



Safety Recall 016G: Low-Pressure Fuel Pump Assembly - Retailer Best Practice **September 15th, 2023**

Document Topic	Date
<ul style="list-style-type: none"> Remedy Not Available 	09/15/2023

Recall Description

The low-pressure fuel pump assemblies in the subject vehicles may contain impellers that do not meet current material characteristic specifications, potentially leading to deformation under certain environmental conditions, such as high ambient temperature. Deformation of the impeller could cause the impeller to interfere with the fuel pump housing, resulting in a mechanical resistance that could lead to a shutdown of the fuel pump.

A shutdown of the fuel pump could restrict fuel flow to the engine, resulting in a sudden reduction or loss of motive power, increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2022MY GV70 (JK1) produced from 06/01/2021 – 01/19/2022
- 2021-22MY GV80 (JX1) produced from 06/09/2021 – 12/03/2021
- 2021-22MY G80 (RG3) produced from 06/01/2021 – 12/14/2021

Remedy Information:

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

Recommended Alternative Transportation

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests at the guest’s request and if the guest does not feel safe operating his/her vehicle until the remedy is available and completed.

- Please note that the Service Valet is available to the original owner for 3/36 ONLY.
- A CVP vehicle can be offered if vehicle is within or outside of 3/36.
- A Service Valet or CVP may also be required based on any other additional work on the vehicle that may need to be addressed during the guest’s visit.

Warranty Information

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

Parts Information

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

Guest Talk Tracks

1. *“If you experience any concern(s) related to the low-pressure fuel pump assembly not operating properly such as incurring rough idling or hesitation of the engine or the Malfunction Indicator Lamp (MIL) turned on, please have your vehicle towed to the nearest Genesis retailer and do not attempt to drive the vehicle until a remedy has been applied.”*
2. *“During your visit today, I checked your vehicle for any open campaigns or recalls and found that your*



vehicle has an open recall without an available remedy. The recall states that low pressure fuel pump assembly’s impellers may interfere with the fuel pump housing, causing the fuel pump to shut down. A shutdown of the fuel pump leads to the increased 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.”

Best Practice Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Reception:

Did you offer the guest alternative transportation?

- Yes
- No

Guest FAQ:

Q1: What is the issue?

A1: The low-pressure fuel pump assemblies in the subject vehicles may contain impellers that do not meet current material characteristic specifications, potentially leading to deformation under certain environmental conditions, such as high ambient temperature. Deformation of the impeller could cause the impeller to interfere with the fuel pump housing, resulting in a mechanical resistance that could lead to a shutdown of the fuel pump.

Q2: What are the affected vehicles?

A2: Affected vehicle models include the following:

- 2022MY GV70 (JK1) produced from 06/01/2021 – 01/19/2022
- 2021-22MY GV80 (JX1) produced from 06/09/2021 – 12/03/2021
- 2021-22MY G80 (RG3) produced from 06/01/2021 – 12/14/2021

Q3: What is the safety concern?

A3: A shutdown of the fuel pump could restrict fuel flow to the engine, resulting in a sudden reduction or loss of motive power, increasing the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (09/11/2023), there are no confirmed crashes, fires, or injuries related to this condition.

Q5: Will a Stop Sale be issued?

A5: No, a “stop sale” is not planned as the affected vehicles are no longer in production.

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

A6: Once an official remedy is available from GMA, 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 at no cost, regardless of whether the affected vehicles are still covered under Genesis’s 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.



Q7: When will owners be notified?

A7: Owners will be notified via First Class Mail in early November 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 our Genesis guests.



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
WarrantyHELPLine	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 customercare@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 retailer 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