



Technical Service Bulletin

GROUP

RECALL

NUMBER

24-01-072G

DATE

AUGUST 2024

MODEL(S)

GV60 (JW1 EV)
GV80 (JX1)

SUBJECT: AVN SOFTWARE UPDATE FOR REARVIEW CAMERA
DEACTIVATION WHILE IN REVERSE GEAR (RECALL 024G)

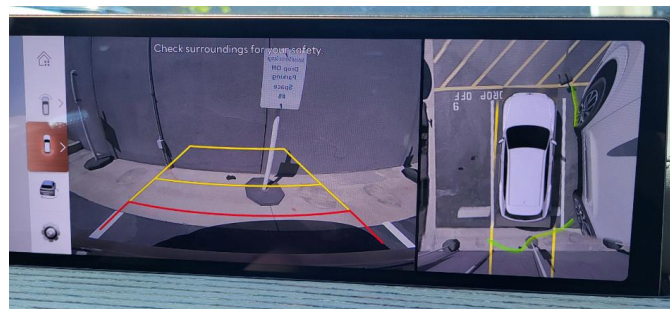
★ IMPORTANT

Vehicle repairs related to safety recalls are critically important and must be performed properly in accordance with TSB procedures. Review this bulletin in its entirety prior to beginning any repair work.

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.

Description: Certain GV60 (JW1 EV) and GV80 (JX1) vehicles equipped with cclC (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." Follow the procedures in this bulletin to update the AVN system using the applicable supplied USB drive(s).



Applicable Vehicles (Certain):

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

NOTICE

To avoid any potential damage to Genesis EVs, Genesis EV repairs can only be performed by EV certified Genesis retailers for GV60 vehicles.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

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(RECALL 024G)**

Parts Information:

Model	Part Name	Part Number	Figure	
			Front of USB	Back of USB
24-25MY GV60 (JW1 EV)	S/W UPDATE USB MEMORY STICK	NP001RC024GJW1		
25MY GV80 (JX1)		NP001RC024GJX		

NOTE 1: Each retailer has been shipped one (1) USB drive for Part number NP001RC024GJX. Only EV certified retailers have been shipped one (1) USB drive for part number NP001RC024GJW1.
NOTE 2: If an additional stick is required, please contact the MPA Parts Help Desk at 844-436-6455.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV60 (JW1 EV)	41D149R0	AVN SOFTWARE UPDATE (JW) (RECALL)	0.3 M/H	96560-CU710	M73	ZZ3
GV80 (JX1)	41D149R1	AVN SOFTWARE UPDATE (JX1) (RECALL)	0.5 M/H	96560-T6ED0		

NOTE 1: Submit claim on Claim Entry Screen as “Campaign” type.
NOTE 2: If a part is found in need of replacement while performing this campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.
NOTE 3: Op times include VIN, Mileage, and photo capture of the AVN updated software version screen as outlined in the Digital Documentation Policy.

Service Procedure:

STUI



This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

i Information

- Ensure that the battery is sufficiently charged and that the ignition is switched to “**ON**” to prevent a battery drain during the update. Connect battery charger during the update for GV80.
- Do not remove the USB drive or turn off the ignition switch during the update. This will prevent the update from completing.
- Verify that the AVN system is using genuine Genesis parts before performing the update.

AVN Software Version Information

Model	New Software Version
GV60 (JW1 EV)	JW.USA.cclC.001.010.240614
GV80 (JX1)	JX1.USA.cclC2.001.001.240530

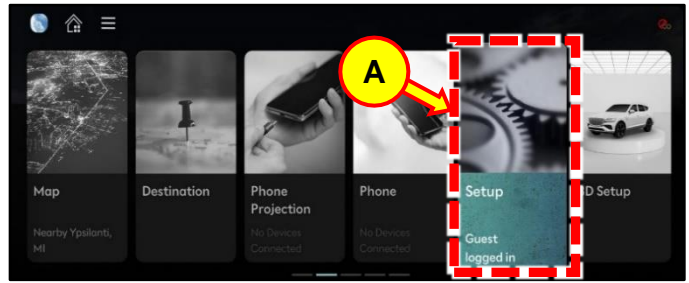
Verification of Software Update Version

1. Turn the ignition switch **ON**.

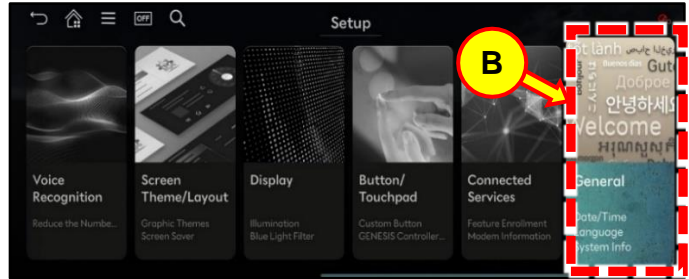


SUBJECT: AVN SOFTWARE UPDATE FOR REARVIEW CAMERA DEACTIVATION WHILE IN REVERSE GEAR (RECALL 024G)

