

Safety Recall 027G: Instrument Cluster (Remedy Not Available) - Retailer Notification

July 18, 2025

Document Topic	Date
<ul style="list-style-type: none">Remedy Not Available	07/18/2025



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) in the subject 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.”

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

The remedy is currently under development, and additional information will be provided once it has been ready for release by GMA.

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).

Warranty Information

Warranty information will be updated once the remedy has been released.

Parts Information

- Parts information, if applicable, will be provided once a remedy has been released.

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. When the remedy is available, 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. When the remedy is available, 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?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified & completed by the retailer.



Reception: 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.



Return: Did you record the guest's information to reach out to them when the remedy is available for he/she to come back into the retailer to have the remedy applied?

- Yes
- No** – Please ensure you have the guest's latest information available so you may reach out to them when the remedy is available.

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 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."

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 no later than July 18, 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	