

- [📄 26-01-008G - CCIC27 Software Update \(posted 1.16.26\).pdf](#)
- [📄 Genesis Dealer Field Communication 031G USB Stick Allocation 01.15.2026.pdf](#)
- [📄 Recall 031G - CCIC27 Software Update- Retailer Notification \(Remedy Available\) 1.16.26.pdf](#)

Genesis Motor America (HMA) has launched Recall 031G (CCIC27 Software Update) with Remedy Available!

As required by federal law, retailers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Retailers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

A. Affected Vehicles (Certain):

- 2025-2026 G80 (RG3) vehicles produced from 06/03/2024 – 11/24/2025
- 2026 G80 Electrified (RG3 EV) vehicles produced from 01/21/2025 – 01/24/2025
- 2026 GV60 (JW1) vehicles produced from 07/09/2025 – 08/25/2025
- 2026 GV70 (JK1) vehicles produced from 02/18/2025 – 11/29/2025
- 2026 GV70 (JK1A) vehicles produced from 01/30/2025 – 12/10/2025
- 2026 GV70 Electrified (JK1A EV) vehicles produced from 04/08/2025 – 06/09/2025
- 2025-2026 GV80 (JX1) vehicles produced from 03/05/2025 – 11/27/2025

VIN Identification: Use the 'Vehicle Information' screen in WebDCS under the 'Campaign Not Performed' section to determine recall applicability.

B. Recall Description:

Certain G80 (RG3), G80 Electrified (RG3 EV), GV60 (JW1 EV), GV70 (JK1), 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. **Technical Service Bulletin (TSB) 26-01-008G** instructions to perform a software update for the AVN and IP module.

C. New Stock Vehicles at Retailers (see attached excel):

11,054 – Divided by region as noted below – 11,054 at retailers.
See attached file for referenced VIN(s) in 'Retailer Stock' tab.

Region	G80	G80 EV	GV60	GV70	GV70 EV	GV80	GV80 Coupe
CE	141	0	0	910	2	733	133
EA	226		3	744	0	791	127
MA	125		0	401	1	521	111
MS	43		5	343	7	295	71
SC	96		0	651	0	494	132
SO	319		0	887	11	1045	332
WE	156		28	357	13	629	171
Total	1106		36	4293	34	4508	1077

D. Parts Information

1. Recall 031G Parts Bulletin

a. Available on GenesisdealerUSA.com > Parts > Documents Library > Reference Materials > Parts Bulletins

2. Initial Shipment

a. **USB Kit (RC031-GUSBK-T):** Retailers were shipped 1 USB Kit containing 8 USB Sticks for the various model applications.

Please see counts and quantities to be shipped to reach dealer in the attached [excel under the 'Initial Ship \(Retailer Stock\)' tab](#). Dealer Order # **031G114**.

These USB sticks were estimated to arrive at retailers starting 01/15/26.

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

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E. Campaign Documents:

TSB 26-01-008G

Available on GenesisdealerUSA.com > Service > GMA Tech Info > Campaign

Retailer Notification

Available on GenesisdealerUSA.com > Service > GMA Tech Info > Service News

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F. Action Required:

1. Confirm VIN eligibility via WebDCS. Review if any vehicles are currently at retailer's location in retailer stock. **Do not sell any vehicles identified with an open recall until remedy has been applied.**
2. **Follow TSB 26-01-008G** to perform a software update for the AVN and IP module.
3. **Submit campaign claim** once the service procedure is completed.

Warranty Campaign Team
Genesis Motor America