

 Technical Service Bulletin	GROUP CAMPAIGN	NUMBER 24-01-028G
	DATE MAY 2024	MODEL(S) GV70 (JK1A) GV70 ELECTRIFIED (JK1A EV)
SUBJECT: STUCK STEERING WHEEL PHONE CALL BUTTON REPLACEMENT (SERVICE CAMPAIGN T38G)		

★ IMPORTANT

Retailers must perform this service campaign on all affected vehicles prior to retail delivery to a guest and whenever an affected vehicle is in the shop for any maintenance or repair.

Access the “Vehicle Information” screen via WebDCS to identify open campaigns.

Description: Certain 2023-2024MY GV70 Electrified (JK1A EV) and 2024MY GV70 (JK1A) vehicles may experience a call button getting stuck/no return condition. Follow the information in this bulletin for replacing the phone call button on the steering wheel.



- Applicable Vehicles (Certain):**
- 2023-2024MY GV70 Electrified (JK1A EV) vehicles produced from 1/25/2023 – 8/28/2023.
 - 2024MY GV70 (JK1A) vehicles produced from 5/10/2023 – 8/30/2023.

NOTICE

To avoid potential damage to GV70 Electrified vehicles, Genesis EV repairs can only be performed by EV certified Genesis retailers.

Parts/Equipment Information:

Model	Part Name	Part Number	Figure	Remarks
GV70 Electrified (JK1A EV) GV70 (JK1A)	REMCON - BUTTON COVER	96750- DS010GLWQH		Beige Color
	REMCON - BUTTON COVER	96750- DS0104XQH		Black Color
	DRILL BIT SST (SVC CAMP T38G)	T38GS-STBIT		*(see NOTE)

***NOTE 1:** Each retailer has been shipped 1 Drill Bit SST for the start of this campaign. If additional ones are needed, please reach out to the MPA Parts Help Desk.

***NOTE 2:** Retailer only needs to order one (1) of the colored button covers for a vehicle, not both.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV70 Electrified (JK1A EV)	30DA23R1	Remote Call Button Replacement (Beige)	0.3 M/H	96750- DS010GLWQH	I52	ZZ1
GV70 (JK1A)	30DA23R2	Remote Call Button Replacement (Black)	0.3 M/H	96750- DS0104XQH		

NOTE 1: Submit claim on Claim Entry Screen as "Campaign" type.

NOTE 2: If a part is found in need of replacement while performing this service campaign and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

NOTE 3: This TSB includes Repair validation photos. Op times include VIN, Mileage and Repair validation photos as outlined in the Digital Documentation Policy.

NOTE 4: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

SERVICE PROCEDURE:

STUI



This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

1. Locate and confirm location of call button in steering wheel.

Mark center of remote call switch prior to drilling.



2. Drill center of remote call button using the drill bit SST.

NOTICE

Do not drill deeper than 10 mm (~3/8 in.), as this will damage the bottom surface of the call button.



3. Use a hook tool to insert inside the drilled hole and pull straight outwards to remove the remote call button.



STUI



Using STUI, take a photo of the original and new remote call button with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



4. Replace with the new remote call button and check operation of the call button.

Repair process is now complete.

