



# Technical Service Bulletin

<b>GROUP</b>	<b>NUMBER</b>
<b>BODY</b>	<b>24-BD-010G</b>
<b>DATE</b>	<b>MODEL(S)</b>
<b>AUGUST 2024</b>	<b>GV60 (JW1 EV)</b>

**SUBJECT:** TAILGATE RATTLE NOISE REPAIR

**Description:** This bulletin provides instructions to install washers to the side guide bumpers on the tailgate side panels for GV60 vehicles that experience a rattle noise from the tailgate area while driving.



**Applicable Vehicles:** All GV60 (JW1 EV)

## NOTICE

To avoid any potential damage to Genesis EVs, Genesis EV repairs can only be performed by EV certified Genesis retailers.

### Parts Information:

Model	Part Name	Part Number	Figure	Remarks
GV60 (JW1)	Guide Bumper Washer (Tailgate Side Panel)	81738-GI000FFF		Quantity: 16 (Left 6, right 6, and extra 4)

### Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
GV60 (JW1)	81738F03	Tailgate Panel Side Guide Bumper Washer Installation (Both sides)	0.3 M/H	81738-AR000	Q55	ZZ1

**NOTE 1:** Normal warranty applies.

**NOTE 2:** Submit claim on Claim Entry Screen as “Warranty” type.

**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:** If a part is found in need of replacement while performing this TSB 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.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

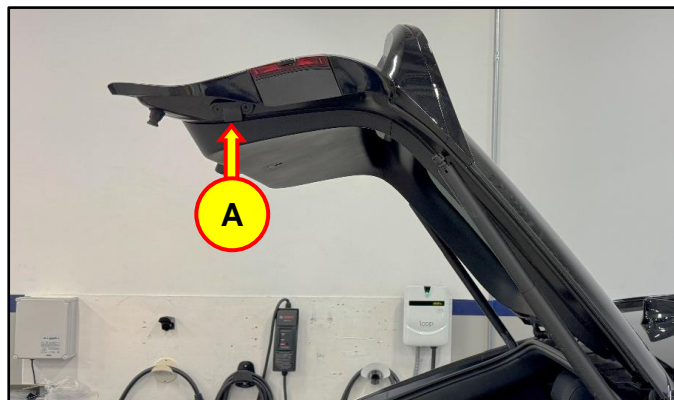
**STUI**



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

**Service Procedure:**

1. Open the tailgate and locate the side guide bumper (A).



**LH Side Guide Bumper**

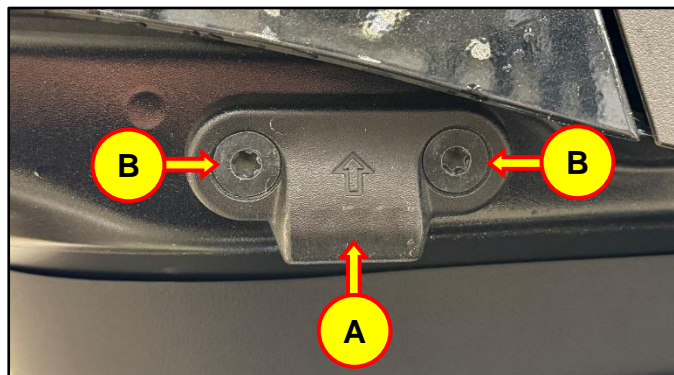
**RH Side Guide Bumper**



2. Remove the bolts (B) and remove the side guide bumper (A).

**NOTICE**

If one or both bolt heads are damaged during removal, replace with new bolt(s). (PN: 81456-3K000)



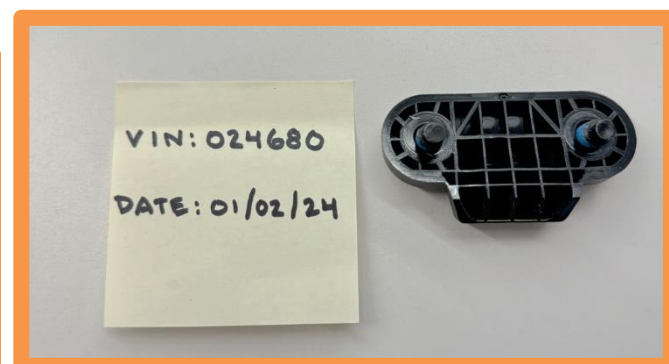
- 3.

**STUI**



Using STUI, take a photo of the back of the side guide bumper with the last 6 digits of the VIN and the date of repair on a piece of paper.

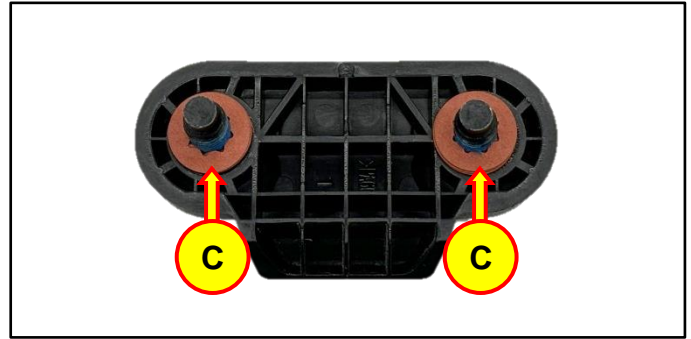
Upload the photo to STUI.



4. Install 3 supplied washers (C) to each bolt on the side guide bumper.

***i* Information**

Ensure the washers are seated flush against the base of the side guide bumper.



5. Reinstall the side guide bumper with the installed washers.

**Tightening Torque:**

lb-ft	80
N.m	108



***i* Information**

Ensure the side guide bumper is oriented as pictured, with the boxed section at the bottom when the tailgate is open.



6. Repeat steps 1 – 5 for the opposite side guide bumper.
7. Close the tailgate.
8. The service procedure is now complete.