



GENESIS MOTOR AMERICA, LLC  
P.O. BOX 2704  
HUNTINGTON BEACH, CA 92647

NHTSA Recall Number: 24V-065  
Genesis Motor America Recall Number: 017G

## IMPORTANT SAFETY RECALL

2023 Genesis GV60  
Rear Inner Shaft

### This is an Important Safety Recall.

- Failure to complete this recall repair could result in sudden loss of drive power while driving, increasing the risk of a crash.
- Please contact your nearest Genesis retailer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- Genesis Customer Care can help with any questions or concerns:  
**1-844-340-9741** or [www.genesis.com/recall](http://www.genesis.com/recall)

This notice applies to your Genesis vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Genesis has decided that a defect which relates to motor vehicle safety exists in **certain 2023 model year GV60 vehicles**. Genesis is initiating a safety recall to replace the rear inner shaft in these vehicles in the U.S. Your vehicle, with the VIN shown above, is among the impacted vehicles. Our records indicate that your vehicle is affected by this recall.

### What is the problem?

The rear inner shaft that could fracture due to improper heat treatment during manufacturing. A fractured inner shaft could result in a sudden loss of drive power while driving, increasing the risk of a crash.

### What will Genesis do?

Your Genesis retailer will replace the rear inner shaft. This procedure will be performed **NO CHARGE** to you.

### What should you do?

Please contact your nearest Genesis retailer to schedule the recall repair as soon as possible. The actual time required to perform the repair is less than two hours; however, your vehicle may be needed longer. To schedule an appointment with your preferred Genesis retailer:

1. Visit [www.genesis.com/recall](http://www.genesis.com/recall)
2. Enter your 17-digit VIN from the top of this letter and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.

We recommend scheduling a service appointment to minimize inconvenience. Eligible owners may arrange in advance a Service Courtesy vehicle using Service Valet should you require alternate transportation during the service period.

### Additional information

If you have any questions or require further assistance, you may contact the Genesis Customer Care Center at **1-844-340-9741**. If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

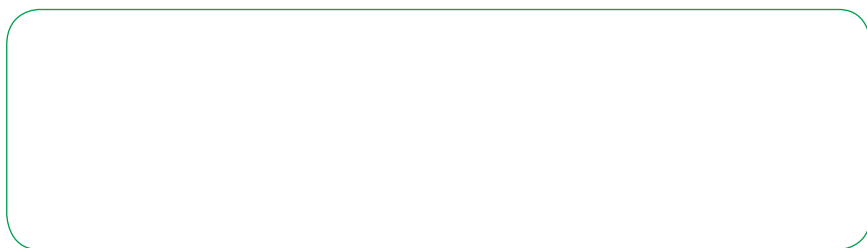
We urge your prompt attention to this important safety matter and sincerely regret any inconvenience this condition may have caused you.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **Reimbursement notification**

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement. To submit for reimbursement:

1. Visit [www.genesis.com/us/en/contact-us](http://www.genesis.com/us/en/contact-us)
2. Scroll down to find Campaign Reimbursement and click "Submit Claim"
3. Follow the onscreen instructions to submit.

You can also call to obtain additional information at **1-844-340-9741**.

### **No longer own this vehicle?**

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.