



Web version

##SMFMT\_PROPERCASE[\customer\_first\_name]##,

A Service Campaign has been issued on your ##model\_year## Genesis ##model\_short\_name##'s Central Communication Unit (CCU).

This notice applies to your vehicle,  
VIN: ##VIN##

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### What will Genesis do?

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Genesis has deployed an Over-The-Air (OTA)\* CCU software logic update for guests enrolled in Genesis Connected Services. To enroll in Genesis Connected Services or manage your subscription, visit:

[MYGENESIS](#)

**Note: If you are not enrolled in Genesis Connected Services, or the OTA option is not preferred, or the software fails to install properly,** your Genesis retailer will update the CCU software logic.

This procedure will be performed at **NO CHARGE** to you. If needed, please schedule an appointment with a Genesis retailer as soon as possible using the link below.

[Schedule appointment](#)

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## What is the problem?

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Genesis has become aware that some vehicles may experience battery drain while the ignition is OFF.

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## Additional Information

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### \*Over-The-Air (OTA) Software Updates

Over-the-Air (OTA) technology uses wireless communication to deliver the latest software directly to your vehicle. Integral to elevating the overall driving experience, OTA updates enable your vehicle to become better equipped over time, providing essential safety, performance, and feature enhancements efficiently and securely—all without visiting a service center.

For more information, please visit:

[www.genesis.com/us/en/ota-software-updates](http://www.genesis.com/us/en/ota-software-updates)

If you require further assistance, such as questions on reimbursement or updating vehicle ownership, please visit the [Genesis Customer Assistance Center](#) or by calling Genesis Motors America at 1-844-340-9741.



[GENESIS.COM](http://www.genesis.com) [PRIVACY](#)



You are receiving this notice because our records indicate that you own or lease the vehicle identified by the VIN on this notice.

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