



# Technical Service Bulletin

|                 |                                     |
|-----------------|-------------------------------------|
| <b>GROUP</b>    | <b>NUMBER</b>                       |
| <b>BODY</b>     | <b>25-BD-005G</b>                   |
| <b>DATE</b>     | <b>MODEL(S)</b>                     |
| <b>MAY 2025</b> | <b>GV60 (JW1 EV)<br/>GV80 (JX1)</b> |

**SUBJECT:** TAILGATE RATTLE NOISE REPAIR

This TSB supersedes 24-BD-010G to expand the list of applicable vehicles, update the digital documentation text boxes, and update the Warranty Information and Service Procedure sections for GV80 (JX1) on pages 1, 2, 5, and 6.

**Description:** Certain GV60 (JW1 EV) and GV80 (JX1) vehicles may experience a rattle noise from the tailgate side panel or side outer panel area while driving. This bulletin provides instructions to install washers to the side guide bumpers on the tailgate side panel or body panel.



GV60 (JW1 EV)



GV80 (JX1)

**Applicable Vehicles:**

- All GV60 (JW1 EV)
- All GV80 (JX1)

**NOTICE**

To avoid any potential damage to Genesis EVs, Genesis EV repairs can only be performed by EV certified Genesis retailers.

**Parts Information:**

| Model         | Part Name                                 | Part Number    | Figure | Remarks                                     |
|---------------|---|----------------|--------|---|
| GV60 (JW1 EV) | Guide Bumper Washer (Tailgate Side Panel) | 81738-GI000FFF |        | Quantity: 16 (Left 6, right 6, and extra 4) |
| GV80 (JX1)    | Guide Bumper Washer (Body Side Panel)     |                |        |   |

**Warranty Information:**

| Model         | Op. Code | Operation   | Op. Time | Causal Part | Nature Code | Cause Code |
|---------------|----------|---|----------|-------------|-------------|------------|
| GV60 (JW1 EV) | 81738F03 | Tailgate Panel Side Guide Bumper Washer Installation (Both sides) | 0.3 M/H  | 81738-AR000 | Q55         | ZZ1        |
| GV80 (JX1)    | 81738F04 |   |          | 81739-G2100 |             |            |

**NOTE 1:** Normal warranty applies.

**NOTE 2:** Submit claim on Claim Entry Screen as “Warranty” type.

**NOTE 3:** This TSB includes Repair validation photos. Op times include VIN, Mileage, and Repair validation photos as outlined in the Digital Documentation Policy.

**NOTE 4:** If a part is found in need of replacement while performing this TSB and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

**Service Procedure:**

**DIGITAL DOCUMENTATION**



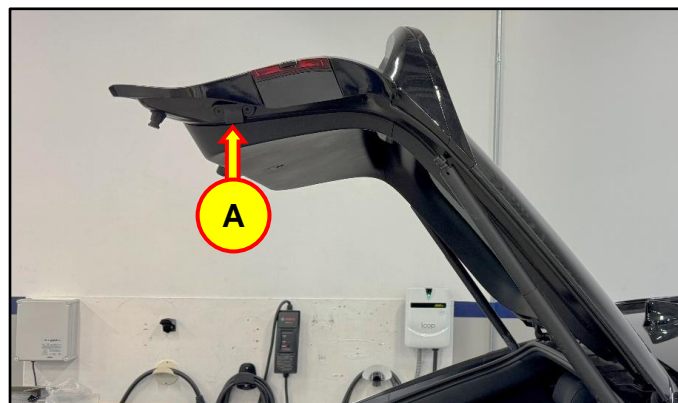
This TSB includes Repair validation photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

**NOTICE**

Applying the recommended torque to all fasteners is essential to reduce potential issues from occurring after the service procedure.

