

Warranty Extension Z01G: Airbag Control Unit (ACU) Inspect/Replace – Retailer Notification

January 9, 2025

| Updates to this Document | Date |
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Campaign Description:

Certain 2017MY G90 (HI) and 2017MY G80 (DH) vehicles may experience various Diagnostic Trouble Codes (DTC) related to and stored in the Airbag Control Unit (ACU).

Genesis is extending warranty coverage for the airbag control unit (ACU) under this condition to 15 years/unlimited mileage from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.

Affected Vehicles:

- 2017MY G80 (DH) vehicles produced from 03/13/2016 – 07/13/2017
- 2017MY G90 (HI) vehicles produced from 03/13/2016 – 03/13/2017

Inspection/Repair Process:

Follow the service procedure outlined in **TSB 25-BE-001G** (or latest version) to inspect the air bag control unit (ACU) and, if necessary, replace the ACU if a DTC fault code is found from the list provided in the TSB.

- Recommended Service Technician Training Level:** Genesis Expert or above
- Recommended Classes Completed:** Four (4) module SRS web-based training series (SVCHSRS04EXAMW23_1407) in Genesis Learning Portal (GLP) or equivalent

Recommended Alternative Transportation

A Service Valet or CVP 4.0 vehicle may 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.

- ❖ A Courtesy Vehicle Program (CVP) 4.0 vehicle or Service Valet is expected to be provided to guests.
 - Please note that Service Valet is available to the original/subsequent owner for 3 years/36,000 miles ONLY.
 - A CVP 4.0 Vehicle can be offered with opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

Other Notes/Recommendations

- If a guest arrives to the retailer with no appointment scheduled, it is recommended for the retailer to offer alternative transportation to the retailer while the vehicle is being inspected.
- Always inquire if the guest will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer CVP assistance for customers who may be pressed on time.
- Be honest with guests on wait times.
- If the service is taking longer than expected, update the guest.
- 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.

Warranty Information

Please note that this is an extended warranty.

- If the affected part is still under factory warranty, submit as normal warranty.
- If the affected parts are out of factory warranty but within the extended warranty period (15 years /unlimited mileage from the date of original retail delivery or date of first use, whichever occurs first), submit as a campaign claim type using the op Codes provided in **TSB 25-BE-001G** (or latest version).

Parts Information

Replacement ACUs are only needed if the vehicle is exhibiting a problem related to the condition as stated in **TSB 25-BE-001G** (or latest version) and confirmed to have a parts failure after inspection.

- G80 (DH) – 95910-B1000 OR 95910-B1500
- G90 (HI) - 95910-D2000

Customer Talk Tracks

For Genesis guests inquiring about the warranty extension prior to service/inspection:

“Yes, certain 2017 model year G80 (DH) and 2017 model year G90 (HI) model vehicles may experience inoperable Airbag Control Unit (ACU) and have Diagnostic Trouble Code (DTC) stored in the ACU. Genesis is extending warranty coverage for the airbag control unit (ACU) to 15 years/unlimited mileage from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners. If the inspection finds that the ACU needs replacement under certain conditions met, Genesis will replace it free of charge.”

For Genesis guests with applicable problems related to the condition:

“If your vehicle experiences any concern(s) related to inoperable airbag control unit (ACU) such as the airbag warning light or the ACU not working, please reach out to your nearest Genesis retailer for assistance and to schedule an appointment.”

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns?

- ☐ Yes
- ☐ No - Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer. Also ask guest if he/she would like to have any of the previous declined services performed.



Readiness: Are GDS tools available to perform the inspection?

- ☐ Yes
- ☐ No



Reception: Did the customer provide authorization to perform repairs?

- ☐ Yes
- ☐ No - Guest must be consulted and provide approval before proceeding with any repairs on their vehicle.

Did you explain to the guest the expected repair time based on the repair and set the expectation for a status update?

- ☐ Yes
- ☐ No – Guest should be given an estimated time of when his/her vehicle is completed so the

customer can plan the rest of their day away from the retailer.

Did you offer the customer Alternative Transportation if requested?

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



Repair: Does the Technician meet the recommended training requirements (Expert level or above) to complete this warranty extension?

- ☐ Yes
- ☐ **No** – Please ensure a technician with an Expert level (or higher) completes this repair.



Return:

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

- ☐ Yes
- ☐ **No** – Customer must sign the final invoice upon retailer's delivery of the vehicle back to the customer.

Customer FAQ:

Q1: What is the issue?

A1: Certain 2017 model year G80 (DH) and 2017 model year G90 (HI) model vehicles may experience inoperable Airbag Control Unit (ACU) and have Diagnostic Trouble Code (DTC) stored in the ACU.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2017MY G80 (DH) produced from 03/13/2016 – 07/13/2017 and certain 2017MY G90 (HI) produced from 03/13/2016 – 03/13/2017.

Q3: What will be done during the recall service at the retailer?

A3: Retailer will inspect the airbag control unit (ACU) and lookup any corresponding DTC(s) in the GDS. Inspection will be completed **at no charge** to the customer. If the Airbag Control Unit (ACU) is found to be inoperable and has applicable DTC(s) from the TSB, it will be replaced **at no charge** to the guest.

Q4: When will owners be notified?

A4: Owners of the subject vehicles will be notified via First Class Mail in February 2025.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important warranty extension and continued commitment to our Genesis guests.

| 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 | |
| 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 | <ol style="list-style-type: none"> 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 | |