

Genesis Recall Campaign 026G

Attachment A: Technical Analysis Leading Up to Decision

- On December 16, 2024, NASO received a Speak Up for Safety (“SUFS”) report regarding an investigation concerning a display condition involving the 8-inch instrument cluster on certain Genesis GV70 and GV70 “Electrified” vehicles in other foreign markets. NASO began gathering U.S. market field information for further analysis.

After confirming market data and equipment applicability, on February 6, 2025, NASO expanded the investigation to include additional vehicles for an alleged condition where the 8-Inch Instrument Cluster Display appeared blank upon vehicle startup. According to HMC, the cause of the condition was linked to the screen initialization protocol for memory loading and error storage leading to a delayed or inoperative screen (including telltales and speedometer). Through subsequent investigation and discussion with HMC, the software error was identified to be present at final manufacture and could trigger the condition at random, including prior to sale.

Based on review of condition, root cause and occurrence timing, NASO convened its North American Safety Decision Authority on February 13, 2025, and determined that the subject condition would result in a failure of the requirements and test condition(s) specified in FMVSS No. 101, “Controls and Displays.” requiring a noncompliance recall of all affected Genesis vehicles in the U.S.

- **As of the date of this filing, HMA has identified 454 unique incidents through reports received on June 24, 2023, through February 3, 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.**