



GENESIS MOTOR AMERICA, LLC
P.O. BOX 2704
HUNTINGTON BEACH, CA 92647

Genesis Motor America Campaign Number: T39G
(MM/DD/YYYY)

IMPORTANT SERVICE CAMPAIGN

Audio-Video-Navigation Software Update

This is an Important Manufacturer's Service Campaign.

- **Genesis EV repairs can only be performed by Genesis EV certified retailers.**
- Please contact your nearest Genesis retailer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- Genesis Customer Care can help with any questions or concerns:
1-844-340-9741 or www.genesis.com/us/campaignhome

This notice applies to your 2023 Genesis [Model] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

Genesis is conducting a service campaign to update the Audio-Video-Navigation ("AVN") software in **certain 2023 model year Genesis GV60 and 2023 model year Genesis G90 vehicles**. Our records indicate that your vehicle, with the VIN listed above, is affected by this service campaign.

What is the purpose of this service campaign?

Genesis has become aware that some vehicles may experience an incomplete Over-The-Air ("OTA") AVN software update.

What will Genesis do?

Your Genesis retailer will update the AVN software. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Genesis retailer or Genesis EV certified retailer to schedule this procedure as soon as possible.

The actual time required to perform the software update is less than 1 hour, however your vehicle may be needed longer. To schedule an appointment with your preferred Genesis retailer or Genesis EV certified retailer, please call **1-844-340-9741** or visit:

1. Visit www.genesis.com/us/campaignhome
2. Enter your 17-digit VIN from the top of this letter and click the "Search" button.
3. Click the "Schedule Appointment" button and follow the onscreen prompts.

We recommend scheduling a service appointment to minimize inconvenience. Service Valet may be arranged in advance for eligible owners whose vehicles are within 3 years or 36,000 miles from the date of original retail delivery or date of first use, whichever comes first. Courtesy Vehicles may be arranged in advance based on eligibility and availability should alternate transportation be required during the service visit.

Additional information

If you require further assistance, you may contact **Genesis Motor America at 1-844-340-9741**. To better assist you during your call, please use the last 8 characters of your VIN (the **bold** characters in the VIN at the top of this letter).

Thank you for your attention to this important service procedure. We apologize for any inconvenience this may have caused you.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

Reimbursement notification

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement. To submit for reimbursement:

1. Visit www.genesis.com/us/en/contact-us
2. Scroll down to find Campaign Reimbursement and click "Submit Claim"
3. Follow the onscreen instructions to submit.

You can also call to obtain additional information at **1-844-340-9741**.

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.