2. Select **Setup** (A) to enter the Setup menu to check SW version.



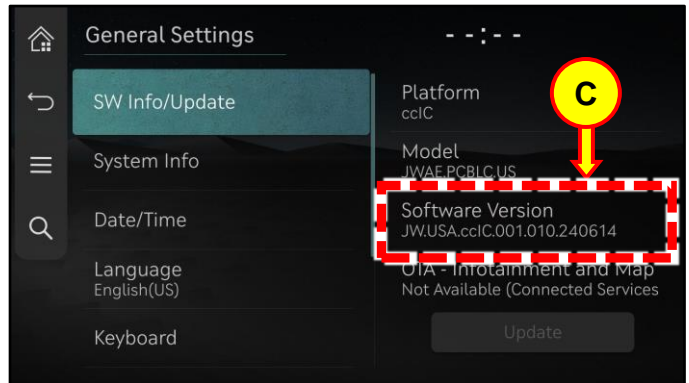
3. Select **General** (B) button.



4. Check the **Software Version** (C or D) in the **SW Info/Update** screen.
Refer to [AVN Software Version Information](#) on page 3 for complete updated versions.

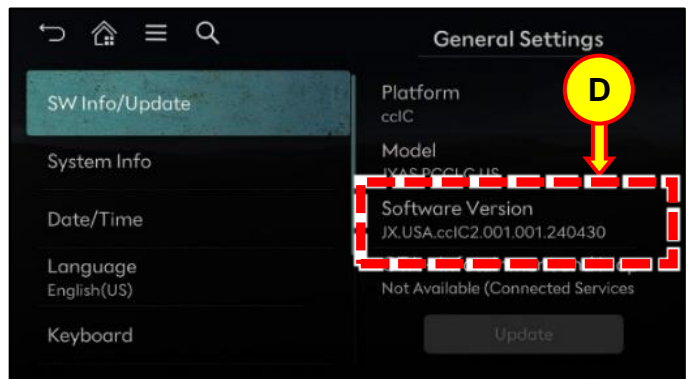
For **GV60**:

- If version ends with “**001.010.240614**” or later: **Do not proceed with the software update.**
Go to step 5 to take a STUI photo. Service procedure is complete.
- If version is before “**001.010.240614**”:
Go to [AVN Software Update with USB Drive](#) on page 7 to update the system with the latest software.



For **GV80**:

- If version ends with “**001.001.240530**” or later: **Do not proceed with the software update.**
Go to step 5 to take a STUI photo. Service procedure is complete.
- If version is before “**001.001.240530**”:
Go to [AVN Software Update with USB Drive](#) on page 7 to update the system with the latest software.



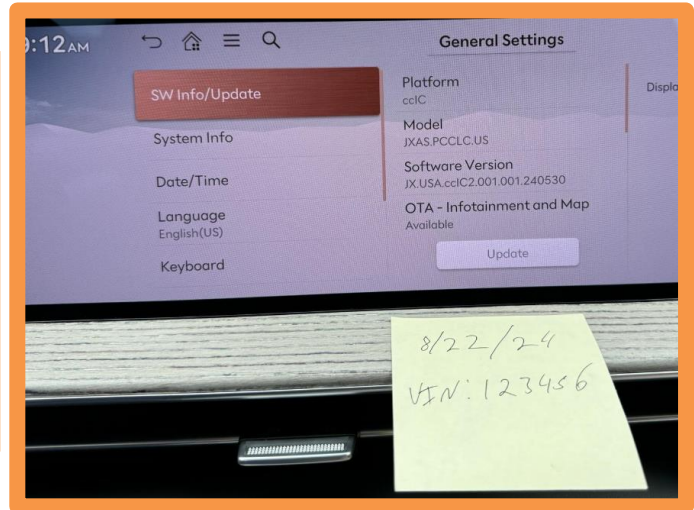
5.

