



Genesis Motor America

February 21, 2025

Telecommunications Outage Repair
DCU Reset under TSB 25-BE-003G

Genesis Motor America has noted that several vehicles were impacted by a telecommunications outage that occurred on Sunday, February 9th, resulting in the potential loss of connectivity or interruptions when attempting to use Connected Car Services functions. Voice Recognition, Sports Media, and Weather will not be available. Retailer stock and retailed vehicles are both affected.

If a guest calls in and vehicle is experiencing issues related to Connected Car Services, please have them come into the retailer to assist with resetting the Connected Car Services Data Communication Unit (DCU) and utilize **TSB 25-BE-003G** posted on Genesis Tech Info.

Thank you for your extreme patience and understanding.

Genesis Motor America