



Safety Recall 025G: Integrated Charging Control Unit - Retailer Notification

November 22, 2024

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 24-01-087G – Remedy Available 	11/22/2024



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

The subject vehicles are equipped with an Integrated Charging Control Unit (“ICCU”) which charges the vehicle’s 12-volt auxiliary battery and powers low-voltage vehicle accessory equipment. The ICCU may be subject to certain electrical load conditions that can cause the internal metal-oxide semiconductor field-effect transistor (“MOSFET”) to fail, potentially resulting in an open ICCU fuse. An open ICCU fuse results in an inability to charge the 12-volt battery. Upon fault detection, and accompanied by a series of driver warnings, the vehicle will enter a design-intended “fail-safe” driving mode that allows immediate full propulsion while gradually reducing motive power over time as the vehicle’s battery is discharged. Vehicle systems such as air bags, braking, and powered steering remain operational.

If the vehicle is driven until the 12-volt battery state-of-charge is fully depleted, the vehicle will lose all motive power, potentially increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2023-25MY GV60 (JW1 EV) produced from 02/04/2022 – 09/27/2024
- 2023-25MY GV70 Electrified (JK1A EV) produced from 01/25/2023 – 11/09/2024
- 2023-24MY G80 Electrified (RG3 EV) produced from 02/23/2022 – 08/22/2024

Remedy Information

Follow the service procedure outlined in **TSB 24-01-087G** (or latest version) for the service procedure to check the ICCU system by GDS for DTC P1A9096. If the DTC P1A9096 is found, the ICCU and ICCU fuse will be replaced and if necessary, an ICCU software update will be performed. If the DTC P1A9096 is not found, the ICCU software update will be performed.

- **To avoid any potential damage to Genesis EVs, this recall can only be performed by EV certified Genesis retailers.**
- **Recommended Service Technician Training Level (for software update ONLY):** Genesis Certified or higher
- **Recommended Service Technician Training Level (for ICCU & ICCU fuse replacement and if necessary, software update):** Genesis Expert who has also completed the Electric Vehicle Training -



Classroom

Recommended Alternative Transportation:

A Service Valet or CVP 4.0 vehicle may 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.

- **A Courtesy Vehicle Program (CVP) 4.0 vehicle is expected to be provided to guests.**
 - Please note that Service Valet is available to the original/subsequent owner for 3 years/36,000 miles ONLY.
 - A CVP 4.0 Vehicle can be offered with opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

Other Notes/Recommendations

- If a guest arrives to the dealership with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- **The remedy service takes approximately 24 minutes if updating the software ONLY. Ensure the appropriate expectations for completion are set with the guest in advance.**
- **In the case that the ICCU and ICCU fuse are replaced when the DTC P1A9096 is discovered, please ensure that the software version of the replacement ICCU is checked to see if the ICCU software needs to be updated.**
- Offer CVP assistance for customers who may be pressed on time.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.
- 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 24-01-087H** (or latest version), the recall campaign pays the following:

- **Labor:** 3 particular operations; refer to flow chart for procedure
 - **Operation 1:** DTC Check (NO P1A9096) and ICCU Software Update
 - **Operation 2:** DTC Check (YES P1A9096), ICCU & Fuse Replacement and Replaced ICCU has Latest Software Version (YES)
 - **Operation 3:** DTC Check (YES P1A9096), ICCU & Fuse Replacement, Replaced ICCU Does NOT have Latest Software Version, and ICCU Software Update
- **Parts:** ICCU and ICCU fuse with markup if needing replacement. Coolant also.
- **Photos:** Refer to **TSB 24-01-087G** for the required picture to be taken. Includes sample photos.

Parts Information

- Please refer to TSB 24-01-087G for the latest parts information.
- **The related parts (ICCU & ICCU fuse) require a valid recall 025G VIN to order the parts.**
- Ensure coolant is on hand in case a replacement ICCU and ICCU fuse are required.

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 Integrated Charging Control Unit (ICCU). The remedy is now available. 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 Integrated Charging Control Unit (ICCU). 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", 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/GDSs available in stock to complete this recall?

- Yes
- No** – Please ensure that the ICCU & ICCU Fuse are only ordered if the DTC P1A19096 appears. Please also ensure the 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 meet the recommended training requirements as noted above to complete this recall campaign?



- Yes
- No** - Please ensure a technician with the recommended training level requirement(s) along with any recommended training classes completes this critical safety recall. Depending on what needs operation needs to be performed, a higher level service technician may be needed.

Were the appropriate picture(s) taken as outlined in **TSB 24-01-087G** (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 retailer’s delivery of the vehicle back to the guest.

Guest FAQ:

Q1: What is the issue?

A1: The subject vehicles are equipped with an Integrated Charging Control Unit (“ICCU”) which charges the vehicle’s 12-volt auxiliary battery and powers low-voltage vehicle accessory equipment. The ICCU may be subject to certain electrical load conditions that can cause the internal metal-oxide semiconductor field-effect transistor (“MOSFET”) to fail, potentially resulting in an open ICCU fuse. An open ICCU fuse results in an inability to charge the 12-volt battery. Upon fault detection, and accompanied by a series of driver warnings, the vehicle will enter a design-intended “fail-safe” driving mode that allows immediate full propulsion while gradually reducing motive power over time as the vehicle’s battery is discharged. Vehicle systems such as air bags, braking, and powered steering remain operational.

Q2: What are the affected vehicles?

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

- Certain 2023-25MY GV60 (JW1 EV) produced from 02/04/2022 – 09/27/2024
- Certain 2023-25MY GV70 Electrified (JK1A EV) produced from 01/25/2023 – 11/09/2024
- Certain 2023-24MY G80 Electrified (RG3 EV) produced from 02/23/2022 – 08/22/2024

Q3: What is the safety concern?

A3: If the vehicle is driven until the 12-volt battery state-of-charge is fully depleted the vehicle will lose all motive power, potentially increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of this filing (11/18/24), Hyundai/Genesis is not aware of any confirmed crashes, injuries, fires, or incidents related to the recall condition in the U.S. or Canada.

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

A5: Dealer: A dealer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Port: A port “hold” has been issued for all involved vehicles located at ports and vehicle processing centers.

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 have the ICCU software updated, and the ICCU assembly and its associated fuse replaced, if necessary. 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 are planned to be notified no later than January 17, 2025.

Q8: A related ICCU recall 021G was completed on vehicle earlier related to the ICCU. Will my vehicle to be updated again for this recall 025G?

A8: Yes, all previous vehicles that completed the ICCU recall 021G will need to come back to the retailer to get the related ICCU software update under recall 025G. Recall 025G supersedes recall 021G.

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
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
<ul style="list-style-type: none">Remedy Not Available	11/19/2024