STUI



If the version ends with “240530” for GV80 or “240614” for GV60 or later:

Take a picture of the screen using your tablet showing the latest software version with the last 6 digits of the VIN & date of repair on a piece of paper and upload to STUI.



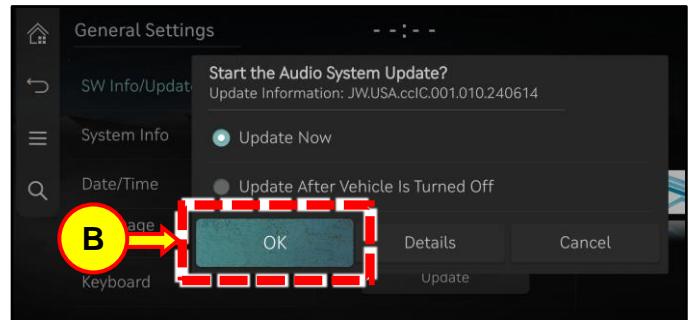
AVN Software Update with USB Drive

1. Insert the USB drive into the USB slot (A).



2. You may start the update using one of the following methods (depending on pop-up screen):

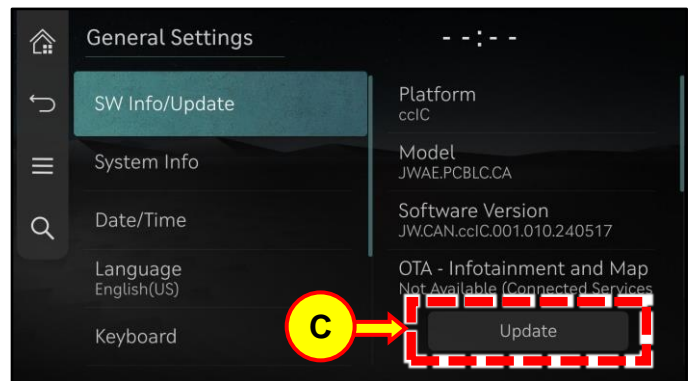
- Select **OK** (B) on the pop-up window to start the update.



- Alternatively, you can also navigate to the Software Info/Update screen (**Setup > General > SW Info/Update > General Settings**). Then select **Update** (C).

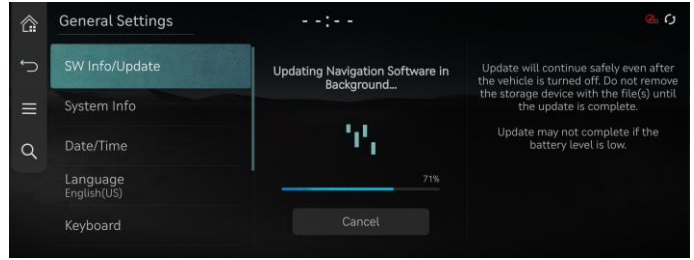
i Information

Do **NOT** remove the USB drive or turn **OFF** the ignition switch during the update. This will prevent the update from completing.



i Information

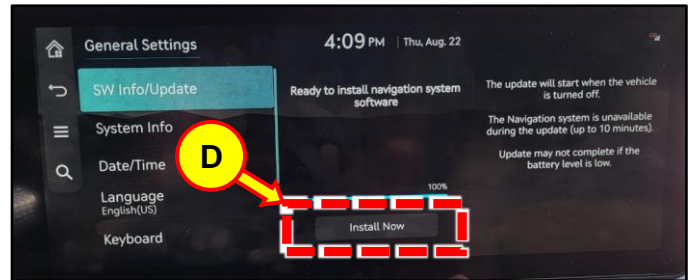
- The update will run in the background. If desired, you may see the progress by navigating to: **Setup > General > SW Info/Update > General Settings**.
- The update may take up to 1 hour.
- There will be multiple occurrences where the Genesis logo will appear, or the display will be black during the update process. This is normal.



