



Safety Recall 028G: Windshield Glass Upper Molding (Remedy Available) - Retailer Notification

September 25, 2025

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 25-01-067G posted on GMA Tech Info – Remedy Available 	09/25/2025



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

For certain 2023-2025MY GV60 (JW1 EV) vehicles, the stainless-steel upper molding at the top of the windshield assembly may have been produced with insufficient adhesion, increasing the risk of detachment in certain driving scenarios. Detachment of the molding while driving can create road hazards for other drivers and increase the risk of a crash..

Applicable Vehicles (Certain)

- 2023-2025MY GV60 (JW1 EV) produced from 02/04/2022 – 07/01/2024

Remedy Information

Follow the service procedure outlined **TSB 25-01-067G** (or latest version) to replace the upper windshield molding.

- Recommended Technician Training Level/Requirement:** Genesis 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 replacement of the upper windshield molding.
- 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 25-01-067G** (or latest version), the recall campaign pays the following:

- Labor
 - 0.3 M/H for replacement of the upper windshield molding
- Parts
 - Upper windshield molding
- Sublet
 - \$2.50 will be provided for any clips that may need to be replaced, regardless of replacement or not.
- **NOTE: Claims are subject to review after submission. If it is found that the picture is not compliant with requested one(s) per TSB 25-01-067H, claim is subject to debit.**

Parts Information

Refer to **TSB 25-01-067G** (or latest version) for the latest parts information.

- Initial shipment (force feed) – to vehicles in retailer’s stock
 - **Part Number 86121CU000QQH (Upper Windshield Molding)**
 - All GMA retailers with identified retailer stock as of 09/23/25 were shipped one (1) piece of the above for the recall. These parts arrived to impacted retailers starting, 09/24/25.
- For initial campaign release – a valid Recall 028G will be required to order the part.

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 the windshield glass upper molding. The 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**. We can also schedule the repair for you with your local retailer if you are comfortable doing so. 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.”*

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 the windshield glass upper molding. The remedy is now available and we can get this completed for you today if time permit 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 windshield glass upper molding, such as wind noise, whistling, and/or knocking in the upper windshield area of the vehicle while driving, 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 part(s) readily available if the guest scheduled an appointment in advance?

- Yes
- No** - It is highly recommended to have on-hand parts ahead of time if guest scheduled an appointment in advance to save time & provide an 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 25-01-067G** (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.



Common FAQ:

Q1: What is the issue?

A1: The stainless-steel upper molding at the top of the windshield assembly in the subject vehicles may have been produced at the supplier with insufficient adhesion, increasing the risk of detachment in certain driving scenarios.

Q2: What are the affected vehicles?

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

- Certain 2023-2025MY GV60 (JW1 EV) produced from 02/04/2022 – 07/01/2024

Q3: What is the safety concern?

A3: Detachment of the molding while driving can create road hazards for other drivers and increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of filing to NHTSA (09/18/25), Genesis Motor North America (GMNA) is aware of 112 unique reports of detachment involving affected vehicles in the U.S. market. There are no crashes, injuries, fatalities, or fires related to the recall condition in the U.S. or Canada.

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 replacement of the windshield upper molding. 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 will be notified via First Class Mail of a remedy available no later than November 17, 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
Special Service Tools	Genesisistools@snapon.com 1-855-763-6630	For ordering SST parts
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
WarrantyHELPLine	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 customer@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	09/19/2025