



Recall 010G: Trunk Latch Base – Remedy Available - Retailer Best Practice

May 26, 2022

Updates to this Document	Date
• TSB 22-01-046G - Remedy Available	05/26/2022

As required by federal law, dealer must not deliver new vehicle 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.

Description of Campaign:

On certain G70 (IK) vehicles, the trunk latch pawl can thermally contract when exposed to high ambient temperatures. An attempt to release the pawl and open the trunk lid in this condition could result in damage to the pawl, preventing opening of the trunk lid through actuation of the emergency trunk release and presenting risk of injury to an occupant locked in the trunk.

Affected Vehicles:

- Certain 2019MY G70 (IK) vehicles produced between 05/02/2018 – 05/07/2019
- To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.
- For this recall, please note that there are no vehicles currently in dealer stock.

Remedy Information:

Inspect the trunk latch base and if necessary, replace the trunk latch base with revised parts.

- Estimated Repair Time: 0.2 M/H for inspection; 0.4 for inspection/replacement
- **Recommended Technician Training Level: Certified**
 - With 6 months or more experience servicing Genesis vehicles

Recommended Alternative Transportation:

Retailer should offer service valet to all customers. It is critical to offer, especially for customers that are concerned with the safe operations of their vehicles prior to remedy being on their vehicles.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- ☐ Yes
- ☐ No



Readiness: Are parts in stock to complete this campaign?

- ☐ Yes – Provide customer with ETA
- ☐ **No – Contact parts and get ETA**



Reception: Did you explain to the customer the expected repair time based on the repair?

- ☐ Yes
- ☐ No



Reception: Did you offer the customer Alternative Transportation?

- ☐ Yes
☐ No



Repair: Did you provide the customer with an eMPI?

- ☐ Yes
☐ No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?

- ☐ Yes
☐ No



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

- ☐ Yes
☐ No

Warranty

- **NOTE 1:** Submit claim on Campaign Claim Entry Screen.
- **NOTE 2:** If a part that is not covered by this recall is in need of replacement while performing this recall, and the affected part is still under warranty, please submit a separate claim using the same repair order. If the part is out of warranty, submit a prior approval request for goodwill consideration prior to performing the work.
- **NOTE 3:** The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. Claim is subject to debit if the part is not returned.

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
G70 (IK)	21D040R0	Trunk Lid Latch Inspection	0.2 M/H	81231-G9001QQH	A32	ZZ3
	21D040R1	Trunk Lid Latch Inspection and Partial Replacement	0.4 M/H			

Parts

- **This Part number is on Campaign Parts Management (CPM);** dealers can keep ordering needed parts as long as they submit their corresponding campaign claims.

Part Name	Part Number
Trunk lid latch base	81231-G9001QQH

Customer Notification

Owners are expected to be notified in late May 2022 of a remedy available for their vehicles. As of 04/02/2022, NHTSA has posted this recall.



Customer FAQs

Q1: What is the issue?

A1: The trunk latch pawl in the subject vehicles can thermally contract when exposed to high ambient temperature. When engaged under this condition, an attempt to release the pawl and open the trunk lid could result in damage to the pawl.

Q2: What is the safety concern?

A2: A damaged pawl could prevent opening of the trunk lid through actuation of the emergency trunk release, which could increase the risk of injury to occupants. As such, the involved vehicles might not comply with Federal Motor Vehicle Safety Standard No. 401, "Interior Trunk Release."

Q3: Have there been any accidents or injuries?

A3: As of the date of the filing on 03/28/22, Hyundai/Genesis has identified 169 reports received from February 22, 2019 – February 10, 2022, alleging the recall condition in the U.S. market. Hyundai/Genesis is not aware of any confirmed crashes, injuries, or fires related to the recall condition.

Q4: What will be done during this recall service at the dealer?

A4: All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Genesis retailer for an inspection of the trunk latch base, and if necessary, replacement with revised parts. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Genesis' New Vehicle Limited Warranty.

Additionally, Genesis will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.

Contact Reference

Please see the following page for commonly referred to contacts.

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



GENESIS

Key Contact Information		
Dealer 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 HELP Line	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 / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customercare@genesismotorsusa.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
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in
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
<ul style="list-style-type: none">• Remedy Not Available		04/01/2022