



Service Campaign 914G: ECM Update - P030X Misfire– Retailer Notification

August 5, 2025

Updates to this Document	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 25-01-051G published on GMA Tech Info 	08/05/2025

Service Campaign Description:

Certain G80 (RG3), GV70 (JK1/JK1A), and GV80 (JX1) vehicles equipped with Theta III 2.5L T-GDI engine may illuminate the Check Engine Light as a result of misfire DTCs P0300, P0301, P0302, P0303, or P0304.

The California Air Resources Board has determined that these vehicles may be releasing air pollutants which exceed Federal and California standards.

Affected Vehicles:

- 2021-2024MY G80 (RG3) produced from 07/25/2020 - 06/04/2024
- 2022-2023MY & 2025MY GV70 (JK1) produced from 03/29/2021 – 03/04/2025 (VIN starts with ‘KMU’)
- 2024-2025MY GV70 (JK1A) produced from 05/10/2023 – 02/13/2025 (VIN starts with ‘5NM’)
- 2021-2024MY GV80 (JX1) produced from 07/27/2020 – 03/04/2024

Remedy Information:

Follow the service procedure outlined in **TSB 25-01-051G** (or latest version) to update the ECM (Engine Control Module) software with improved misfire logic.

- **Technician Certification Requirements:** Genesis Certified (or higher)

GDS Information:

- System Selection: Engine
 - Event #1258 RG3 THETA3 2.5T-GDI FR MISFIRE DTC (P030X) IMPROVEMENT
 - Event #1259 JX1 THETA3 2.5T-GDI FR MISFIRE DTC (P030X) IMPROVEMENT
 - Event #1260 JK1(A) THETA3 2.5T-GDI FR MISFIRE DTC (P030X) IMPROVEMENT

System	Event Number	Description
Engine	1258	RG3 THETA3 2.5T-GDI FR MISFIRE DTC (P030X) IMPROVEMENT
	1259	JX1 THETA3 2.5T-GDI FR MISFIRE DTC (P030X) IMPROVEMENT
	1260	JK1(a) THETA3 2.5T-GDI FR MISFIRE DTC (P030X) IMPROVEMENT

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


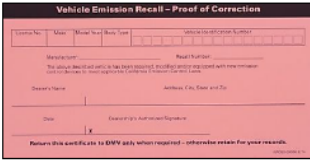
- **All vehicles will require a software update of the Engine Control Module (ECM).**
- **Every vehicle needs to have an emission sticker** under the hood included.



- If applicable (per state), please provide the customer with proof of correction card as specified in **TSB 25-01-051G** for physical proof of the campaign completion by the dealership.
- If a guest arrives at the retailer with no appointment scheduled, it is recommended the retailer offer alternative transportation to the guest while the vehicle is being serviced.
- If a guest schedules an appointment in advance, ensure the appropriate parts, tools, and equipment are on hand to perform any related repairs.

Parts Information

- Refer to **TSB 25-01-051G** (or latest version) for parts information.
- **Campaign Sticker (P/N NP001-SC914G)** – Retailer may order from its facing PDC.
- **Vehicle Emission – Proof of Correction Card (NP050-09006):**
 - Retailer may order from its facing PDC.
 - Retailers from certain states referred to in ‘Remarks’ section of TSB (and noted below) are required to provide a card to guests as proof of the vehicle completing the campaign.

Model	Part Name	Part Number	Figure	Remarks
G80 (RG3)	Campaign Sticker	NP001-SC914G		Apply to all vehicles regardless of state.
GV70 (JK1/JKA1) GV80 (JX1)	Vehicle Emission Recall - Proof of Correction Card	NP050-09006		Order only for states: CA, CO, CT, DE, ME, MD, MA, NJ, NY, OR, PA, RI, VT, WA

Warranty Information

Refer to **TSB 25-01-051G** (or latest version) for the latest warranty information.

