



Safety Recall 030G: Highway Drive Assist (“HDA”) (Remedy Not Available) - Retailer Notification

December 2, 2025

Document Topic	Date
<ul style="list-style-type: none"> Remedy Not Available 	12/02/2025



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

The subject vehicles are equipped with HDA, an advanced driving assistance system that allows semi-autonomous driving on limited-access highways with continuous, direct supervision by the driver. The vehicles may falsely detect another vehicle entering its lane of travel and apply the brakes without warning when HDA is enabled at speeds below approximately 12mph or when HDA is enabled along with the Lane Change Assist (“LCA”) feature, activated by the driver moving the turn signal lever to the desired direction to change lanes. Sudden unintended braking while driving can increase the risk of a crash.

Applicable Vehicles (Certain)

- 2023-26MY G90 (RS4) vehicles with Savile Silver colored exterior produced from 04/21/2022 – 11/01/2025 built by Hyundai Motor Company (“HMC”)

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 the Highway Drive Assist (“HDA”) feature. 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 the Highway Drive Assist (“HDA”) feature. 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 the High Drive Assist (“HDA”) feature and the vehicle displays an object (vehicle) in the instrument panel that is not actually there, 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 him/her when the remedy is available.

Guest FAQ:

Q1: What is the issue?

A1: The subject vehicles are equipped with HDA, an advanced driving assistance system that allows semi-autonomous driving on limited-access highways with continuous, direct supervision by the driver. The vehicles may falsely detect another vehicle entering its lane of travel and apply the brakes without



warning when HDA is enabled at speeds below approximately 12mph or when HDA is enabled along with the Lane Change Assist (“LCA”) feature, activated by the driver moving the turn signal lever to the desired direction to change lanes.

Q2: What are the affected vehicles?

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

- Certain 2023-26MY G90 (RS4) vehicles with Savile Silver colored exterior produced from 04/21/2022 – 11/01/2025 built by Hyundai Motor Company (“HMC”)

Q3: What is the safety concern?

A3: Sudden unintended braking while driving can increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of filing to NHTSA (12/01/25), there are no crashes, injuries, fatalities, or fires related to the recall condition 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 via first class mail with instructions to bring their vehicles to a Genesis retailer, where technicians will replace the front bumper beam. This remedy will be offered at no cost to owners for all affected customers. Genesis will provide reimbursement to owners for prior repairs in accordance with the 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 no later than January 30, 2026.

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
Genesis Special Service Tools (SSTs) Support Special Service Tools Ordering	GenesisTools@gma.com 1-855-763-6630 GenesisTools@snapon.com	Questions or feedback on SSTs Ordering tools/equipment
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 care@genesismotorsusa.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