



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

NHTSA Recall Number: 24V-584
Genesis Motor America Recall Number: 024G
[MM/DD/YYYY]

IMPORTANT SAFETY RECALL

Rearview Backup Camera Software Update

This is an Important Safety Recall.

- **Genesis EV vehicles can only be remedied by Genesis EV certified retailers.**
- Failure to complete this recall repair could reduce rearward visibility, increasing the risk of a crash or injury.
- 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

This notice applies to your [Model Year] Genesis [Model] 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 **certain 2024 – 2025 model year GV60 and 2025 model year GV80 vehicles** fail to conform to Federal Motor Vehicle Safety Standard No. 111, “Rear Visibility.” Genesis is initiating Safety Recall 024G to update the rearview backup camera system software. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The rearview camera may shut off while in reverse. A disabled rearview camera reduces rearward visibility, increasing the risk of a crash or injury.

What will Genesis do?

Your Genesis retailer will update the rearview backup camera system software. This procedure will be performed at **NO CHARGE** to you.

What precautions should you take?

Until the recall repair has been completed, allow the audio/video head unit to fully initialize before engaging the vehicle in reverse and maintain speeds below 10 kph, or approximately 6 mph, while driving in reverse.

What should you do?

Please contact your nearest Genesis retailer for GV80 vehicles or Genesis EV certified retailer for GV60 vehicles to schedule the recall repair as soon as possible. The actual time required to perform the software update is less than 1 hour. To schedule an appointment with your preferred Genesis retailer or Genesis EV certified retailer, please call **1-844-340-9741** or:

1. Visit 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. Service Valet may be arranged in advance for eligible owners whose vehicles are within 3 years or 36,000 miles from the date of original retail delivery or date of first use, whichever comes first. Courtesy Vehicles may be arranged in advance based on eligibility and availability should alternate transportation be required during the service visit.

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, S.E., 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.NHTSA.gov.

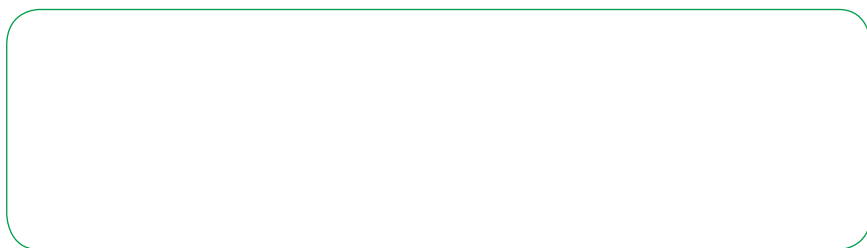
We urge your prompt attention to this important safety matter and sincerely regret any inconvenience this condition may have caused you.

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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
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.