



GENESIS MOTOR AMERICA, LLC  
P.O. BOX 2704  
HUNTINGTON BEACH, CA 92647

NHTSA Recall Number: 25V-105  
Genesis Motor America Recall Number: 026G  
(MM/DD/YYYY)

## IMPORTANT SAFETY RECALL

### Instrument Panel Display

#### This is an Important Safety Recall.

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Failure to complete this recall could result in an instrument panel display that fails to show critical safety information, increasing the risk of a crash.
- Please contact your nearest Genesis retailer to schedule the repair as soon as possible to avoid any inconvenience. To locate your nearest Genesis retailer and schedule your appointment, please call or visit:

**1-844-340-9741** or [www.genesis.com/recall](http://www.genesis.com/recall)

This notice applies to your [Model Year] Genesis [Model] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Genesis has decided that **certain 2025 model year GV70, 2023 – 2025 model year GV70 Electrified, 2023 – 2024 model year GV80, and 2023 – 2024 model year G80 vehicles** fail to conform with Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” Genesis is initiating Safety Recall 026G to update the instrument panel display software. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

#### What is the problem?

Upon vehicle start-up, the instrument panel display(s) may be inoperative or unclear due to a software error. An instrument panel display that fails to show critical safety information, such as the speedometer, fuel gauge, and on-screen notifications associated with motive powertrain, increases the risk of a crash.

#### What will Genesis do?

Your Genesis retailer will update the instrument panel display software. This procedure will be performed at **NO CHARGE** to you.

#### What should you do?

**Please contact your nearest Genesis retailer to schedule the recall repair as soon as possible.**

The actual time required to perform the software update on your vehicle will take less than 30 minutes, however, your vehicle may be needed longer. To schedule an appointment with your preferred Genesis retailer, please call **1-844-340-9741** or visit:

1. Visit [www.genesis.com/recall](http://www.genesis.com/recall)
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click the “Schedule Appointment,” enter your zip code in the Dealership Locator tool, click “Find a Dealer” button and follow the onscreen prompts to schedule your service appointment.

We recommend scheduling a service appointment to minimize inconvenience. Service Valet may be arranged in advance for eligible owners whose vehicles are within 3 years or 36,000 miles from the date of original retail delivery or date of first use, whichever comes first. Courtesy Vehicles may be arranged in advance based on eligibility and availability should alternate transportation be required during the service visit.

#### Additional information

If you have any questions or require further assistance, you may contact the Genesis Customer Care Center at **1-844-340-9741**.

If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to NHTSA.gov.

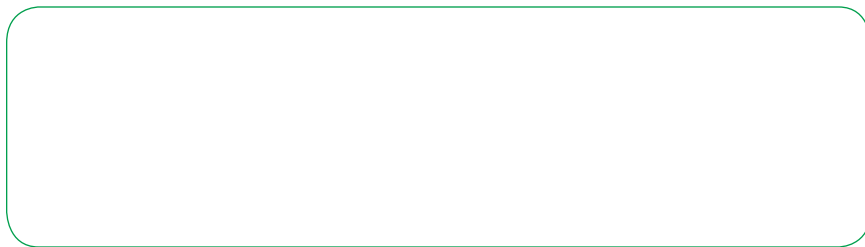
We urge your prompt attention to this important safety matter and sincerely regret any inconvenience this condition may have caused you.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### Reimbursement notification

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement. To submit for reimbursement:

1. Visit [www.genesis.com/us/en/contact-us](http://www.genesis.com/us/en/contact-us)
2. Scroll down to find Campaign Reimbursement and click "Submit Claim"
3. Follow the onscreen instructions to submit.

You can also call to obtain additional information at **1-844-340-9741**.

### No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.