



Service Campaign 912G: ECU Update P0461/P2066 Fuel Level Sensor Logic Improvement– Retailer Notification

May 12, 2025

Updates to this Document	Date
• Technical Service Bulletin (TSB) 25-01-026G published on GAM Tech Info	05/12/2025

Service Campaign Description:

Certain 2025MY GV80 and GV80 Coupe (JX1) vehicles equipped with the 3.5T-GDI Lambda III engine may NOT experience a warning lamp illumination of DTC P0461/P2066 when the calculated fuel consumption and the fuel consumption calculated from the fuel level sensor signal is over its threshold value.

The California Air Resources Board has determined that these vehicles may be releasing air pollutants which exceed Federal and California standards.

Affected Vehicles:

- 2025MY GV80 (JX1) produced from 03/30/2024 - 11/19/2024
- 2025MY GV80 Coupe (JX1) produced from 04/01/2024 – 12/02/2024

Remedy Information:

Follow the service procedure outlined in **TSB 25-01-026G** (or latest version) to update the ECM (Engine Control Module) and revise the fuel level sensor warning light logic.

- **Technician Certification Requirements:** Genesis Certified (or higher) is required.

GDS Information:

- System Selection: Engine
- Event: #1217 JX PE ECU UPGRADE - DIAGNOSIS LOGIC IMPROVEMENT (P0461/P2066)
(or use a later available event as listed in the GDS TCU Update screen if one is available)

System	Event Number	Description
ECU	1217	JX PE ECU UPGRADE - DIAGNOSIS LOGIC IMPROVEMENT (P0461/P2066)

Recommended Alternative Transportation

A Service Valet or CVP 4.0 vehicle may be required based on the repair procedure duration/wait and any other additional work on the vehicle that may need to be addressed during the guest's visit.

- ❖ A Courtesy Vehicle Program (CVP) 4.0 vehicle or Service Valet is expected to be provided to guests.
 - a. Please note that Service Valet is available to the original/subsequent owner for 3 years/36,000 miles ONLY.
 - b. A CVP 4.0 Vehicle can be offered with opportunity for Daily Reimbursement (Please refer to CVP 4.0 Warranty/Campaign Rental Guidelines).

Other Notes/Recommendations

- If a guest arrives to the retailer with no appointment scheduled, it is recommended for the retailer to offer alternative transportation to the retailer while the vehicle is being inspected.
- Always inquire if the guest will have time for an additional service to be performed if they were originally scheduled for a different service.
- **All vehicles will require software update.**



- **Every vehicle needs to have an emission sticker** under the hood included.
- If applicable (per state), please provide the customer with the proof of correction card as specified on page 9 for physical proof of the campaign completion by the dealership.
- Offer CVP assistance for customers who may be pressed on time.
- Be honest with guests on wait times.
- If the service is taking longer than expected, update the guest.

Warranty Information

- Refer to **TSB 25-01-026G** (or latest version), the service campaign pays the following:
 - Labor: 0.4 M/H for updating the software & installing the campaign sticker
 - Parts: None
- **Photos:**
 - The time above includes taking validation photos of the 'ECU Update Complete' screen with your tablet and installing the emission sticker.
 - Op times include VIN, Mileage, and Repair validation photo(s) as outlined in the Digital Documentation Policy.

Parts Information

- Refer to **TSB 25-01-026G** (or latest version) for parts information.
- **Campaign Sticker (P/N NP001-SC912G)** – Retailer may order from its facing PDC.
- **Vehicle Emission – Proof of Correction Card (NP050-09006):**
 - Retailer may order from its facing PDC.
 - Retailers from certain states referred to in 'Remarks' section of TSB (and below) are required to provide a card to guests as proof of the vehicle completing the campaign.

