



Safety Recall 027G: AVN Software Update (Remedy) - Retailer Notification

August 07, 2025

Document Topic	Date
<ul style="list-style-type: none"> Remedy Available – TSB 25-01-053G posted on GMA Tech Info under GenesisdealerUSA.com 	08/07/2025



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

Upon vehicle start-up, the instrument panel (IP) cluster display(s) of certain G90 (RS4) and GV60 (JW1 EV) vehicles may be temporarily blank due to erroneous software logic. Under these conditions, the subject vehicles do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and Displays." An inoperative 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.

Applicable Vehicles (Certain)

- 2023-2025MY G90 (RS4) produced from 04/21/2022 – 04/07/2025
- 2023-2025MY GV60 (JW1 EV) produced from 02/04/2022 – 05/14/2025

Remedy Information

Follow the service procedure outlined **TSB 25-01-053G** (or latest version) to update the AVN software.

- **Recommended Technician Training Level/Requirement:** Hyundai Certified (or higher)

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.
 - 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 the opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

Other Notes/Recommendations

- All vehicles will require inspection of the current AVN software and a software update, if necessary.



- If a guest arrives at the retailer with no appointment scheduled, it is recommended the retailer offer alternative transportation to the guest while the vehicle is being serviced.
- If a guest schedules an appointment in advance, ensure the appropriate tools and equipment are on hand to perform any related repairs.
- Be honest with guests regarding wait times. Update the guest if the original estimated wait time is exceeded.

Warranty Information

Per **TSB 25-01-053G** (or latest version), the recall campaign pays the following:

- Labor
 - 0.2 M/H for inspection of the current AVN software version of the vehicle
 - 0.3 M/H for inspection of the current AVN software version & updating the software
- **NOTE:** Claims are subject to review after submission. If it is found that the picture is not compliant with requested ones per TSB 25-01-038H, claim is subject to debit.

Parts Information

Refer to **TSB 25-01-053G** (or latest version) for the latest parts information.

- **Initial shipment (force feed)**
 - **Part Numbers NP001027GRS4234 & NP001027GRS425**
 - All GMA retailers were shipped one (1) of each of the above for the start of the recall.
 - These sticks are intended to update G90 vehicles.
 - **Part Numbers NP001027GJW2324 & NP001027GJW25**
 - ONLY GMA EV certified retailers were shipped one (1) of each of the above for the start of the recall.
 - These sticks are intended to update GV60 vehicles.
- Additional parts of each USB stick may be ordered via the normal WebDCS ordering process. Additional orders are subject to GMA review.

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 temporarily blank due to erroneous software logic. A remedy is now available, and you will be notified via First Class mail advising you to 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 temporarily blank due to erroneous software logic. A remedy is now available, and you will be notified via First Class mail advising you to bring your vehicle to a Genesis retailer and/or we can reach out back to you to come back to our 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. 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 a temporarily blank screen, 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? Did you check for any declined services from previous visits?

- Yes
- No** - Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer. Also, ask the guest if they would like to have any of the previously declined services performed.



Readiness: Are the GDS tools/equipment readily available?

- Yes
- No** – It is highly recommended to have on-hand the necessary tools and equipment ahead of time to save time perform repair efficiently for the optimal guest experience.



Reception: Did the guest provide authorization to perform repairs?

- Yes
- No** - Guest must be consulted and provide approval before proceeding with any services on their vehicle.

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 the guest can plan the rest of their day away from the retailer.

Did you offer the guest Alternative Transportation if requested?

- Yes
- No** – Guest should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, a CVP may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during guest’s visit. Guest may also request CVP regardless.



Repair: Does the Technician meet the recommended training requirement(s) to complete this campaign?

- Yes
- No** – Please ensure a technician with recommended training level requirement(s) completes this repair.

Repair: Were the appropriate pictures taken as outlined in **TSB 25-01-053G** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer to be compensated. See TSB for sample photo(s). 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** – Guests must sign the final invoice upon retailer’s delivery of the vehicle back to the guest.



Guest FAQ:

Q1: What is the issue?

A1: Upon vehicle start-up, the instrument panel (IP) cluster display(s) of certain G90 (RS4) and GV60 (JW1 EV) vehicles may be temporarily blank due to erroneous software logic. Under these conditions, the subject vehicles do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and Displays." An inoperative 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.

Q2: What are the affected vehicles?

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

- Certain 2023-2025MY G90 (RS4) produced from 04/21/2022 – 04/07/2025
- Certain 2023-2025MY GV60 (JW1 EV) produced from 02/04/2022 – 05/14/2025

Q3: What is the safety concern?

A3: An inoperative 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 (07/17/25), HMA has identified 239 unique incidents through reports received on May 30, 2023, through May 20, 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: Yes for both, see below.

- Retailer: 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 to a remedy version(s). Additionally, Genesis is planning to offer "over-the-air" ("OTA") software updates for all eligible vehicles where owners have opted in to receive such updates via their Connected Services system. 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 are planned to be notified via First Class Mail in August 2025.

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
• Remedy Not Available	07/18/2025