

# Recall 003G Dealer Best Practice



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**Date:** October 4, 2019

**Attn:** Dealer Principal/General Manager/Service Manager/Parts Manager

**Subject:** Recall 003G: 2018 G80 / 2017-2018 G90 3.3T Turbocharger Oil Supply Pipe Recall Campaign TSB # 19-01-028HG  
(REMEDY NOW AVAILABLE)

## \*\*\*IMPORTANT Dealer Stock and Retail Vehicles\*\*\*

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers should also perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

<u>Updates To This Document</u>	<u>Date</u>
• <u>Initial Notification: Recall 003G (Remedy Not Yet Available)</u>	<u>08/01/19</u>

### Affected Vehicles

Genesis Motor America is conducting a safety recall to replace the LH turbocharger oil feed pipe on certain 2018 Genesis G80 sedans equipped with a 3.3 liter turbocharged engine produced from January 2017 through December 2017 and certain 2017-2018 Genesis G90 sedans equipped with a 3.3 liter turbocharged engine produced from June 2016 through December 2017 by Hyundai Motor Company at the Ulsan plant in the Republic of Korea.

The recall affects approximately 8,000 vehicles. Genesis is initiating this action to ensure the safety and quality of its vehicles and the continued satisfaction of its customers.

### Description

The LH turbocharger oil feed pipe may have a loose seal causing oil to leak onto the exhaust manifold. Oil leaking onto the exhaust manifold could increase the risk of a fire.

### Service Action



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



**Readiness** – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed. Ensure an adequate availability of Courtesy Vehicles (CVP) are put into service to be able to accommodate these customers. Ensure Service Valet is offered to all Genesis Recall customers.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. For customers who decline Service Valet and opt to drive-in to your dealership, ensure a Courtesy Vehicle (CVP) is offered, and available. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.



**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- If a part is found in need of replacement while performing this Recall Campaign 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.
- After completion of the recall, check for DTCs and perform the appropriate diagnostic service and ensure no warning lights are present.

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**Return** – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



**Reconnect** – Follow up for customer satisfaction.

## **Parts**

- Review the parts information found on TSB # 19-01-028HG

## **Customer Notification**

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter. Genesis will notify all owners of the vehicles described above to return their vehicles to their Genesis dealers for repair once the remedy becomes available. Customer notification letters of the recall are tentatively planned to be mailed on October 18, 2019.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Genesis customers.

Genesis Motor America, LLC



## Customer FAQ

**Q1: What is the problem?**

**A1:** The turbocharger oil supply pipes in the subject vehicles may leak due to insufficient swaging pressure where the rubber hose attaches to the metal pipe. A leak from the oil supply pipe could result in oil contacting the exhaust manifold increasing the risk of a fire.

**Q2: What is done during the recall service at the dealer?**

**A2:** Genesis dealers will replace the oil supply pipes in the subject vehicles. This will be performed at no cost to owners.

**Q3: How long will it take for the procedure?**

**A3:** The repair procedure instructions are under development.

**Q4: When will owners be notified?**

**A4:** Owners will be mailed notification letters beginning in September, 2019.

**Q5: Can the recall service be performed now (prior to receiving notice)?**

**A5:** The replacement parts are being prepared. In the interim, if customers notice an indication of an oil leak including engine room smoke, burning odor or oil leaking on the ground, they are encouraged to seek service at their local Genesis dealer as soon as possible.

**Q6: If a customer had this repair previously completed, how can they be reimbursed?**

**A6:** Customers can contact the Genesis Customer Care Center at 1-844-340-9741 for additional information regarding their vehicle and the prior engine replacement for which they are seeking reimbursement.

**Q7: Can Service Valet be performed for this campaign?**

**A7:** Yes, Service Valet is the recommended best practice. Please pick up an owner's car and leave a Courtesy Vehicle while the work is performed. Please submit the Service Valet as part of the Warranty claim submission.

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Key Contact Information		
Dealer 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
Techline	1-800-325-6604	Vehicle Technical Support for Genesis technicians
Warranty HELP Line	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 CDK Service Connect within the CDK system / 1-866-668-5394 (option 6)	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 <a href="mailto:customercare@genesismotorsusa.com">customercare@genesismotorsusa.com</a>	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
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.GenesisdealerUSA.com">www.GenesisdealerUSA.com</a>
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 EMAIL FIELD"</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>

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