- The service campaign pays the following:
 - Labor: 0.4 M/H ECM Software Update & Emission Label Installation
- Digital Documentation Photos:
 - Refer to **TSB 25-01-051G** for the required photos when submitting a claim.

Guest Talk Tracks

1. For Guests with an appointment, but the campaign is not part of the originally scheduled services:

*“I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign requires updating the vehicle’s Engine Control Module with improved misfire logic. This service, of course, will be provided at **no cost** to you and, if necessary, we would like to offer you alternative transportation while we service your vehicle. We apologize for the inconvenience.”*

2. For walk-in Guests:

*“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open campaign. This service campaign requires updating the vehicle’s Engine Control Module with improved misfire logic. This service, of course, will be provided at **no cost** to you and, if necessary, we would like to offer you alternative transportation while we service your vehicle. We apologize for the inconvenience.”*

3. For Guests over the phone:

“While I have you on the line and am verifying your current appointment, I ran your VIN and found that your vehicle has an open campaign. This service campaign requires updating the vehicle’s Engine Control Module with improved misfire logic. If time permits, we can address this campaign during your current appointment, and it will



be at **no cost** to you. Should you need it, we can arrange for alternate transportation since this may prolong the stay of your vehicle in for service. We apologize for the inconvenience.”

Retail Notification Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls? Did you check for any declined services from previous visits?

- Yes
- No** - Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer. Also, ask the guest if they would like to have any of the previously declined services performed.



Readiness: Are the GDS tools, campaign emission stickers, and proof of correction card (if applicable) readily available?

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



Reception: Did the guest provide authorization to perform repairs?

- Yes
- No** - Guest must be consulted and provide approval before proceeding with any services on their vehicle.



Reception: Did you explain to the guest the expected repair time 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 guest can plan the rest of their day away from the retailer.



Reception: Did you offer the guest Alternative Transportation if requested?

- Yes
- No** – Guest should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, a CVP may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during guest’s visit. Guest may also request CVP regardless.



Repair: Does the Technician meet the recommended training requirement(s) to complete this campaign?

- Yes
- No** – Please ensure a technician with recommended training level requirement(s) completes this repair.

Repair: Were the appropriate pictures taken as outlined in **TSB 25-01-051H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be compensated. See TSB for sample photo(s). Refer to the latest Warranty Digital Documentation Policy for requirements.



Return: Did you get the guest’s signature on all warranty lines in addition to the final RO?

- Yes
- No** – Guests must sign the final invoice upon retailer’s delivery of the vehicle back to the guest.



Guests FAQ:

Q1: What is the issue?

A1: Certain G80 (RG3), GV70 (JK1/JK1A), and GV80 (JX1) vehicles equipped with Theta III 2.5L T-GDI engines may illuminate the Check Engine Light with misfire diagnostic codes.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2021-2024MY G80 (RG3) produced from 07/25/2020 - 06/04/2024
- Certain 2022-2023MY & 2025MY GV70 (JK1) produced from 03/29/2021 – 03/04/2025 (VIN starts with 'KMU')
- Certain 2024-2025MY GV70 (JK1A) produced from 05/10/2023 – 02/13/2025 (VIN starts with '5NM')
- Certain 2021-2024MY GV80 (JX1) produced from 07/27/2020 – 03/04/2024

Q3: Why is this campaign being provided to me?

A3: These vehicles may be releasing air pollutants which exceed Federal and California standards. These standards were established to protect your health and welfare from the dangers of air pollution.

Q4: Are you a California registered owner or one from Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

A4: Because your state has adopted the California emissions regulation, your Genesis retailer will also provide a "Proof of Correction" certificate as verification that this repair has been completed. It's critical that it is retained for your records and to be presented when registering your vehicle, if requested.

Q5: What will be done during service at the retailer?

A5: The engine control module update for the revised misfire logic will be offered **at no cost** to guests for all affected vehicles.

Q6: When will the affected owners be notified of this campaign?

A6: Owners of the subject vehicles are expected to be notified via First Class Mail in **September 2025**.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this emissions 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	