



## Service Campaign 916G: DTC Check and Electric Water Pump Replacement - P26CB00 – Retailer Notification

September 18, 2025

Updates to this Document	Date
<ul style="list-style-type: none"><li>Technical Service Bulletin (TSB) <b>25-01-062G</b> published on GMA Tech Info</li></ul>	09/18/2025

### Service Campaign Description:

Certain GV70 (JK1A) vehicles equipped with 3.5 T-GDI Lambda III engines may exhibit a malfunction indicator light with DTC P26CB00 (Engine Coolant Pump Performance/Stuck Off). This may be caused by a stuck impeller on the electric water pump (EWP) for the water-cooled intercooler.

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

### Affected Vehicles:

- Certain 2024-25MY GV70 (JK1A) with 3.5 T-GDI Lambda III Engines produced from 05/16/2023 - 01/24/2025

### Remedy Information:

Follow the service procedure outlined in **TSB 25-01-062G** (or latest version) to check for active DTC P26CB00, and if necessary, replace the electric water pump assembly.

- Technician Certification Requirements:**
  - Genesis Certified (or higher)
  - Engine Diagnosis (SVCDENGINEDIAG224\_1524) Instructor Led Training or equivalent

### 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

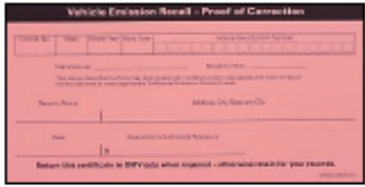
- All vehicles require the application of an emissions sticker** under the hood during service.
- If applicable (per state), please provide the customer with the proof of correction card as specified in **TSB 25-01-062G** for physical proof of the campaign completion by the dealership.
- If a guest arrives 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 tools and equipment are on hand to perform any related repairs.

### Parts Information

- Refer to **TSB 25-01-062G** (or latest version) for parts information.
- EWP Assembly (P/N 28275-3N000QQH)** – Will require a **valid campaign 916G VIN** to order part.
- Campaign Sticker (P/N NP001-SC916G)** – 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.

Campaign Sticker	NP001-SC916G	<p style="text-align: center;"><b>916G</b></p> <p>Dealer Code: Date:</p> <p style="text-align: center;"><b>NP001-SC916G</b></p>	Apply to all vehicles regardless of state.
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 25-01-062G** (or latest version), the service campaign pays the following:
  - Labor
    - 0.3 M/H DTC Check & Emission Label Installation
    - 1.7 M/H EWP Replacement & Emission Label Installation
- Digital Documentation Photos:
  - Refer to **TSB 25-01-062G** for any required photo(s) when submitting a claim. Claims are subject to review after submission. If it is found that the picture is not compliant with requested ones per **TSB 25-01-062G**, claim is subject to debit.

### 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 will consist of inspecting the vehicle for a diagnostic trouble code and if confirmed, replacing the electric water pump assembly. This service, of course, will be provided at **no charge** 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 will consist of inspecting the vehicle for a diagnostic trouble code and if confirmed, replacing the electric water pump assembly. This service, of course, will be provided at **no charge** 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 will consist of inspecting the vehicle for a diagnostic trouble code and if confirmed, replacing the electric water pump assembly. If time permits, we can address this campaign during your current appointment, and it will be at **no charge** 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 ahead to save time and perform repairs 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.

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.

Did you offer the guest Alternative Transportation if requested?

- Yes
- No** - Guest should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the repair being completed on his/her vehicle. 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 the recommended training level requirement(s) listed above on page 1 completes this repair.

Were the appropriate pictures taken as outlined in **TSB 25-01-062G** (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 receive 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 GV70 (JK1A) vehicles equipped with 3.5 T-GDI Lambda III engines may exhibit a malfunction indicator light with DTC P26CB00 (Engine Coolant Pump Performance/Stuck Off).

### **Q2: What are the affected vehicles?**

A2: Affected vehicles include the following:

- Certain 2024-25MY GV70 (JK1A) with 3.5 T-GDI Lambda III Engines produced from 05/16/2023 - 01/24/2025

### **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 vehicle will be inspected for the specified diagnostic trouble code and if necessary, the electric water pump assembly will be replaced. The service will be offered **at no cost** to guests for all affected vehicles.

### **Q6: When will owners be notified?**

A6: Owners of the subject vehicles are expected to be notified via First Class Mail in October 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 <a href="http://www.GenesisDealerUSA.com">www.GenesisDealerUSA.com</a> Parts > Mobis Parts Portal	Parts ordering hotline for retailers
Genesis Special Service Tools (SSTs) Support Special Service Tools Ordering	<a href="mailto:GenesisTools@gma.com">GenesisTools@gma.com</a> 1-855-763-6630 <a href="http://GenesisTools@snapon.com">GenesisTools@snapon.com</a>	Questions or feedback on SSTs Ordering tools/equipment
Techline	1-800-325-6604	Vehicle Technical Support for Genesis
Warranty HELPLine	1-877-446-2922 <a href="mailto:warranty@gma.com">warranty@gma.com</a>	Warranty Claim questions for Genesis Retailers
Warranty Prior Approval (PA) Center	1-844-371-3808 <a href="mailto:pa@gma.com">pa@gma.com</a>	Warranty Prior Approval (PA) Center for Genesis Retailers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	<a href="mailto:Support@xtime.com">Support@xtime.com</a> / 1-866-984-6355 <a href="mailto:support@autoloop.com">support@autoloop.com</a> / 1-877-850-2010	Assistance with SLT Appointment: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
<b>Genesis Customer Care</b>	1-844-340-9741 customer care@genesis motorsusa.com	For Genesis Customer Care, Connected Services and Roadside Assistance
<b>Genesis Recall / Campaign Website</b>	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	Updated information for customers related to recall and service campaigns
<b>Genesis Roadside Assistance</b>	1-844-340-9742	Genesis Roadside Assistance
Key Reference Information		
Name	Source	
Service Valet Appointment Scheduling	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Resources > Document Library > Services > Service Valet > Xtime Service Valet Settings Guide	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Resources > Documents Library > Parts > Campaign Parts Management	
Courtesy Vehicle (CVP) Program	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > Service tab > CVP Fleet Management	
Technical Service Bulletin (TSB)	<a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a> > 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	<a href="http://www.genesis.com/us/recall">www.genesis.com/us/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	