



Genesis Issues Important Service Campaign

Service Campaign 915G

Audio-Video-Navigation (AVN) reset instructions for Genesis Connected Services



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

Some vehicles may exhibit a loss of connectivity or interruptions in the middle of using Genesis Connected Service functions. This may be due to an irregular disconnection on Verizon's communication network.

If you are experiencing issues with remote commands, or other Genesis Connected Services, please see the instructions below to reestablish the connection by resetting the AVN unit.

Note: Genesis recommends parking the vehicle outside in a safe location with the parking brake set and a clear view of the sky for optimal cellular signal prior to starting the procedure.

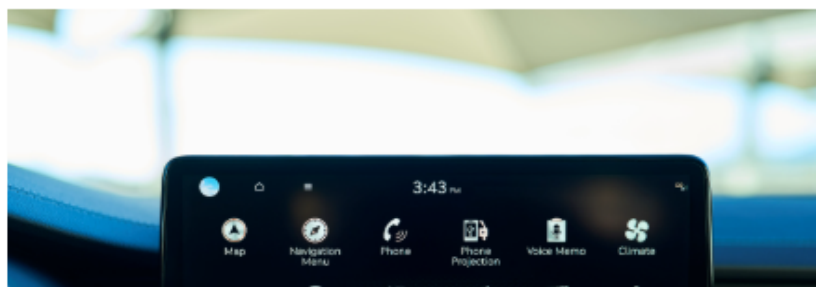
- Turn ON the ignition

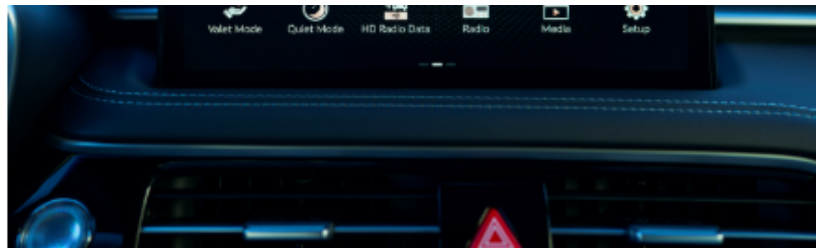


- Press and hold both MAP and SETUP hard keys at the same time. Release the buttons after screen goes black.
- Note: G70 will require the pinhole the be pressed to reset. The MAP and SETUP map hard keys will not reset the VN for G70.

