



Safety Recall 031G: CCI27 Software Update - Retailer Notification

March 18, 2026

| Document Topic | Date |
|---|------------|
| <ul style="list-style-type: none"> • TSB 26-01-008G posted on GMA Tech Info <ul style="list-style-type: none"> ○ Revision includes the following: <ul style="list-style-type: none"> ▪ Updated parts information with individual USB part numbers ▪ OTA availability ▪ Additional notice on battery state of charge ▪ Revise service instructions on steps 1 & 8 of service procedure | 03/18/2026 |

STOP! DO NOT SELL NEW VEHICLES IN RETAILER INVENTORY
UNTIL ALL OPEN RECALLS ARE PERFORMED.

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

Certain G80 (RG3), G80 Electrified (RG3 EV), GV60 (JW1 EV), GV70 (JK1/JK1A), GV70 Electrified (JK1A EV), and GV80 (JX1) vehicles may exhibit temporarily blank instrument panel (“IP”) cluster and Audio/Video/Navigation (“AVN”) display due to a software logic issue involving HD radio memory causing the screen to intermittently reboot. 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. This bulletin provides instructions to perform a software update for the AVN and IP module.

Applicable Vehicles (Certain)

- 2026MY GV60 (JW1) produced from 07/09/2025 - 08/25/2025
- 2025-26MY GV70 (JK1) produced from 02/18/2025 - 11/29/2025 (VIN starts with KMU)
- 2025-26MY GV70 (JK1A) produced from 01/30/2025 - 12/10/2025 (VIN starts with 5NM)
- 2026MY GV70 Electrified (JK1A EV) produced from 04/08/2025 - 06/09/2025
- 2025-26MY GV80 (JX1) produced from 03/05/2024 - 11/27/2025
- 2025-26MY G80 (RG3) produced from 06/03/2024 - 11/24/2025
- 2026MY G80 Electrified (RG3 EV) produced from 01/21/2025 - 1/24/2025

Remedy Information

Follow the service procedure outlined in **TSB 26-01-008G-1** (or latest version) to update the AVN software.

- **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 and/or wait time. Any additional repair work time should also be considered.



A Courtesy Vehicle Program (CVP) 4.0 vehicle or Service Valet is expected to be provided to guests.

- 1) Service Valet is available to original/subsequent owner for 3 years/36,000 miles ONLY.
- 2) 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

- If a guest arrives at a retailer with no appointment scheduled, it is recommended that the retailer offers alternative transportation to guests while their 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 guests regularly if expected wait times are exceeded.

Warranty Information

Refer to **TSB 26-01-008G-1** (or latest version) for the latest warranty information.

- 0.2 AVN – Software Verification (no update required)
- 0.3 AVN Software Verification & update

Parts Information

Refer to **TSB 26-01-008G-1** (or latest version) for the latest parts information.

- **Previous Initial Shipment (Force-feed) in January 2026**
 - Part Description: **RECALL 031G (8) USB STICKS**
 - Part Number: **RC031GUSBKT**

All GMA retailers were shipped 1 kit of the above prior to the launch of this recall. The kit contains 8 USB sticks for the various model applications.

Individual USB sticks will be on manual allocation and may be ordered via the MPA Parts Helpdesk as needed. Additional orders are subject to GMA review.

For any questions regarding this bulletin, please contact the Parts Help Desk at (800) 545-4515 or through the Mobis Parts Portal.

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 the instrument panel (“IP”) cluster and Audio/Video/Navigation (“AVN”) display in the subject vehicles may intermittently reboot during vehicle operation, potentially resulting in a blank display screen due to a software logic issue involving HD radio memory storage. A 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**. 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 the instrument panel (“IP”) cluster and Audio/Video/Navigation (“AVN”) display in the subject vehicles may intermittently reboot during vehicle operation, potentially resulting in a blank display screen due to a software logic issue involving HD radio memory storage. A remedy is now available, and we can perform the remedy service procedure **at no cost to you**.”*

3. Guests concerned with the performance of their vehicle:

“If you experience any concerns related to the instrument panel cluster display or AVN display on your vehicle,



such as an intermittent reboot, 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 parts/tools/equipment readily available?

- Yes
- No** – It is highly recommended to have the necessary parts/tools/equipment on-hand ahead of any appointments or potential walk-in scenarios.



Reception: Did the guest provide authorization to perform repairs?

- Yes
- No** - Guests must be consulted and provide their approval before proceeding with any services on vehicles.

Does the Guest understand the expected repair time and cadence of status updates?

- Yes
- No** – Guests should be given an estimated time of when their vehicle will be completed along with status updates if the repair is taking longer than expected.

Did you offer the guest Alternative Transportation if requested?

- Yes
- No** – Guests 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 the visit. Guests may also request CVP regardless.



Repair: Does the Technician meet the recommended training requirements to complete this recall?

- Yes
- No** – Please ensure the Technician is Genesis Certified or higher.



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 the Retailer’s return of the vehicle.



Guest FAQ:

Q1: What is the issue?

A1: The instrument panel (“IP”) cluster and Audio/Video/Navigation (“AVN”) display in the subject vehicles may intermittently reboot during vehicle operation, potentially resulting in a blank display screen due to a software logic issue involving HD radio memory storage. Under these conditions, the subject vehicles do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard No. 101, “Controls and Displays.”

Q2: What are the affected vehicles?

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

- 2026MY GV60 (JW1) produced from 07/09/2025 - 08/25/2025
- 2025-26MY GV70 (JK1) produced from 02/18/2025 - 11/29/2025 (VIN starts with KMU)
- 2025-26MY GV70 (JK1A) produced from 01/30/2025 - 12/10/2025 (VIN starts with 5NM)
- 2026MY GV70 Electrified (JK1A EV) produced from 04/08/2025 - 06/09/2025
- 2025-26MY GV80 (JX1) produced from 03/05/2024 - 11/27/2025
- 2025-26MY G80 (RG3) produced from 06/03/2024 - 11/24/2025
- 2026MY G80 Electrified (RG3 EV) produced from 01/21/2025 - 1/24/2025

Q3: What is the safety concern?

A3: 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.

Q4: Have there been any incidents reported?

A4: There are no confirmed crashes, fires, or injuries due to this 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 regulations 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 update the AVN software. This remedy will be offered at no cost to owners for all affected vehicles. Genesis will provide reimbursement to owners for prior repairs in accordance with the plan submitted to NHTSA on January 14, 2026..

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 January 15, 2026.

Q7: When will owners be notified?

A7: All owners of the subject vehicles were notified via First Class Mail in February 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 |
| Techline | 1-800-325-6604 | Vehicle Technical Support for Genesis |
| Warranty HELPLine | 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 customercare@genesismotorsusa.com | For Genesis Customer Care, Connected Services, 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

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| <ul style="list-style-type: none">• TSB 26-01-008G posted on GMA Tech Info<ul style="list-style-type: none">○ Revision includes the following:<ul style="list-style-type: none">▪ Updated parts information with individual USB part numbers▪ OTA availability▪ Additional notice on battery state of charge▪ Revise service instructions on steps 1 & 8 of service procedure | 03/18/2026 |
| <ul style="list-style-type: none">• Remedy Available – TSB 26-01-008G posted on GMA Tech Info in GenesisdealerUSA.com | 01/16/2026 |