



Service Campaign 911G: A/C Suction and Discharge Hose Seal Washer Replacement – Retailer Notification

April 23, 2025

Document topic (changes - see yellow highlight)	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 25-01-019G-1 published on Genesis Tech Info under GenesisdealerUSA.com; supersedes 25-01-019G In this document: <ul style="list-style-type: none"> Additional OP codes for Refrigerant reimbursement (page 2) Refrigerant reimbursement under 00232-19068WAR if refrigerant loss found upon arrival (page 2) Refrigerant covered if car comes in with refrigerant loss (page 4, A3) Owners mailing completed March 2025 (page 4, A4) 	04/23/2025

Service Campaign Description:

Certain G80 (RG3) and G90 (RS4) vehicles equipped with the 2.5T-GDI Theta III or 3.5T-GDI Lambda III engine may exhibit reduced air conditioning performance due to chemical damage to the suction and discharge seal washers caused by foreign substances.

Affected Vehicles:

- 2024-2025MY G80 (RG3) produced from 05/02/2024 - 12/19/2024
- 2024-2025MY G90 (RS4) produced from 05/03/2024 - 12/14/2024

Inspection/Repair Process:

Follow the service procedure outlined in **TSB 25-01-019G-1** (or latest version) to replace the A/C suction and discharge washers.

- Recommended Classes Completed:**
 - HVAC System Diagnosis - Instructor Led (SVCDHVACDIAG224_1604)

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 the 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.
- Please note that this repair is 100% replacement.**
- [It is highly recommended to order the necessary washers and if applicable, o-rings when customer makes an appointment ahead of time.](#) Note that GMA has sent initial shipment of some washers and o-rings to those retailers that were identified with new inventory at retailers.



- 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

- Per **TSB 25-01-019G-1** (or latest version), this service campaign pays the following:
 - Labor:
 - **2.5T Engines:** 1.0 M/H for A/C Suction and Discharge Hose Seal Washer Replacement & Recharge of A/C Refrigerant with Dye
 - **3.5T Engines:** 1.8 M/H for A/C Suction and Discharge Hose Seal Washer Replacement & Recharge of A/C Refrigerant with Dye
 - **2.5T Engines:** 1.0 M/H for A/C Suction and Discharge Hose Seal Washer Replacement & Recharge of A/C Refrigerant with Dye **(Additional Refrigerant Required)**
 - **3.5T Engines:** 1.8 M/H for A/C Suction and Discharge Hose Seal Washer Replacement & Recharge of A/C Refrigerant with Dye **(Additional Refrigerant Required)**
 - Parts to be reimbursed for:
 - Seal Washer Suction (QTY: 1)
 - Seal Washer Discharge (QTY: 1)
 - Suction Hose O-ring (QTY: 1) / 3.5T Engines ONLY
 - Discharge Hose O-ring (QTY: 1) /3.5T Engines ONLY
 - PAG 46 Oil with UV Dye (QTY: 1) – Will be reimbursed via sublet (\$1.00)
 - Refrigerant R-123YF (QTY:1) – Will be reimbursed for 26 ounces of refrigerant under part number 00232-19068WAR **(only if refrigerant loss found upon car arrival for campaign completion)**


Parts Information

- Please refer to **TSB 25-01-019G-1** (or latest version) for the latest parts information.

Required Equipment/Supplies:

- R-1234YF PAG Oil Injector -Syringe
 - Part Number ROB18465
 - Additional tools can be purchased through Snap-on at 1-855-763-6630 or <https://genesisessentialtools.com/>; contact genesistools@hmausa.com if further assistance is required.

Required Equipment/Supplies:

Name	Figure	Remarks
R-1234YF PAG OIL Injector - Syringe		SHOP SUPPLY Used to inject PAG oil via the Low-Side R-1234YF Service Coupler

Guest Talk Tracks

For Genesis guests inquiring about the Service Campaign prior to service/inspection:

“Yes, certain G80 (RG3) and G90 (RS4) vehicles equipped with the 2.5T-GDI Theta III or 3.5T-GDI Lambda III engine may exhibit reduced air conditioning performance due to chemical damage to the suction and discharge seal washers caused by foreign substances.”

For Genesis guests with applicable problems related to the condition:

“If your vehicle experiences reduced air conditioning performance, 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/parts available to perform the repairs?

- Yes
- No** – It is highly recommended to order the necessary tools/parts ahead of time to save time perform repair efficiently for the optimal customer experience.



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 offered alternative transportation if they are not willing to wait at the retailer and/or if its requested by him/her.



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 recommended class(es) as noted above 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 G80 (RG3) and G90 (RS4) vehicles equipped with the 2.5T-GDI Theta III or 3.5T-GDI Lambda III engine may exhibit reduced air conditioning performance due to chemical damage to the suction and discharge seal washers caused by foreign substances.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2024-25MY G80 (RG3) produced from 05/02/2024 - 12/19/2024 and 2024-



25MY G80 (RG3) produced from 05/02/2024 - 12/19/2024.

Q3: What will be the repair performed at the retailer?

A3: The replacement of the A/C suction and discharge seal washers will be offered **at no cost** to guests for all affected vehicles. Refrigerant will also be covered if vehicle comes in with loss of refrigerant.

Q4: When will owners be notified?

A4: Owners of the subject vehicles were 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@gma.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	



History	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 25-01-019G published on Genesis Tech Info under GenesisdealerUSA.com	02/27/2025