



Genesis Service Campaigns T39G/T41G/T47G

MyGenesis App Messaging for Over-The-Air Update

- Pop-up Screen/Message in Message Center:

Dear Genesis Owners, we are conducting a service campaign to update your Audio-Video-Navigation software. Please contact your Genesis retailers to complete this update. This will be No Charge to you. Tap Here to “LEARN MORE”

- Learn More [*selectable*]
- Dismiss [*selectable*]

- “Learn More” directs to a general information website with the following information:

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, 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. Schedule Appointment at your nearest [Genesis Retailer](#)

We recommend scheduling a service appointment to minimize inconvenience. Please find the following information for service valet availability.

Program Coverage Summary

Genesis Service Valet is included for the first 3 years or 36,000 miles, whichever comes first, of ownership.			
Complimentary Services	Service Valet	Complimentary Loaner Vehicle	Maintenance
Original Owner or Lessee	Yes	Yes	Yes
Subsequent Owner or Lessee	Warranty Only	Warranty Only	No

Additional information

If you require further assistance, you may contact Genesis Motor America Customer Care 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.

Genesis Motor America, LLC