



Service Campaign 918G: LED Headlamp Aiming Inspection and Adjustment - Retailer

Notification

November 21, 2025

| Updates to this Document | Date |
|---|------------|
| <ul style="list-style-type: none">• Technical Service Bulletin (TSB) 25-01-082G-1 published on GMA Tech Info; supersedes TSB 25-01-082G with the following revision:<ul style="list-style-type: none">○ Update headlamp adjustment procedure to include requirement for additional weight in the driver's seat | 11/21/2025 |

Campaign Description:

Certain GV60 (JW1 EV) vehicles may have headlamps that are not optimally adjusted, although the vehicles and headlamps meet required standards and aiming requirements.

Affected Vehicles:

- Certain 2026MY GV60 (JW1 EV) produced from 07/09/2025 - 08/25/2025

Repair Information:

Follow the service procedure outlined in **TSB 25-01-082G-1** (or latest version) to inspect the headlamp aiming and perform minor adjustments to the headlamp beams as necessary.

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

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.
 - a. Please note that Service Valet is available to the original/subsequent owner for 3 years/36,000 miles ONLY.
 - b. 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 at the retailer with no appointment scheduled, it is recommended that 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.
- Always inquire if the guest will have time for an additional service to be performed if they were originally scheduled for a different service.
- Update the guest if the original estimated wait time is exceeded.

Warranty Information

- Refer to **TSB 25-01-082G-1** (or latest version), the service campaign pays the following:
 - Labor
 - 0.3 M/H Headlamp Aiming Inspection and Adjustment
 - 1.0 M/H Headlamp Aiming Inspection and Adjustment + Workstation Setup
- Digital Documentation Photos:
 - Refer to **TSB 25-01-082G-1** for any required photo(s) when submitting a claim. Claims are subject to review after submission. If it is found that the photos are not compliant with the requested



capture items, the claim can be subject to a 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’s headlamp aiming and, if necessary, adjusting the headlamps. This service, of course, will be provided at **no cost to you**, and 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’s headlamp aiming and, if necessary, adjusting the headlamps. This service, of course, will be provided at **no cost to you**, and 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’s headlamp aiming and, if necessary, adjusting the headlamps. This service, of course, will be provided at **no cost to you**, and we would like to offer you alternative transportation while we service your vehicle. 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: Does the retailer have the necessary tools on hand to complete the repair in a timely manner?

- Yes
- No** – It is highly recommended to order & have the necessary tools/parts ahead of time and perform repairs efficiently for the optimal guest experience.



Reception: Did the guest provide authorization to perform repairs?

- Yes
- No** - Guests 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** – Guests should be given an estimated time of when their 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** – Guests should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, a CVP may be required based on the repair duration and any other additional work on the vehicle that may need to be addressed during the guest’s visit. Guests 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 completes this repair.

Were the required pictures taken as outlined in **TSB 25-01-082G-1** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the retailer 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 the retailer's delivery of the vehicle back to the guest.

FAQs:

Q1: What is the issue?

A1: Certain GV60 (JW1 EV) vehicles may have headlamps that are not optimally adjusted, although the vehicles and headlamps meet required standards and aiming requirements.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2026MY GV60 (JW1 EV) produced from 07/09/2025 - 08/25/2025

Q3: What will be done during service at the retailer?

A3: The retailer will inspect the vehicle's headlamp aiming and, if necessary, adjust the headlamps. The service will be completed **at no cost** for guests for all affected vehicles.

Q4: When will owners be notified?

A4: Owners of the subject vehicles are expected to be notified via First Class Mail by December 2025.

Contact Reference:

Please see the following page for commonly referred to contacts. Thank you for your prompt attention to this quality 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 |
| Genesis Special Service Tools (SSTs) Support | GenesisTools@gma.com 1-855-763-6630 | Questions or feedback on SSTs |
| Special Service Tools Ordering | GenesisTools@snapon.com | Ordering tools/equipment |
| 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 | |



Appendix

| Updates to this Document | Date |
|---|------------|
| • Technical Service Bulletin (TSB) 25-01-082G published on GMA Tech Info | 11/13/2025 |