



# Safety Recall 026G: Remedy Available – Instrument Cluster Software Update - Retailer Notification

April 23, 2025

Document Topic	Date
<ul style="list-style-type: none"> <li><b>Technical Service Bulletin (TSB) 25-01-007G-1</b> – published on Genesis Tech Info under GenesisdealerUSA.com to add applicable ROM ID for GV70 Electrified model (JK1A EV); supersedes TSB 25-01-007G</li> </ul>	04/23/2025



**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

Certain 2023–2024MY G80 (RG3), GV80 (JX1), 2023–2025MY GV70 Electrified (JK1A EV), and 2025MY GV70 (JK1/JK1A) vehicles' instrument panel (“IP”) cluster display(s) may be inoperative or exhibit intermittent performance with partial/flickering image display due to erroneous software logic upon vehicle start up. In their failed state, the vehicles being recalled do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” An inoperative or degraded IP cluster image could mask essential gauges, such as the speedometer, fuel gauge, and certain on-screen notifications associated with motive powertrain, and increase the risk of a crash.

## Applicable Vehicles (Certain)

- 2023-2024MY G80 (RG3) produced from 01/05/2023 - 04/13/2024
- 2023-2024MY GV80 (JX1) produced from 01/06/2023 - 03/06/2024
- 2025MY GV70 (JK1) produced from 03/16/2024 – 01/11/2025 (VIN starts with KMU)
- 2025MY GV70 (JK1A) produced from 06/14/2024 – 02/08/2025 (VIN starts with 5NM)
- 2023-25MY GV70 Electrified (JK1A EV) produced from 02/08/2023 – 01/30/2025

## Remedy Information

Follow the service procedure outlined in **TSB 25-01-007G-1** (or latest version) to update the instrument panel (IP) cluster display software. All impacted vehicles will require the cluster update.

- **Recommended Service Technician Training Level:** Genesis Certified (or higher)
- **GDS Information:**

System	Event Number	Description
CLU	1196	RG3 8 Inch Cluster Logic Improvement
	1197	JX1 8 Inch Cluster Logic Improvement
	1218	JK1, JK1 EV, JK1A, JK1A EV Cluster (8 Inch) Logic Improvement



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

**Other Notes/Recommendations**

- If a guest 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.
- The remedy service should take approximately 20 minutes.
- **All vehicles will require the software update.**
- Offer CVP assistance for guests who may be pressed on time.
- Be honest with guests on wait times.
- If the service is taking longer than expected, update the guest.


**Warranty Information**

Per **TSB 25-01-007G-1** (or latest version), the recall campaign pays the following:

- **Labor:**
  - **0.3 M/H** to perform cluster logic unit (CLU) update
- **Photos:** The time above includes taking a picture(s) as noted below.
  - Photo of the ECU Complete Screen

**Special Service Tools (SST) Information:**

- VCI 3 with 19-pin cable or VCI 2 along with ECI (see table below)
- Contact Information:
  - Snap-on at 1-855-763-6630 or e-mail [genesistools@snapon.com](mailto:genesistools@snapon.com)

Tool Name	Tool Number	Figure	Remarks
VCI 3	G0VPNNN006		VCI 3 comes with the 19-pin cable (P/N G1XDDCA020 included here for reference)
19-Pin Cable	G1XDDCA020		
VCI 2	G1XDDMN002		If using VCI 2, the ECI Kit will be required to complete software updates.
Ethernet Communication Interface (ECI) Kit	G0XDDMN052		

**Parts Information**

- No parts required, only software.