Model	Part Name	Part Number	Figure	Remarks
GV80 (JX1)	Campaign Sticker	NP001-SC912G		Apply to all vehicles regardless of state.
GV80 Coupe (JX1)	Vehicle Emission Recall – Proof of Correction Card	NP050-09006		Order only for states: CA, CO, CT, DE, ME, MD, MA, NJ, NY, OR, PA, RI, VT, WA

Guest Talk Tracks

1. For guests with an appointment, but campaign not part of originally scheduled services:

*"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 requires updating the vehicles' Engine Control Module. This service, of course, will be provided at **no charge** to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience."*

2. For walk-in guest:

*"During your visit today, I checked your vehicle for any open campaign or recalls and found that your vehicle has an open campaign. This service campaign requires the vehicle's Engine Control Module (ECM) software to be updated. This service, of course, will be provided at **no charge** to you and, if necessary, we would like to offer you alternative transportation while we repair your vehicle. We apologize for the inconvenience."*



3. For guests over the phone:

*"While I have you on the line and am verifying your current appointment, I ran your VIN and see that your vehicle has an open campaign. This service campaign requires the vehicle's Engine Control Module (ECM) software to be updated. If time permits, we can address this campaign during your current appointment, and it will be at **no charge** to you. Should you need, we can arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience."*

4. For Genesis guests with applicable problem(s) related to the condition:

"Your vehicle may NOT experience a warning lamp illumination of Diagnostic Trouble Code P0461 or P2066. Please reach out to your nearest Genesis retailer for assistance to schedule an appointment."

Retail Notification Checklist



Reservation:

Did you check WebDCS for additional campaigns or recalls? Did you check for any declined services from previous visits?

- ☐ Yes
- ☐ **No** - Please ensure all open campaign(s)/recall(s) are identified and completed by the retailer. Also ask guest if he/she would like to have any of the previous declined services performed.



Readiness: Are the required GDS's available to perform the repairs?

- ☐ Yes
- ☐ **No** – It is highly recommended to order the necessary tools/parts ahead of time to save time perform repair efficiently for the optimal guest experience.



Reception: Did the guest provide authorization to perform repairs?

- ☐ Yes
- ☐ **No** - Guest must be consulted and provide approval before proceeding with any repairs on their vehicle.



Did you explain to the guest the expected repair time and set the expectation for a status update?

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



Did you offer the guest Alternative Transportation if requested?

- ☐ Yes
- ☐ **No** – Guest should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the repair being completed on his/her vehicle. In addition, a CVP may 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. Guest may also request CVP regardless.



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

- ☐ Yes
- ☐ **No** – Please ensure a technician with certified level (or higher) completes this repair.



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

- ☐ Yes
- ☐ **No** – Customer must sign the final invoice upon retailer's delivery of the vehicle back to the customer.



Customer FAQ:

Q1: What is the issue?

A1: Certain 2025MY GV80 and GV80 Coupe (JX1) vehicles equipped with the 3.5T-GDI Lambda III engine may NOT experience a warning lamp illumination of DTC P0461/P2066 when the calculated fuel consumption and the fuel consumption calculated from the fuel level sensor signal is over its threshold value.

Q2: What are the affected vehicles?

A2: Affected vehicles include the following:

- Certain 2025MY GV80 (JX1) produced from 03/30/2024 – 11/19/2024
- Certain 2025MY GV80 Coupe (JX1) produced from 04/01/2024 – 12/02/2024

Q3: Why is this campaign being provided to me?

A3: These vehicles may be releasing air pollutants which exceed Federal and California standards. These standards were established to protect your health and welfare from the dangers of air pollution. The fuel level sensor may also not meet current specifications.

Q4: Are you a California registered owner or one from Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

A4: Because your state has adopted the California emissions regulation, your Genesis retailer will also provide a “Proof of Correction” certificate as verification that this repair has been completed. It’s critical that it is retained for your records and to be presented when registering your vehicle, if requested.

Q5: What will be done during service at the retailer?

A5: The engine control module update for the fuel level sensor warning light logic will be offered **at no charge** to guests for all affected vehicles.

Q6: When will owners be notified?

A6: Owners of the subject vehicles are expected to be notified via First Class Mail in June 2025.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this emissions matter and continued commitment to our Genesis guests.



Key Contact Information		
Retailer 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 HELPLine	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@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	
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	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	