



Technical Service Bulletin

GROUP	NUMBER
BODY ELECTRICAL	19-BE-017HG
DATE	MODEL(S)
NOVEMBER 2019	G80 (DH), G90 (HI)

SUBJECT: HOMELINK INFORMATION

Description: Certain vehicles (listed below) equipped with the HomeLink5 (Two Way Communication) mirror may experience programming and operating difficulties with the home garage system. This bulletin provides information related to some of the possible symptoms.



Applicable Vehicles:

All 2017-2018 Genesis G80 (DH)
All 2017-2018 Genesis G90 (HI)

Warranty Information:

Normal Warranty Applies

SYMPTOM:

HomeLink mirror stops working after a few days or weeks from when it was first programmed.

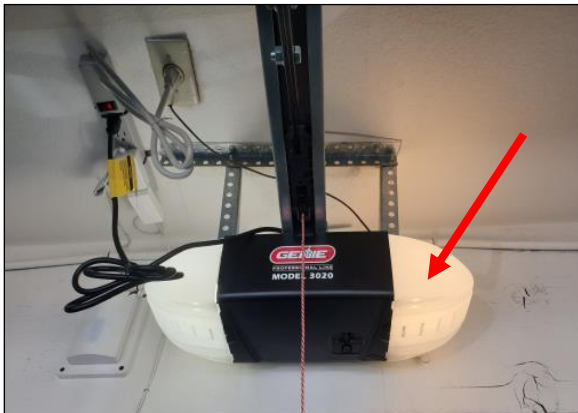
CAUSE:

Some garage door openers support a function called “Two Way Communication (TWC)”. The two way communication programming is different than the standard system. If the two way communication garage door opener is not properly programmed, the HomeLink mirror will lose its programming after 10 operations. The HomeLink mirror buttons may open and close the garage, but after the 10th press it will lose the programming with the garage door opener. Please contact HomeLink customer support or go to www.HomeLink.com for more detailed information related to HomeLink garage programming.

SYMPTOM:

HomeLink mirror intermittently will not close or open the garage door.

CAUSE: Certain LED Light Bulbs installed into the garage door opener can emit a certain frequency that will block the signal from the HomeLink mirror, causing the garage door to intermittently not open. Please contact HomeLink customer support for the appropriate garage door opener light bulb selection.

**NOTICE**

- Only troubleshoot the HomeLink mirror if there is no power to the mirror or the mirror does not turn ON.
- If there is power and the mirror turns ON, contact HomeLink customer support 1-800-355-3515 or go to www.HomeLink.com.