



Service Campaign 908G: VCU Update for Regenerative Brake Light Logic – Retailer Best Practice - Update

December 19, 2023

Document Topic	Date
<ul style="list-style-type: none">Additional Over-the-air (OTA) option for GV60 vehicles ONLY (NOTES 3 & 4 in the 'Service Procedure Information') & related talk tracks	12/19/2023

IMPORTANT: This service campaign can only be performed at certified EV Genesis Retailers.

Campaign Description

This Vehicle Control Unit (VCU) software package includes **the following key VCU updates:**

- Brake light logic update for regenerative braking.
 - Revised logic to enable brake light actuation during regenerative braking at certain deceleration speeds and during i-Pedal mode driving without the need to press the brake pedal
- i-Pedal mode operation logic update.
 - Revised i-Pedal operation logic.
- 12V battery saver logic update allows charging from EV Battery as low as 10% battery SOC (State of Charge) when vehicle is parked.

Affected Vehicles (Certain):

- 2023MY G80 Electrified (RG3 EV) produced from 02/23/2023 – 09/04/2023
- 2023-24MY GV60 (JW1 EV) produced from 02/04/2022 – 09/12/2023
- 2023-24MY GV70 Electrified (JK1a EV) produced from 01/25/2023 – 06/14/2023

Service Procedure Information

For GV60 vehicles ONLY – there are now 2 options for the customer to complete this campaign: 1) At the dealer through the GDS, & 2) Over-the-Air (OTA) where the customer can complete on his/her own if he/she has an active subscription to Connected Services (CS).

For GV70/G80 Electrified vehicles – the sole option to complete this campaign is at the dealer through the GDS.

- **Recommended Service Technician Training Level:** [Genesis Certified or higher](#)
- **NOTE 1:** This service campaign can only be performed at certified EV Genesis Retailers.
- **NOTE 2:** Refer to **TSB 23-01-082G** (or latest version) for repair process information via the GDS. This is a standard software through the Genesis GDS.
- **NOTE 3:** Genesis has determined that **GV60** vehicles are eligible for a wireless over-the-air* (OTA) software update. This is another option for the customer to complete the campaign. A wireless OTA download will be sent to the affected vehicles and an additional owner letter will be sent with notification of OTA availability.
- **NOTE 4:** Refer to **TSB 23-GI-004G** (or latest version) for Genesis Over-The-Air (OTA) software update introduction and customer communication information.

Recommended Alternative Transportation

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests.

- 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 the repair procedure duration and any other additional work on the vehicle that may need to be addressed during guest's visit.

Warranty Information (Campaign completed at dealership ONLY)

IMPORTANT: This service campaign can only be performed at certified EV Genesis retailers. If a non-certified EV retailer performs the procedure, it may not be able to be reimbursed for their service technician's work.

1. This service campaign pays 0.7 M/H for performing the GDS VCU S/W Update.
2. **Photos:** Please refer to **TSB 23-01-082G** (or latest version) for repair validation sample photos and additional details.

Parts Information

- No parts required for this service campaign.

Customer Talk Tracks

1. *"I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign relates to the vehicle's regenerative braking system and will update the vehicle's Vehicle Control Unit (VCU) software. This service, of course, will be provided at no charge to you. We are happy to provide you with alternative transportation as needed."*
2. "OTA technology uses wireless communication to deliver the latest software to your vehicle's systems. These, OTA updates enable your vehicle to have the latest software over time, providing essential safety, performance, and feature enhancements efficiently and securely."
3. "For GV60 vehicles ONLY, this service campaign includes an option for wireless Over-the-Air* (OTA) Software Update. A wireless OTA download will/has be sent to your vehicle for you to install at your convenience."

Best Practice Checklist



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

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer.



Readiness: Does your service bay have a GDS(s) available to perform this update?

- Yes
- No** – Make sure you have a GDS(s) available to perform this update.



Reception: Did the guest provide authorization to perform repairs on the vehicle?

- Yes
- No** – Dealership should not perform unauthorized repairs; please obtain authorization from customer before proceeding.

For subject vehicles as outlined in **TSB 23-01-082G** (or latest version), did you explain to the guest the expected inspection and repair time?

- Yes
- No** – Guest should be given an estimated time of when his/her vehicle is completed so the guest can plan the rest of their day away from the retailer.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Guest should be offered if requested while repairs are being performed and/or if vehicle



needs any additional repairs.



Repair:

Did you provide the guest with an eMPI?

- Yes
- No

Does the Technician meet the recommended training requirements (Certified level or higher) to complete this campaign?

- Yes
- No** – Please ensure a technician with appropriate level above completes this repair.

Were the appropriate picture(s) taken based on the inspection/repair as outlined in **TSB 23-01-082G** (or latest version)?

- Yes
- No** – Please ensure appropriate documentation is taken for the retailer to be paid. **See TSB 23-01-082G** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No

Customer FAQ

Q1: What is the issue?

A1: Certain G80 Electrified, GV60 Electric, and GV70 Electrified vehicles require a software update related to the vehicles regenerative braking system to improve system logic and performance.

Q2: What will be done during service at the retailer?

A2: This service procedure will update the vehicle’s Vehicle Control Unit (VCU) software relating to the brake light logic for regenerative braking.

Q3: When will owners be notified of this service campaign?

A3: Owners of the subject vehicles were initially notified of this campaign via First Class Mail in November 2023. In addition, affected GV60 customers who have not yet completed the campaign will be sent a letter to notify them of the Over-the-air (OTA) option available to them.

Q4: What if I already paid for a part replacement/repair out-of-pocket already related to this condition or service campaign?

A4: Please file a claim at <https://owners.genesis.com/us/en/contactus/campaign.html> or contact Genesis Motor America at 1-844-340-9741.

Q5: How long will this software update take to install?

A5: “Once started, the average time for the update is approximately 15 minutes.

Contact Reference

Thank you for your prompt attention to this critical matter and continued commitment to Genesis guests. Please see next page for list of commonly referred to contact



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 / Operation Codes
Customer Support	Contact Information	Description
Genesis Customer Care	1-844-340-9741 customer care@gm.com 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	



Appendix

Document Topic	Date
• Repair Available - Technical Service Bulletin (23-01-082G) published	10/12/2023