



Service Campaign 902G:Auxiliary Canister Installation -Retailer Best Practice

April 25, 2023

Document Topic	Date
• Service Campaign 902G: TSB 23-01-037G has been published	04/25/2023

Description of Campaign:

Certain 2017-2020MY G80 vehicles may exceed evaporative emissions standards due to Onboarding Refueling Vapor Recovery (ORVR) system. To correct this symptom, install an auxiliary canister assembly between the canister and Canister Close Valve (CCV).

Applicable Vehicles:

- Certain 2017-2020MY G80 (DH) vehicles equipped with 3.8L and 5.0L engines and produced from 03/17/2016 – 11/07/2019

Repair Information:

- Install the auxiliary canister assembly between the canister and Canister Close Valve (CCV).
- **Recommended Technician Training Level:** **Certified Technician (or above)** with six (6) or more months experience repairing Genesis vehicles

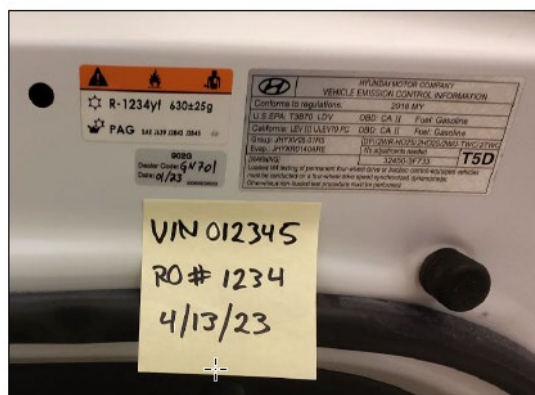
Recommended Alternative Transportation:

It is recommended that the guest is provided a Courtesy Vehicle Program (CVP) vehicle during the visit if the repair is performed in conjunction with other repairs.

Warranty Information:

This campaign pays 0.7 M/H for installing the auxiliary canister and installing the campaign sticker. Op time includes pictures using STUI and uploading as portrayed in **TSB 23-01-037G (or latest version)**.

The STUI picture must include the installed campaign sticker under the hood along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. ***If not included, the claim will be subject to debit.***



Acceptable STUI Photo of Canister Installed & Campaign Sticker Installed on Vehicle



Please refer to **TSB 23-01-037G (or latest version)** for additional details.

Parts Information:

- Please refer to **TSB 23-01-037G (or latest version)** for the latest parts information.
- Please consider the following:
 - **Campaign Sticker (00305-SC902G):** Each dealer was shipped 10 pcs. of the sticker for the start of this campaign. If additional are needed, dealer may order from its facing PDC.
 - **Vehicle Emission – Proof of Correction Card (NP050-09006):** Retailers from certain states referred to in the TSB need to provide a card to customers as proof of the vehicle completing the campaign.
 - **This auxiliary canister part number is initially on Campaign Parts Management (CPM)** until further notice; dealers can keep ordering needed parts as long as they submit their corresponding campaign claims. Please ensure corresponding claims are submitted to avoid any delays in ordering.
If this restriction is lifted, GMA will communicate to the field/dealers.

Customer Mailing:

- Owners of the subject vehicles are expected to be notified via First Class mail starting in June 2023 or sooner.

Customer Talk Tracks

Sample: ““During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open service campaign. An auxiliary canister will be installed at no cost to you between the vehicle’s canister and canister close valve (CCV) to help prevent exceed the evaporative emission standards due to the onboard refueling vapor recovery system.”

Best Practice Checklist:



Reservation: Did you check WebDCS for additional campaigns or recalls and review the customer’s repair history for additional needs?

- ☐ Yes
- ☐ No



Readiness: Is the campaign sticker (00305-SC902G) in stock? Is the proof of correction card on-hand to provide to the customer after repairs are completed if from one of the specified states mentioned in the **TSB 23-01-037G (or latest version)**?

- ☐ Yes – Provide customer with ETA
- ☐ No – Contact parts and get ETA



Reception: Did you get permission from the guest to perform the eMPI and review all declined services and additional recommended maintenance?

- ☐ Yes
- ☐ No





Reception: Did you explain to the customer the expected repair time and an expectation for a status update?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation if requested?

- ☐ Yes
- ☐ No



Repair: Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and also an adjusted promise time based on any additional services?

- ☐ Yes
- ☐ No



Repair: Is the Technician a Genesis Certified Technician (or above) with six (6) or more months experience repairing Genesis vehicles?

- ☐ Yes
- ☐ No



Repair: Was a STUI picture taken of the installed auxiliary canister assembly & of the installed campaign sticker (alongside the vehicle's emission label) with the last 6 digits of the VIN and date of repair per **TSB 23-01-037G** (or latest version)?

- ☐ Yes
- ☐ No



Return: Did you get the guest's signature on all warranty lines in addition to the final RO?

- ☐ Yes
- ☐ No

FAQs:

Q1: What if this repair is not completed?

A1: Failure to have this service performed could cause your vehicle to fail an emissions inspection (SMOG check) when required under state law. It could also be considered a lack of proper maintenance.

Q2: When will customers be notified about this service campaign?

A2: Owners of the subject vehicles are expected to be notified via First Class mail starting in June 2023 or sooner.

Q3: Are you a California registered owner or one from Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

A3: Because your state has adopted the California emissions regulation, your Genesis retailer will also provide a "Proof of Correction" certificate as verification that this repair has been completed. It's



critical that it is retained for your records and to be presented when registering your vehicle, if requested.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important emissions matter and continued commitment to Genesis customers.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	1-844-436-6455 www.GenesisDealerUSA.com Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELP Line	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 / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customerccare@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	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in	
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](#)

Historical Reference	Date
• Service Campaign 902G: TSB 23-01-037G has been published	04/25/2023