



Recall 014G: Rear Driveshaft – Remedy Not Available – Retailer Best Practice

April 26th, 2023

Document Topic	Date
• Remedy Not Available	04/26/2023



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 must 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.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description:

The subject vehicles are equipped with all-wheel drive powertrain systems containing rear driveshafts that could potentially fracture due to abnormal stress incurred by improper jig alignment during manufacturing.

Applicable Vehicles:

- Certain 2023MY Genesis GV60 equipped with all-wheel drive produced 06/15/2022 – 02/10/2023

Remedy Information:

This remedy is currently under development and additional information will be provided once it has been developed for release.

Recommended Alternative Transportation:

Retailer should offer service valet to all customers and if customer does not feel safe operating their vehicle until the remedy has been performed. Service Valet is available to the original owner for 3/36. The customer could also get a loaner (CVP) if a recall/warranty repair(s) is needed beyond 3/36 (Service Valet benefit has expired for original owner).



Additional Training & Resources:

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by GMA.

Parts

Parts, if applicable, will be provided once a remedy has been released by GMA.

Warranty

Warranty information will be updated once remedy has been released by GMA.

Customer Talk Tracks

“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle does have an open recall without an available remedy. The recall states that a fractured driveshaft could result in a sudden reduction of motive power, increase the risk of a crash.

Once a remedy is available, Genesis will notify you via First Class mail advising you to bring your vehicle to a Genesis retailer to have it applied at no cost to you.

If you experience any concern(s) related to the rear driveshaft such as a sudden reduction of motive power, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a remedy has been applied.”

Best Practice Checklist



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

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No

Customer FAQ:

Q1: What is the issue?

A1: The subject vehicles are equipped with all-wheel drive powertrain systems containing rear driveshafts that could potentially fracture due to abnormal stress incurred by improper jig alignment during manufacturing.

Q2: What are the affected vehicles?

A2: The subject vehicles include certain 2023MY Genesis GV60 vehicles equipped with all-wheel drive produced from June 15, 2022 to February 10, 2023.

Q3: What is the safety concern?

A3: A fractured driveshaft could result in a sudden reduction of motive power, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?



A4: As of the date of this filing (04/26/23), there are no incident(s) related to this condition involving subject vehicles in the U.S., including fatalities, injuries, crashes, and fires. Globally, Genesis has identified five (5) total incidents involving fractured rear driveshafts in vehicles from Korea and the U.K.

Q5: Stop Sale?

A5: Dealer: A dealer “stop sale” has been issued in accordance with federal regulation for affected vehicles unsold at dealers.

Port: A “hold” has also been issued for all vehicles located at ports.

Q6: What will be done during the recall service at the dealer?

A6: Once an official remedy is available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Genesis retailer to have the remedy completed free of charge, regardless of whether the affected vehicles are still covered under Genesis’s New Vehicle Limited Warranty.

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.

Q7: When will owners be notified?

A7: Owners will be notified via First Class Mail in late June 2023.

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 guests.



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 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
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