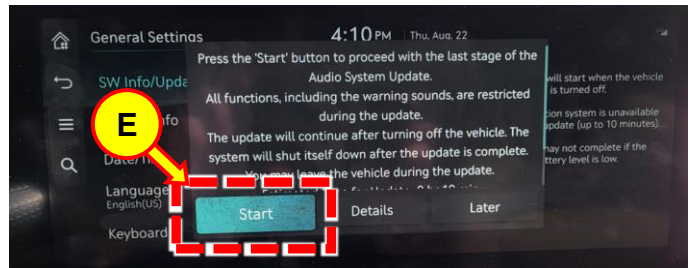
3. When the update (background) is complete, select **Install Now** button (D) and then final update pop-up will appear.

i Information

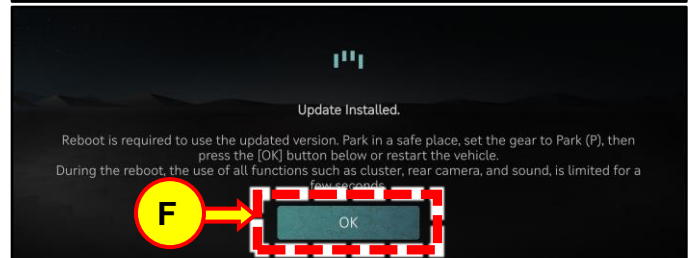
Do not open driver's door after selecting "Install Now" button as the final update pop-up will not appear.



4. Select **Start** (E) button in pop-up to begin installation.

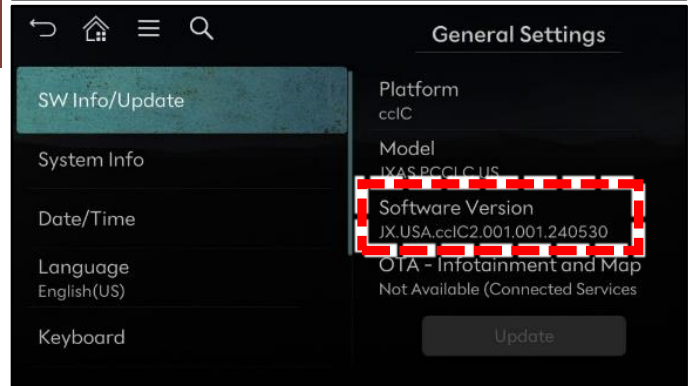
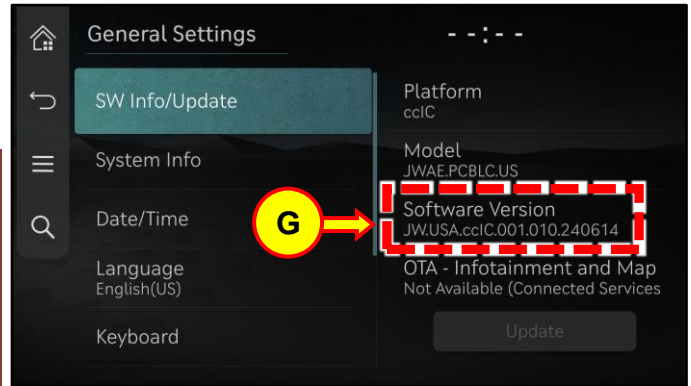


5. The installation will continue until the update is completed. Once the update is completed, select **OK** (F) button and head unit will automatically restart.



6. Verify the updated Software Version (G) by navigating to: **Setup > General > SW Info/Update > General Settings.**

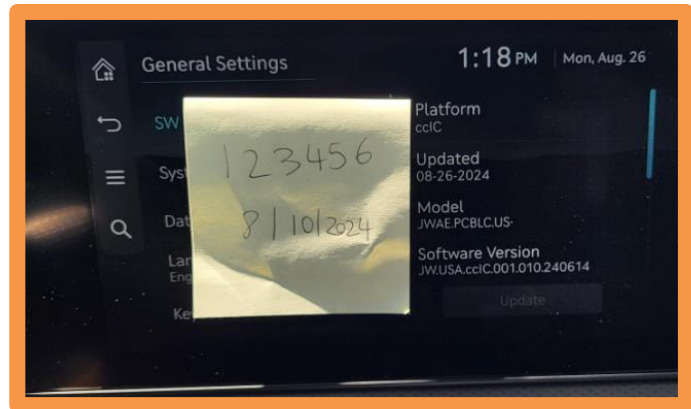
Model	New Software Version
GV60	JW.USA.ccIC.001.010.240614
GV80	JX1.USA.ccIC2.001.001.240530



- 7.

STUI

Take a picture of the screen using your tablet showing the updated software version with the last 6 digits of the VIN & date of repair on a piece of paper and upload to STUI.



8. Verify operation of the rear view camera.

Service procedure is complete.