



Retailer Notification

Safety Recall 034G: Ignition Coil Ground Bolt (Remedy Not Available)

July 30, 2026

Document Topic	Date
• Remedy Not Available	07/30/2026



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

The ignition coil ground bolt might not have been sufficiently tightened during vehicle assembly. An unsecured ground bolt could cause an engine misfire with illumination of multiple warning lights, or in limited instances, an engine stall. A vehicle stall while driving may increase the risk of a crash.

Applicable Vehicles (Certain)

- 2027MY G80 (RG3) equipped with 2.5T engines produced 06/02/2026 – 06/05/2026
 - Built by Hyundai Motor Company (“HMC”) – VIN prefix “KMT”

Remedy Information

The remedy is currently under development, and additional information will be provided once it has been ready for release by GMA.

Recommended Alternative Transportation:

A Service Valet or CVP 4.0 vehicle may be required based on the repair procedure duration/wait and any other additional work on the vehicle that may need to be addressed during the guest’s visit.

- ❖ A Courtesy Vehicle Program (CVP) 4.0 vehicle or Service Valet is expected to be provided to guests.
 - a. Please note that Service Valet is available to the original/subsequent owner for 3 years/36,000 miles ONLY.
A CVP 4.0 Vehicle can be offered with the opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

Parts Information

Parts information, if applicable, will be provided once a remedy has been released.

Warranty Information



Warranty information will be updated once the remedy has been released.

Guest Talk Tracks:

1. For Guests on the phone:

*"I reviewed your vehicle for any open campaigns or recalls and found that there is an open recall for which a remedy is not yet available. This recall involves the ignition coil ground bolt which might not have been sufficiently tightened during vehicle assembly. An unsecured ground bolt could cause an engine misfire with illumination of multiple warning lights, or in limited instance, an engine stall. A vehicle stall while driving may increase the risk of a crash. Once a remedy becomes available, you will be notified via First Class mail and instructed to bring your vehicle to a Genesis retailer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

2. For Guests at a retailer in the service lane:

*"During your visit today, I reviewed your vehicle for any open campaigns or recalls and found there is an open recall for which a remedy is not yet available. This recall involves the ignition coil ground bolt which might not have been sufficiently tightened during vehicle assembly. An unsecured ground bolt could cause an engine misfire with illumination of multiple warning lights, or in limited instance, an engine stall. Once a remedy becomes available, you will be notified via First Class mail and instructed to bring your vehicle to a Genesis retailer to have the repair completed **at no cost to you**. If you do not feel comfortable operating your vehicle while the remedy is being developed, we can offer alternative transportation options."*

3. Guest concern with performance of vehicle:

"If you experience any concern(s) related to the performance of your vehicle or the Malfunction Indicator Lamp (MIL) appears, reach out to your nearest Genesis retailer for assistance. If you do not feel comfortable operating your vehicle until the remedy is completed, we can offer alternative transportation."

Best Practice Checklist:

- **Reservation:** Has WebDCS been referenced for additional open campaigns or recalls?
 - ☐ Yes
 - ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified & completed by the retailer.
- **Reception:** Offer alternative transportation to guests.
 - ☐ Yes
 - ☐ **No** – If guests do not feel comfortable operating their vehicle prior to the availability of the official remedy, alternative transportation should be offered. In addition, Courtesy vehicle or Service Valet (if applicable) may be needed based on any other additional work during the guest's visit.
- **Return:** Ensure the customer's contact information is up-to-date for follow up conversations regarding remedy status.
 - ☐ Yes
 - ☐ **No** – Please ensure you have the guest's latest information available so you may reach out to him/her when the remedy is available.

Anticipated FAQs:

Q1: What is the issue?

A1: The ignition coil ground bolt used in the subject vehicles might not have been sufficiently tightened during vehicle assembly. An unsecured ground bolt could cause an engine misfire with illumination of multiple warning



lights, or in limited instances, an engine stall.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2027MY G80 (RG3) equipped with 2.5T engines produced 06/02/2026 – 06/05/2026

Q3: What is the safety concern?

A3: A vehicle stall while driving may increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the decision to conduct this recall (07/29/26), there are no confirmed incidents, crashes, fires, or injuries alleging this condition involving the subject vehicles in the U.S. market.

Q5: Will a Retailer Stop Sale or Port Hold be issued?

A5: Retailer: A Retailer “stop sale” has been issued in accordance with federal regulation for involved vehicles unsold at retailers.

Port: A “Port Hold” has been issued for all involved vehicles located at ports and vehicle 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 tighten the ignition coil ground bolt securing the wire harness ground. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Genesis New Vehicle Limited Warranty. 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 March 2, 2026.

Q7: When will owners be notified?

A7: Owners are planned to be notified via First Class Mail no later than September 27, 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
Genesis Special Service Tools (SSTs) Support Special Service Tools Ordering	GenesisTools@gma.com 1-855-763-6630 GenesisTools@snapon.com	Questions or feedback on SSTs Ordering tools/equipment
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
WarrantyHELPLine	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 customer care@genesis motorsusa.com	For Genesis Customer Care, Connected Services and 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	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

Document Topic	Date
• Remedy Not Available	07/30/2026