## **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 with an available remedy. The recall states that it is a condition involving instrument panel (“IP”) cluster display(s) where it may be inoperative or exhibit intermittent performance with partial/flickering image display due to erroneous software logic upon vehicle start-up. As a remedy is available, you can bring your vehicle to a Genesis retailer to have the remedy service performed **at no cost to you**. If you do not feel safe operating your vehicle until the remedy has been completed on your vehicle, we can offer alternative means of transportation.”*

### **2. For Guests at a 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 with an available remedy. The recall states that it is a condition involving instrument panel (“IP”) cluster display(s) where it may be inoperative or exhibit intermittent performance with partial/flickering image display due to erroneous software logic upon vehicle start-up. As a remedy is available, you can bring your vehicle to a Genesis retailer to have the remedy service performed **at no cost to you**. If you have the time, we can take care of this recall service for you while your vehicle is here today. If you do not feel safe operating your vehicle until the remedy has been completed on your vehicle, we can offer alternative means of transportation. We apologize for the inconvenience.”*

### **3. Guest concern with performance of vehicle:**

*“If you experience any concern(s) related to instrument panel (“IP”) cluster display(s) of your vehicle, such as inoperative screen or exhibit intermittent performance with partial/flickering image, 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 enough VCIs available at the retailer (VCI II or III can be used) to perform this software update along with the related cables (19-pin or ECI) as noted above?

- Yes
- No** – Please ensure enough are on-hand to support the recall.



**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:** 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(s) completes this critical safety recall.

Were the appropriate picture(s) taken as outlined in **TSB 25-01-007G-1** (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 delivery of the vehicle back to guest.

## **Guest FAQ:**

### **Q1: What is the issue?**

**A1:** Upon vehicle start-up, the instrument panel (“IP”) cluster display(s) in the subject vehicles may be inoperative or exhibit intermittent performance with partial/flickering image display due to erroneous software logic. In their failed state, the vehicles being recalled do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.”

### **Q2: What are the affected vehicles?**

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

- Certain 2023-2024MY G80 (RG3) produced from 01/05/2023 - 04/13/2024
- Certain 2023-2024MY GV80 (JX1) produced from 01/06/2023 - 03/06/2024
- Certain 2025MY GV70 (JK1) produced from 03/16/2024 – 01/11/2025 (VIN starts with KMU)
- Certain 2025MY GV70 (JK1A) produced from 06/14/2024 – 02/08/2025 (VIN starts with 5NM)
- Certain 2023-25MY GV70 Electrified (JK1A EV) produced from 02/08/2023 – 01/30/2025

### **Q3: What is the safety concern?**

**A3:** An inoperative or degraded IP cluster image could mask essential gauges, such as the speedometer, fuel gauge, and certain on-screen notifications associated with motive powertrain, increasing the risk of a crash.

### **Q4: Have there been any accidents or injuries?**

**A4:** As of the date of filing to NHTSA (02/19/25), Genesis has identified 454 unique incidents through reports received on June 24, 2023, through February 3, 2025, alleging the defect condition in the U.S. market. HMA is not aware of any confirmed crashes, injuries or fires related to the noncompliance condition.

### **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: A “hold” has been issued for all involved vehicles located at the ports and vehicles 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 for an update of the IP cluster display 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.

**Q7: When will owners be notified?**

**A7:** All owners of the subject vehicles were sent a letter of a remedy available for their vehicle as of 04/03/25.

**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 <a href="http://www.GenesisDealerUSA.com">www.GenesisDealerUSA.com</a> 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 <a href="mailto:warranty@gma.com">warranty@gma.com</a>	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 <a href="mailto:pa@gma.com">pa@gma.com</a>	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	<a href="mailto:Support@xtime.com">Support@xtime.com</a> / 1-866-984-6355 <a href="mailto:support@autoloop.com">support@autoloop.com</a> / 1-877-850-2010	Assistance with SLT Appointment: • Appointment / Shop Capacity Management / Campaign Integration / OperationCodes
Customer Support	Contact Information	Description
<b>Genesis Customer Care</b>	1-844-340-9741 customercare@genesis motorsusa.com	For Genesis Customer Care, Connected Services and Roadside Assistance
<b>Genesis Recall / Campaign Website</b>	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	Updated information for customers related to recall and service campaigns
<b>Genesis Roadside Assistance</b>	1-844-340-9742	Genesis Roadside Assistance
Key Reference Information		
Name	Source	
Service Valet Appointment Scheduling	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Resources > Documents Library > Parts > Campaign Parts Management	
Courtesy Vehicle (CVP) Program	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Service tab > CVP Fleet Management	
Technical Service Bulletin (TSB)	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > 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	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	