



Warranty Extension Z02G- Blower Motor Multi-Fuse Box Inspection & Front Wiring Replacement – Retailer Best Practice

July 31, 2023

Updates to this Document	Date
• Technical Service Bulletin 23-BE-011G published	07/31/2023

Campaign Description:

The warranty coverage for repairs and replacement of the front wiring on certain 2019MY G70 (IK) vehicles has been extended to 10 years or 120,000 miles from the date of original retail delivery or date of first use, and is valid for original and subsequent owners. Some vehicles may have an inoperative blower motor (not blowing). This may be caused by damage or deterioration of the blower motor multi-fuse and fuse box. Follow the procedures in TSB 23-BE-011G to inspect for damage or deterioration and, if necessary, replace the blower motor front wiring.

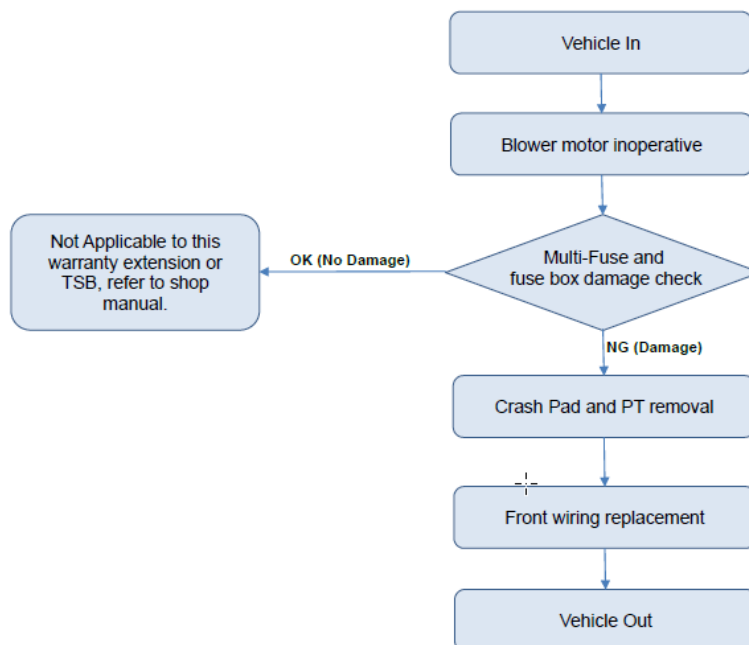
Affected Vehicles:

- Certain 2019MY G70 (IK) produced from 01/03/2018 - 04/30/2019

Inspection/Repair Process:

IMPORTANT: Inspection is only required for vehicles exhibiting a problem related to the condition highlighted in this warranty extension. Follow the service procedure to inspect operation of the blower motor damage of the fuse box/multi-fuse as outlined in TSB 23-BE-011G (or latest version). If the multi-fuse or fuse box is damaged (NG), proceed with the front wiring replacement procedure.

- **Recommended Service Technician Training Level:** **Genesis Expert or above** with two (2) or more years servicing Genesis vehicles





Recommended Alternative Transportation

A Courtesy Vehicle (CVP) should be provided to customers upon request. In addition, a CVP may be required based on the inspection/repair duration and any other additional work on the vehicle that may need to be addressed during customer's visit.

Warranty Information

Please note that this is an extended warranty.

- If the affected part is still under factory warranty, submit as normal warranty.
- If the affected parts are out of factory warranty but within the extended warranty period (10 years / 120,000 miles from the date of original retail delivery or date of first use, whichever occurs first), submit as a campaign claim type using the op Codes provided in TSB 23-BE-011G (or latest version).

Parts Information

Parts are only needed if the vehicle is exhibiting a problem related to the condition as outlined in **TSB 23-BE-011G** (or latest version) and is diagnosed/confirmed to have a part failure.

Customer Talk Tracks

For Genesis guests inquiring about the warranty extension prior to service/inspection:

"Yes, certain 2019 model year G70 vehicles may have an inoperative blower motor due to damage or deterioration of the blower motor multi-fuse and fuse box. If your vehicle experiences an inoperative blower motor, Genesis will inspect the blower motor and, if necessary, replace the front wiring. Genesis has also extended the warranty coverage for the front wiring of the blower motor to 10 years / 120,000 miles. This service, if performed, and warranty extension would be provided to you at no charge."

For Genesis guests with applicable problems related to the condition:

"Because of the concerns you mentioned [blower motor not blowing], we will inspect the blower motor multi-fuse and fuse box of your vehicle and replace the blower motor's front wiring, if necessary. This service will be performed at no charge, and Genesis has extended the warranty coverage for the front wiring repair or replacement to 10 years / 120,000 miles from the date of original retail delivery or date of first use (whichever occurs first)."

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns?

- ☐ Yes
- ☐ No - Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer.



Readiness:

Are parts in stock to complete this warranty extension?

- ☐ Yes – Provide customer with ETA



- ☐ No – Contact parts and get ETA

**Reception:**

Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- ☐ Yes
- ☐ No – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.



Repair: Does the Technician meet the recommended training requirements (Expert level or above with 2+ years servicing Genesis vehicles) to complete this warranty extension?

- ☐ Yes
- ☐ No – Please ensure a technician with an Expert level (or higher) completes this repair.

Repair: Was the latest Digital Documentation Policy referred to and appropriate picture(s) taken based on TSB 23-BE-011G (or latest version)?

- ☐ Yes
- ☐ No – Please ensure the latest Warranty Digital Documentation Policy is referred to for repair validation requirements.

**Return:**

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

- ☐ Yes
- ☐ No

Customer FAQ:**Q1: What is the issue?**

A1: Certain 2019MY G70 (IK) vehicles may have an inoperative blower motor (not blowing). This may be caused by damage or deterioration of the blower motor multi-fuse and fuse box. Follow the service procedure in TSB 23-BE-011G to inspect for damage or deterioration and, if necessary, replace the blower motor front wiring.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2019MY G70 (IK) produced from 01/03/2018 - 04/30/2019.

Q3: What will be done during the recall service at the retailer?

A3: The service process procedure calls for the inspection of the blower motor multi-fuse and fuse box & replacement of the front wiring, if necessary.

Q4: When will owners be notified?

A4: Owners of the subject vehicles will be notified via First Class Mail in September 2023.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important warranty extension and continued commitment to our Genesis guests.



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 customercare@genesismotorsusa.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

History	Date
• Technical Service Bulletin 23-BE-011G published	07/31/2023