Guide Bumper Washer Installation – GV60 (JW1 EV)

1. Open the tailgate and locate the tailgate side guide bumper (A).



**LH Side Guide Bumper**

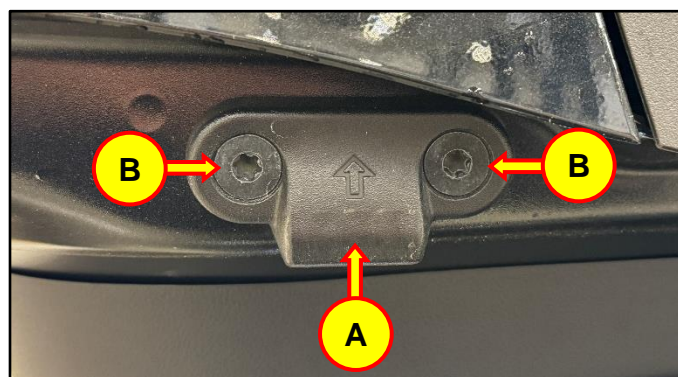
**RH Side Guide Bumper**



2. Remove the bolts (B) and tailgate side guide bumper (A).

**NOTICE**

If one or both bolt heads are damaged during removal, then replace with new bolt(s) (PN: 81456-3K000).



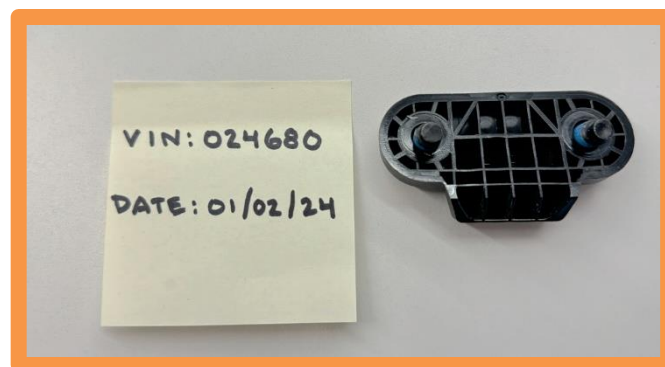
- 3.

**DIGITAL DOCUMENTATION**



Using STUI, take a photo of the back of the side guide bumper with the last 6 digits of the VIN and the date of repair on a piece of paper.

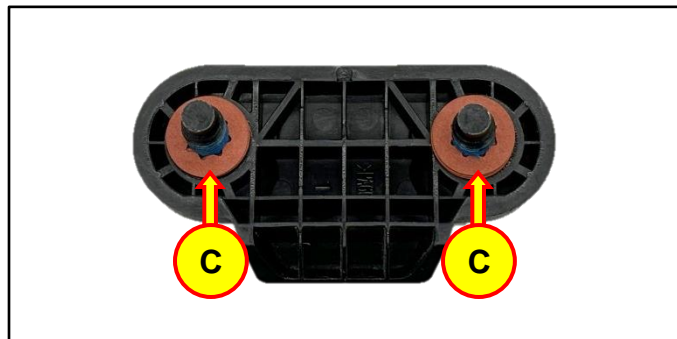
Upload the photo to STUI.



- Install 3 supplied washers (C) to each bolt on the tailgate side guide bumper.

**i** Information

Ensure the washers are seated flush against the base of the tailgate side guide bumper.



- Reinstall the side guide bumper with the installed washers.

**Tightening Torque:**

|       |     |
|-------|-----|
| lb-ft | 6.6 |
| lb-in | 79  |
| N.m   | 8.9 |

**i** Information

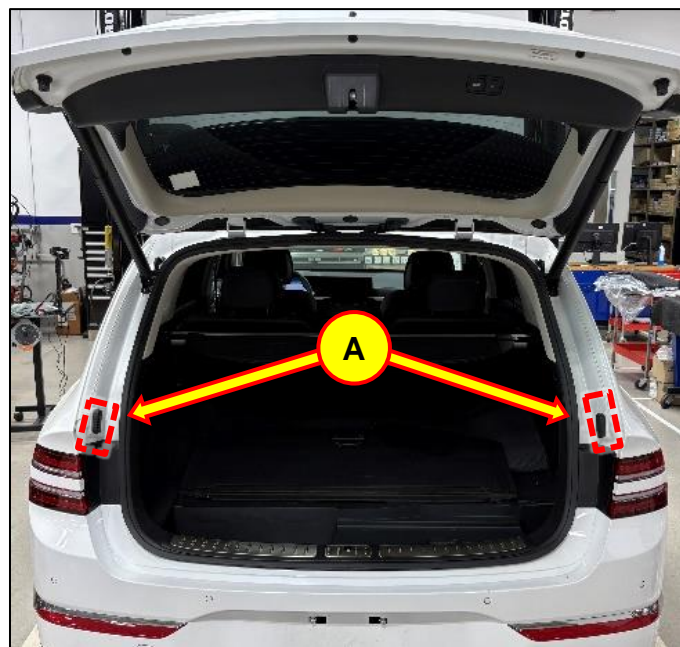
Ensure the tailgate side guide bumper is oriented as pictured, with the arrow pointing upwards when the tailgate is open.



