasing the risk of a crash or injury.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (08/07/24), Genesis is not aware of any confirmed crashes, injuries, fires, or incidents related to the noncompliance condition in the U.S.

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

A5: Retailer: Yes, a Retailer "stop sale" has been issued in accordance with federal regulation for involved vehicles unsold at retailers.

Port: Yes, A port "hold" has been issued for all involved vehicles located at ports and vehicle processing centers where identified.

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 for an update of the rearview backup camera system software. 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. As a cautionary measure, owners are advised to limit their vehicle speed while in reverse to less than 6 MPH.

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 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 www.GenesisDealerUSA.com Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
WarrantyHELPLine	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 Topic	Date
• Remedy Not Available	08/08/2024