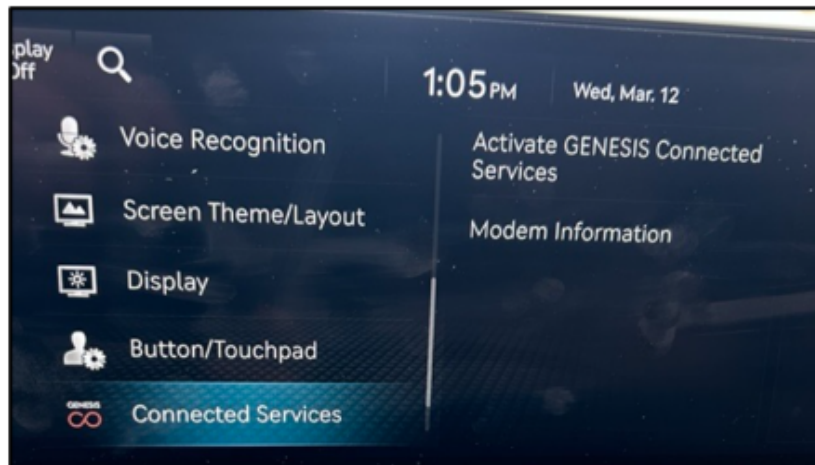


- Proceed to Verification of Connection

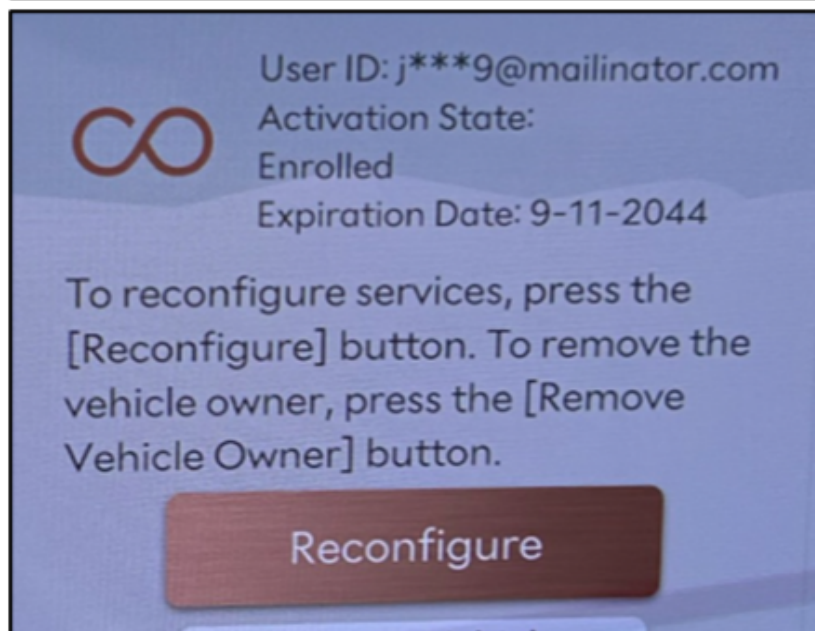
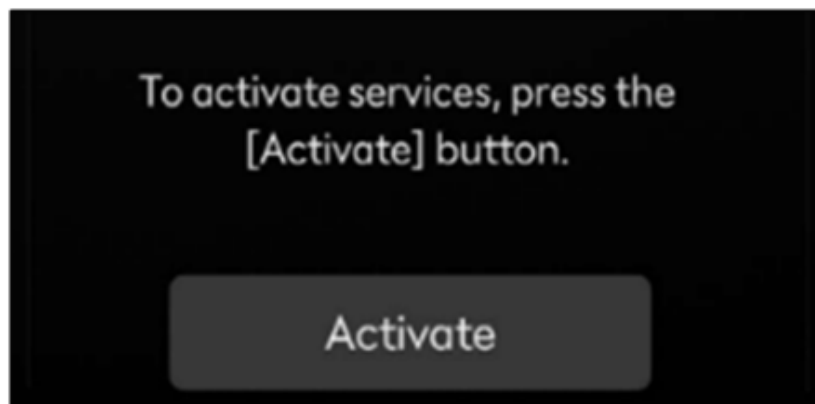


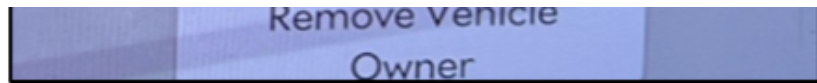


Turn ON the ignition and Select SETUP

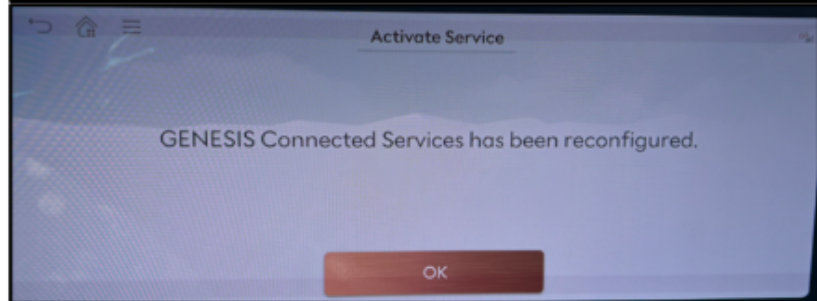
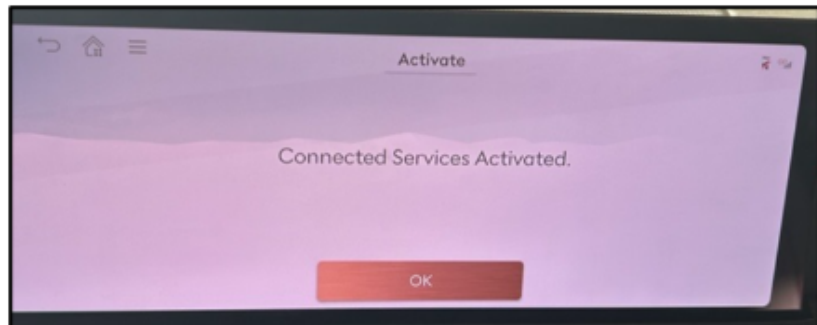


Select Connected Services. Then select Activate Genesis Connected Services.





Select Activate or Reconfigure.



Verify Genesis Connected Services activation success. Select OK if either message is shown: "Connected Services Activated" or "GENESIS Connected Services has been reconfigured"

If Genesis Connected Service interruptions continue, please contact your nearest Genesis retailer or EV certified Genesis retailer.

Your Genesis retailer will verify the Genesis Connected Services Data Communication Unit (DCU) network connection and 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](#)

Note: Completion of this service campaign for your vehicle may take up

to 30 days to reflect on Genesis Campaign home website.



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