



Genesis Issues Important Service Campaign

%%RecallCampaignNumber%% - DCU (Modem) Network Inspection and Connected Car Services Reset

Dear %%Name%%,

An important service campaign has been issued on your %%ModelYear%% %%ModelName%%. Our records indicate that your vehicle, with Vehicle Identification Number (VIN): %%VIN%%, is affected by this service campaign.

Some vehicles may exhibit a loss of connectivity or interruptions in the middle of using Connected Car Services (CCS) functions. This may be due to an irregular disconnection of Verizon's communication network.

Your Genesis Retailer will verify the CCS Data Communication Unit (DCU) network connection and if needed, reset the DCU to resolve the connection. This procedure will be performed at **NO CHARGE** to you.

To confirm if your vehicle is impacted by this service campaign and to schedule an appointment, please visit our Genesis Campaign Home Website by clicking below and entering your 17-digit VIN.

[Genesis Campaign Home](#)



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You are receiving this email because our records indicate that you own or lease the vehicle identified by the VIN above. This is an outbound email only. Please do not reply to this email. This message was transmitted by Genesis Motor America.