



## Genesis Recall 031G (NHTSA Recall # 26V-019)

### MyGenesis App Messaging for Over-The-Air Update

- Push Notification via MyGenesis with Connected Services App After Completion of the OTA Update (See the document, “Infotainment Messaging for OTA ” for reference):  
Scheduled OTA Software Update to your [MY] [Model] on [Date] at [Time] is complete.
- The infotainment QR code links to a general information site containing the following information:

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Genesis is initiating Safety Recall 031G to update the Audio/Video/Navigation (“AVN”) software. Genesis has decided that **certain 2025-2026 model year GV80, 2025-2026 model year G80, 2026 model year Electrified G80, 2026 model year GV60, 2026 model year GV70, and 2026 model year Electrified GV70 vehicles** fail to conform with Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.” Our records indicate that your vehicle is affected by this recall.

#### What is the problem?

The instrument panel (“IP”) cluster and AVN display may intermittently reboot during vehicle operation, resulting in a blank display screen due to a software logic issue involving HD radio memory storage. An inoperative IP cluster image could mask essential gauges, such as the speedometer, fuel gauge, and certain on-screen notifications, increasing the risk of a crash.


#### What will Genesis do?

Genesis has deployed the OTA software update for this recall on affected vehicles. **Step 1:** Your vehicle will download the OTA software automatically in the background. There is no notification or icon shown to inform the download status, but the download progress may be checked in the Software Information Screen. **Step 2:** Once the download to the vehicle is complete, an ‘Update Start’ popup will be displayed when you turn off the vehicle after driving for more than 30 minutes. Once started, the average time for the update is 15 minutes.

**Note:** *The vehicle cannot be operated while the OTA Software Update is in progress. Ensure to perform the OTA Software Update only when the vehicle can remain parked in a safe location and when you have enough time for the update to complete.*

#### What should you do?



**Genesis advises all affected owners to disable the HD radio feature while driving until the remedy is completed, by toggling off the “HD Radio” icon** 

Please update your vehicle software using the OTA Software Update. Once the OTA software update has been completed, no further action is necessary.

**If the OTA option is not preferred or if the software fails to install properly**, please contact your nearest Genesis retailer to schedule this software update as soon as possible. This procedure will be performed at **NO CHARGE** to you.

The actual time required to perform the recall remedy 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 “Schedule Appointment”, enter your zip code in the Retailer Locator tool, click “Find a Retailer” 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.

#### **\*Over-The-Air (OTA) Software Updates**

OTA technology uses wireless communication to deliver the latest software to your vehicle’s systems. OTA updates are available only on Connected Services-enabled vehicles that are opted in to receive them.

*Note: Vehicle must be enrolled with an active Genesis Connected Services account to receive OTA software updates.*

#### **Additional Information:**

**If you have any questions or require further assistance, you may contact the Genesis**



**Customer Care Center at 844-340-9741.**

Your safety is our top priority. We urge you to take prompt action to address this safety recall for your vehicle by scheduling the necessary service as soon as possible. We sincerely apologize for any inconvenience this may cause and appreciate your attention to this matter.

Genesis Motor America, LLC