



Warranty Extension Z05G: High Pressure Fuel Pump Replacement – Retailer Notification

February 04, 2025

Updates to this Document	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 25-FL-002G published	02/04/2025

Warranty Extension Description:

Certain 2019-2023MY G70 (IK) vehicles are equipped with high pressure fuel pump (HPFP) assemblies that have fuel control valves (FCV) that could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too “rich” may result in a reduction or loss of motive power at low speeds. The vehicle will also have Diagnostic Trouble Code (DTC) P0088.

Genesis is extending warranty coverage for the HPFP under this condition to 15 years or 150,000 miles 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:

- 2019-2023MY G70 (IK) with Theta 2.0T engine produced from 02/01/2018 - 10/16/2023

Inspection/Repair Process:

Follow the service procedure outlined in **TSB 25-FL-002G** (or latest version) to inspect for Diagnostic Trouble Code (DTC) P0088/P008800 (Fuel Rail/System Pressure Too High), verify that recall 023G has been previously performed, and replace the high-pressure fuel pump.

- Recommended Service Technician Training Level:** Genesis Expert (or higher)
- Recommended Classes Completed:** None

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.

Warranty Information

Please note that this is an **extended** warranty.



- If the affected parts are within the extended period of 15 years/150,000 miles, submit as a campaign claim type. Do not submit as warranty.
- Per **TSB 25-FL-002G** (or latest version), this warranty extension pays the following:
 - Labor:
 - 1.8 M/H for DTC P0088 Inspection and HPFP Replacement
 - Parts:
 - High Pressure Fuel Pump (QTY: 1)
 - Pink Antifreeze: (QTY: 2 quarts under part number 00232-19098WAR)

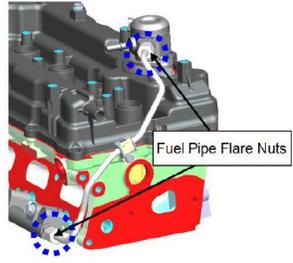
Parts Information

- Please refer to **TSB 25-01-002G** (or latest version) for the latest parts information.
 - Part Number 35399-2C333QQH (High Pressure Fuel Pump)
 - On VIN restriction – will require a valid Warranty Extension VIN to be ordered
 - Order the kit and not the individual parts listed in TSB.
 - Order the coolant as needed (under part number 00232-19098)

Special Service Tools (SST) Information:

- Torque Wrench Socket
 - Part Number 09314-3Q100
 - All retailers received part previously as part of dealer’s essential tool kit.
 - Additional tools can be ordered through Snap-on at 1-855-763-6630 or be ordered through Snap-On at 1-855-763-6630 or <https://genesisessentialtools.com/> ; contact genesistools@hmausa.com if further assistance is required.

SST Information:

Tool Name	Tool #	Figure	Remarks
Torque Wrench Socket	09314-3Q100		 Fuel Pipe Flare Nuts For tightening the flare nuts on both ends of the high pressure fuel pipe.

Guest Talk Tracks

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

“Yes, certain 2019-2023MY G70 (IK) vehicles are equipped with high pressure fuel pump (HPFP) assemblies that have fuel control valves (FCV) that could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too “rich” may result in a reduction or loss of motive power at low speeds. The vehicle will also have Diagnostic Trouble Code (DTC) P0088.”

“Genesis is extending warranty coverage for the HPFP under this condition to 15 years or 150,000 miles from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.”

For Genesis guests with applicable problems related to the condition:

“If your vehicle experiences any concern(s) related to the high pressure fuel pump such a malfunction indicator lamp (MIL) illuminated and/or loss of motive power at low speeds, please reach out to your nearest Genesis retailer for assistance and to schedule an appointment.”



Retail Notification 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 the required special service tools/GDS tools available to perform the repairs?

- Yes
- No**



Reception: Did the guest 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 guest 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 2019-2023MY G70 (IK) vehicles are equipped with high pressure fuel pump (HPFP) assemblies that have fuel control valves (FCV) that could allow excess fuel to enter the fuel pump due to gradual wear of the FCV plunger. An air/fuel mixture that runs too "rich" may result in a reduction or loss of motive power at low speeds.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2019 -2023MY G70 (IK) equipped with Theta 2.0T engine produced from 05/02/2018 – 10/16/2023.

Q3: What will be done if the vehicle comes in and vehicle is eligible for the warranty extension?



A3: In the event of a DTC P0088 present and related recall was confirmed completed earlier, the high-pressure fuel pump will be replaced. The replacement of the high pressure fuel pump will be offered **at no cost** to guests for all affected vehicles if the condition(s) covered by the warranty extension are confirmed.

Q4: When will owners be notified?

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

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this matter 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 / OperationCodes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customer care@geneis.com 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	