



Warranty Extension Z02G: Blower Motor Multi-Fuse & Fuse Box Inspection, & Front Wiring Replacement– Retailer Notification

February 27, 2026

Updates to this Document	Date
<ul style="list-style-type: none">Technical Service Bulletin (TSB) 26-BE-005G published on GMA Tech Info	02/27/2026

Warranty Extension Description:

Some vehicles may have an inoperative blower motor (not blowing). This may be caused by damage or deterioration of the blower motor multi-fuse and fuse box.

The warranty coverage for repairs and replacement of the front wiring on 2019-2022MY G70 (IK) vehicles has been extended to 10 years or 120,000 miles from the date of original retail delivery or date of first use and is valid for original and subsequent owners.

Affected Vehicles:

- 2019-2022MY G70 (IK) produced from 01/03/2018 – 10/12/2021

Remedy Information:

- Follow the service procedure outlined in **TSB 26-BE-005G** (or latest version) to inspect for damage or deterioration and, if necessary, replace the blower motor front wiring.
- Recommended Service Technician Training Level:** Genesis Expert or above (or higher) is required with two (2) or more years servicing Genesis vehicles.

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 opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

Other Notes/Recommendations

- If a guest arrives at the retailer without an appointment, it is recommended that the retailer offer alternative transportation.
- If a guest schedules an appointment in advance, ensure that all necessary tools and equipment are available to complete any related repairs.
- Always confirm whether the guest has time for additional services if they were originally scheduled for a different repair or maintenance item.**
- Offer CVP assistance to guests with scheduling conflicts.
- Communicate wait times clearly and accurately to set proper expectations.
- If the repair is taking longer than anticipated, proactively update the guest.

Warranty Information

- Refer to **TSB 26-BE-005G** (or latest version), the warranty extension pays the following:
 - Labor: 10.2M/H for Blower Motor Multi-Fuse Deterioration and Fuse Box Damage Inspection, and Front Wiring Replacement.



- **If the affected parts are within 10 years or 120,000 miles, then submit as a campaign claim type.** Please note that any vehicles under 10 years/120,000 miles are covered by this TSB, even if vehicle is within original warranty of 5 years/60,000 miles.

Parts Information

- Refer to **TSB 26-BE-005G** (or latest version) for up-to-date parts information.
- Parts are only needed if the vehicle is exhibiting a problem related to the condition as outlined in **TSB 26-BE-005G** (or latest version) and is diagnosed/confirmed to have a part failure.

Guest Talk Tracks

1. For Genesis guests inquiring about the warranty extension prior to service/inspection:

*“Yes, certain 2019 model year G70 vehicles may have an inoperative blower motor due to damage or deterioration of the blower motor multi-fuse and fuse box. If your vehicle experiences an inoperative blower motor, Genesis will inspect the blower motor and, if necessary, replace the front wiring. Genesis has also extended the warranty coverage for the front wiring of the blower motor to 10 years / 120,000 miles. This service, if performed, and warranty extension would be provided to you **at no cost.**”*

2. For Genesis guests with applicable problems related to the condition:

*“Because of the concerns you mentioned [blower motor not blowing], we will inspect the blower motor multi-fuse and fuse box of your vehicle and replace the blower motor’s front wiring, if necessary. This service will be performed **at no cost**, and Genesis has extended the warranty coverage for the front wiring repair or replacement to 10 years / 120,000 miles from the date of original retail delivery or date of first use (whichever occurs first).”*

Retailer Notification Checklist



Reservation: Has WebDCS been checked for additional open campaigns or recalls? Has the guest previously declined repairs or services that can be addressed during their visit?

- Yes
- No** - Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer. Confirm if the guest would like to complete any previously declined services.



Readiness: Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?

- Yes
- No** – Please order the necessary part(s) from the corresponding PDC, if required. Additionally, ensure that a functioning GDS is available to complete the software update.



Reception: Has the guest been informed of the expected repair duration and a timeframe for status updates?

- Yes
- No** – Guests are to be informed of estimated repair duration and pick-up times when repairs are completed.

Has the guest provided authorization to perform repairs?

- Yes
- No** – Guests must be consulted and provide approval before proceeding with any repairs on their vehicle.

Did you offer the guest Alternative Transportation if requested?

- Yes
- No** – Offer SRC assistance to guests with scheduling conflicts. 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 requirements to complete this repair procedure?

- Yes
- No** – Please reference the Repair Procedure/Information section and ensure a qualified technician performs the repair.



Return: Is the guest's signature on all warranty lines in addition to the final RO?

- Yes
- No** – The guest must sign the final invoice upon return of the vehicle at the time of delivery.



FAQ:

Q1: What is the issue?

A1: Certain 2019-2022MY G70 (IK) vehicles may have an inoperative blower motor (not blowing). This may be caused by damage or deterioration of the blower motor multi-fuse and fuse box.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- 2019-2022MY G70 (IK) produced from 01/03/2018 – 10/12/2021

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

A3: The blower motor multi-fuse and fuse box will be inspected for deterioration and damage and if necessary, the front wiring assembly will be replaced.

Q4: When will owners be notified?

A4: Owners of the subject vehicles are expected to be notified via First Class Mail by April 2026.

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
Genesis Special Service Tools (SSTs) Support	GenesisTools@gma.com	Questions or feedback on SSTs
Special Service Tools Ordering	1-855-763-6630 GenesisTools@snaapon.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@genesis 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-BE-004G published on GMA Tech Info	03/11/2025
• Technical Service Bulletin (TSB) 23-BE-011G published on GMA Tech Info	07/31/2023