



Service Campaign 909G: Integrated Electronic Brake (IEB) Auto Variant Coding Update – Retailer Best Practice

May 28, 2024

Document Topic	Date
• Technical Service Bulletin (TSB) 24-01-041G – Repair Available	05/28/2024

IMPORTANT: To avoid any potential damage to Genesis EVs, this service campaign can only be performed by EV certified Genesis Retailers.

Campaign Description

Some vehicle may experience an inoperable Automatic Emergency Brake (AEB) function while Rear Cross – Traffic Collision – Avoidance (RCCA) is active. An inoperable AEB could increase the risk of collision. This service campaign provides instructions to utilize the GDS to update the Integrated Electronic Braking (IEB) variant code for vehicles.

Affected Vehicles (Certain):

- 2023-24MY GV60 (JW1 EV) produced from 10/12/2022 – 10/04/2023

Service Procedure Information

NOTE 1: This service campaign can only be performed at certified EV Genesis Retailers.

NOTE 2: Refer to **TSB 24-01-041G** (or latest version) for repair information. This is an update through the GDS.

- **Recommended Service Technician Training Level:** [Genesis Certified or higher](#)

Recommended Alternative Transportation

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests at the guest's request.

- Please note that the Service Valet is available to the original owner for 3 years/36,000 miles ONLY.
- A CVP vehicle can be offered if vehicle is within or outside of 3 years/36,000 miles.
- A Service Valet or CVP may also be required based on the repair procedure duration/wait and any other additional work on the vehicle that may need to be addressed during the guest's visit.

Other Notes/Recommendations

- If a guest arrives to the dealer with no appointment scheduled, it is recommended for the retailer to offer alternative transportation to the guest.
- Always inquire if the guest will have time for an additional service to be performed if they were originally scheduled for a different service.
- **Please note that all vehicles affected by this service campaign will require the update.**
- Offer CVP assistance, if applicable, for guests who may be pressed on time.
- Be honest with guests on wait times.
- If the service is taking longer than expected, update the guests.
- If you are unsure of certain processes, don't guess. Take time to familiarize yourself with the proper procedures or ask for help/clarity from your teammates or leadership.
- If you see a team member having trouble addressing the concern, ask if you can provide help.



Warranty Information

IMPORTANT: This service campaign can only be performed at certified EV Genesis retailers. If a non-certified EV retailer performs the procedure, it may not be able to be reimbursed for their service technician's work.

1. This service campaign pays **0.3 M/H** for performing the IEB Auto Variant Coding Update.
2. **Photos:**
 - a. The time above includes taking a photo of the "The function has been completed" screen once the update has been performed.
 - b. Please refer to **TSB 24-01-041G** (or latest version) for repair validation sample photos and additional details.

Parts Information

- No parts required for this service campaign, but please ensure a functioning tablet with GDS is available.

Sample Talk Tracks

1. For Guests in the Service Lane:

"During your visit today, I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign relates to the vehicle's Integrated Electronic Brake (IEB) system and the system will be updated. This service, of course, will be provided at no charge to you. We are happy to provide you with alternative transportation as needed. Would you like us to perform this for you today?"

2. For Guests on the phone:

"I checked your vehicle for any open campaigns/recalls and found that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign relates to the vehicle's Integrated Electronic Brake (IEB) system and the system will be updated. This service, of course, will be provided at no charge to you. We are happy to provide you with alternative transportation as needed. Would you like us to make an appointment for this service campaign?"

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

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



Readiness: Does your service bay have a GDS(s) available to perform this update?

- ☐ Yes
- ☐ **No** – Make sure you have a GDS(s) available to perform this update.



Reception: Did the guest provide authorization to perform repairs on the vehicle?

- ☐ Yes
- ☐ **No** – Dealership should not perform unauthorized repairs; please obtain authorization from guest before proceeding.

For subject vehicles as outlined in **TSB 24-01-041G** (or latest version), did you explain to the guest the expected inspection and repair time?

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

Did you offer the guest Alternative Transportation?



- ☐ Yes
- ☐ **No** – Guest should be offered if requested while repairs are being performed and/or if vehicle needs any additional repairs.



Repair:

Did you provide the guest with an eMPI?

- ☐ Yes
- ☐ No

Does the Technician meet the recommended training requirements (Certified level or higher) to complete this campaign?

- ☐ Yes
- ☐ **No** – Please ensure a technician with appropriate level above completes this repair.

Were the appropriate picture(s) taken based on the inspection/repair as outlined in **TSB 24-01-041G** (or latest version)?

- ☐ Yes
- ☐ **No** – Please ensure appropriate documentation is taken for the retailer to be paid. **See TSB 24-01-041G** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- ☐ Yes
- ☐ **No** – Retailer must sign the final invoice upon dealer deliver of the vehicle back to guest.

Guest FAQ

Q1: What is the issue?

A1: Certain GV60 Electric vehicles require an update related to the vehicles integrated electronic braking (IEB) variant coding for vehicles that may experience an inoperable Automatic Emergency Brake (AEB) function while Rear Cross-Traffic Collision – Avoidance (RCCA) is active.

Q2: What will be done during service at the retailer?

A2: This service procedure will update the IEB variant coding using the Hyundai GDS.

Q3: When will owners be notified of this service campaign?

A3: Owners of the subject vehicles will be notified via First Class Mail in June 2024.

Q4: What if I already paid for a part replacement/repair out-of-pocket already related to this condition or service campaign?

A4: Please file a claim at <https://owners.genesis.com/us/en/contactus/campaign.html> or contact Genesis Motor America at 1-844-340-9741.

Contact Reference

Thank you for your prompt attention to this critical matter and continued commitment to Genesis guests. Please see next page for list of commonly referred to contacts.



Key Contact Information		
Retailer 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 HELPLine	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 customer care@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 retailer 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	