



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

Infotainment Messaging for Over-The-Air Update

The following notification is sent to all impacted customers prior to the release of the OTA remedy.

- [HG.251201] Navigation System: Important Over-the-Air (OTA) Update for Safety Recall 031G

This important update corrects a condition in the vehicle's instrument panel (IP) cluster and Audio/Video/Navigation display that may intermittently reboot during vehicle operation, potentially resulting in a temporary blank display screen due to a software logic issue involving HD radio memory storage. Under these conditions, the affected vehicles do not meet certain requirements set forth in Federal Motor Vehicle Safety Standard ("FMVSS") No. 101, "Controls and Displays." 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.

Please complete update HG.251201, which will be sent to your vehicle shortly. If the update does not complete successfully, please visit your nearest Genesis retailer to complete Recall 031G

Once the over-the-air (OTA) software has been downloaded and the background update is finished, the software update will be available to install.

- Pop-up Screen Text:

Ready to install the Infotainment software.

The last step of the update will start when driving is finished and the vehicle is turned off.

The Navigation system is unavailable during installation (may take up to 10 min.).

Update may not complete if the battery level is low.

Software Version:

RG3.USA.ccIC2.001.004.251222 OR JKE.USA.ccIC2.001.001.251222

[HG.251201] Genesis Infotainment System Over-the-Air Update

This software update provides improved performance and capability through:

- Updates to memory location logic to prevent unexpected cluster and infotainment reboot.

- Pop-up Screen Text after Ignition is turned off:

Press the [Update Now] button to proceed with the final step of the Audio System Update. All functions, including the warning sounds, are restricted during the update.

The update will continue after turning off the vehicle. The system will shut itself down after the update is complete.

You may leave the vehicle during the update.

- Update Now [*selectable*]
- Details [*selectable*]



- Later [*selectable*]

- Details Screen Text:

All functions, including the warning sounds, are restricted during the update.
Estimated Time for Update: 10 min

Update Details

Navigation

Version: RG3.USA.ccIC2.001.004.251222 OR JKE.USA.ccIC2.001.001.251222

[HG.251201] Genesis Infotainment System Over-the-Air Update

This software update provides improved performance and capability through:

- Updates to memory location logic to prevent unexpected cluster and infotainment reboot.

- Previous [*selectable*]
- Start Update [*selectable*]
- Later [*selectable*]

- 1st Screen after Start Update/Update Now selection:

Updating...

The update will continue even when the vehicle is turned off.

During the update, all features including the rear camera and audio is restricted.

- What's New & QR Code Pop-Up Screen text after the update:

What's New

For more information on the Navigation System Software, press the [Details] button.

- Details [*selectable*]
- Close [*selectable*]

- What's New Details Screen:

Software Version:

RG3.USA.ccIC2.001.004.251222 OR JKE.USA.ccIC2.001.001.251222

[HG.251201] Genesis Infotainment System Over-the-Air Update

This software update provides improved performance and capability through:

- Updates to memory location logic to prevent unexpected cluster and infotainment reboot.

QR Code also appears on the screen.

- What's New QR code directs to a general information website referenced in the document, "Recall 031G MyGenesis App Messaging for OTA".