- Repeat **steps 1 – 5** for the opposite tailgate side guide bumper.
- Ensure the tailgate opens and closes properly.
- If needed, adjust the overslam bumpers or add/remove washers for proper tailgate function.
- The service procedure is now complete.

Guide Bumper Washer Installation – GV80 (JX1)

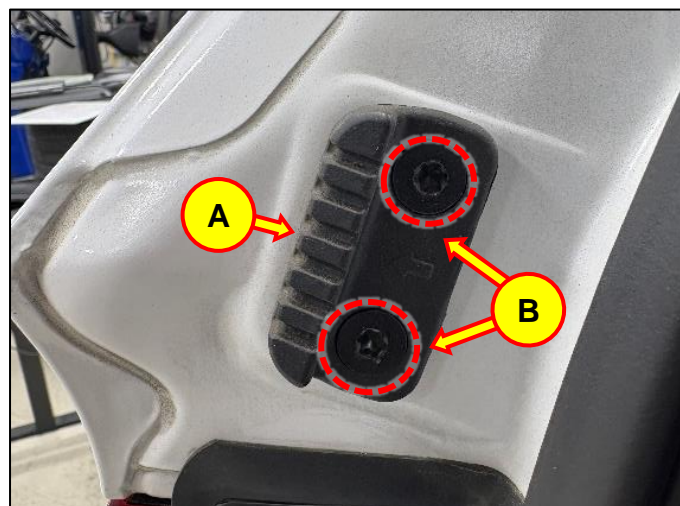
- 1. Open the tailgate and locate the body side guide bumpers (A).



- 2. Remove the bolts (B) and body side guide bumper (A).

**NOTICE**

If one or both bolt heads are damaged during removal, then replace with new bolt(s) (PN: 81456-3K000).



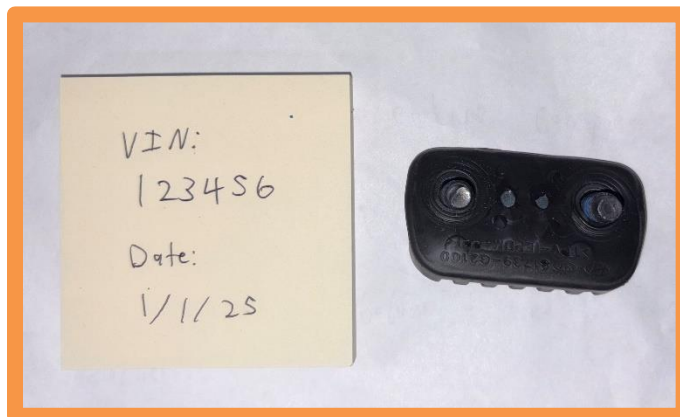
- 3.

**DIGITAL DOCUMENTATION**



Using STUI, take a photo of the back of the side guide bumper with the last 6 digits of the VIN and the date of repair on a piece of paper.

Upload the photo to STUI.



- Install **3** supplied washers (C) to each bolt on the body side guide bumper.

**i** Information

Ensure the washers are seated flush against the base of the body side guide bumper.



- Reinstall the body side guide bumper with the installed washers.

**Tightening Torque:**

|       |     |
|-------|-----|
| lb-ft | 6.6 |
| lb-in | 79  |
| N.m   | 8.9 |

**i** Information

Ensure the body side guide bumper is oriented as pictured, with the arrow pointing towards the rear of the vehicle.



- Repeat **steps 1 – 5** for the opposite tailgate side guide bumper.
- Ensure the tailgate opens and closes properly.
- If needed, adjust the overslam bumpers or add/remove washers for proper tailgate function.
- The service procedure is now complete.