



IMPORTANT SAFETY RECALL

Instrument Panel Cluster and Audio/Video/Navigation Display

This is an Important Safety Recall.

- A software update is available for your vehicle. Genesis recommends utilizing Over-The-Air (OTA)* software technology to perform this update. Utilizing this option will help save you time and a trip to the dealership.
- Failure to complete this recall could result in an instrument panel display that fails to show critical safety information, increasing the risk of a crash.
- If the OTA option is not preferred or if the software fails to install properly, please contact your nearest Genesis retailer. The recall will be performed on your vehicle at **NO CHARGE** to you.
- To locate your nearest Genesis retailer and schedule your appointment, please call or visit:
1-844-340-9741 or www.genesis.com/recall

This notice applies to your [Model Year] Genesis [Model] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. 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.” Genesis is initiating Safety Recall 031G to update the Audio/Video/Navigation (“AVN”) software. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

What is the problem?

The instrument panel (“IP”) cluster and AVN display image may fail due to a software logic issue involving HD radio memory storage. An inoperative IP cluster image that fails to display essential gauges, such as the speedometer, fuel gauge, and certain on-screen notifications, increases 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” pop-up 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
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 the “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 1-844-340-9741.

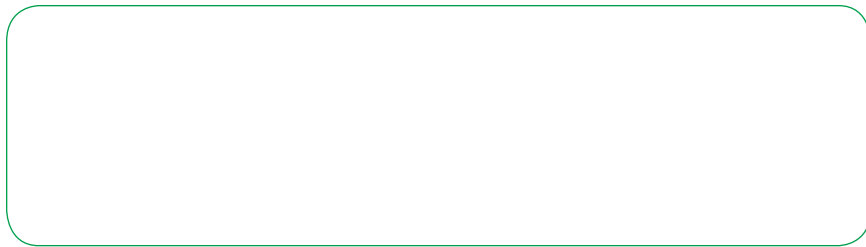
If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.NHTSA.gov.

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.



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NHTSA Recall Number: 26V-019
Genesis Motor America Recall Number: 031G



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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement notification

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement. To submit for reimbursement:

1. Visit www.genesis.com/us/en/contact-us
2. Scroll down to find Campaign Reimbursement and click "Submit Claim"
3. Follow the onscreen instructions to submit.

You can also call to obtain additional information at **1-844-340-9741**.

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.