



GENESIS MOTOR AMERICA, LLC
P.O. BOX 2704
HUNTINGTON BEACH, CA 92647

Genesis Motor America Campaign Number: 916G
(MM/DD/YYYY)

IMPORTANT SERVICE CAMPAIGN

Electric Water Pump Replacement

This is an Important Manufacturer’s Service Campaign.

- Please contact your nearest Genesis retailer to schedule this procedure as soon as possible.
- The service campaign will be performed on your vehicle at **NO CHARGE** to you.
- Having this software update performed will help ensure your vehicle’s full protection under the emissions warranty.
- Failure to have this service performed could cause your vehicle to fail an emissions inspection (SMOG check) when required under state law. It could also be considered a lack of proper maintenance.
- To locate your nearest Genesis retailer and schedule your appointment, please call or visit:
1-844-340-9741 or www.genesis.com/us/campaignhome

This notice applies to your [Model Year] Genesis GV70 vehicle, VIN: XXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

The California Air Resources Board has determined that certain 2024 – 2025 model year GV70 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. Genesis is conducting a service campaign to inspect and, if necessary, replace the Electric Water Pump (EWP) assembly. Our records indicate that your vehicle, with the VIN listed above, is affected by this campaign.

What is the purpose of this service campaign?

Genesis has become aware that some vehicles may exhibit a malfunction indicator light with DTC P26CB00 (Engine Coolant Pump Performance/Stuck Off). This may be caused by a stuck impeller on the EWP for the water-cooled intercooler.

What will Genesis do?

Your Genesis retailer will inspect and, if necessary, replace the Electric Water Pump assembly. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Genesis retailer to schedule this procedure as soon as possible.

The actual time required to perform the repair is less than 2 hours, however your vehicle may be needed longer. To schedule an appointment with your preferred Genesis retailer, please call **1-844-340-9741** or visit:

1. Visit www.genesis.com/us/campaignhome
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click “Schedule Appointment,” enter your zip code in the Retailer Locator tool, click the “Find a Retailer” selection, and follow the onscreen prompts.

We recommend scheduling a service appointment to minimize inconvenience. Service Valet may be arranged in advance for eligible owners whose vehicles are within 3 years or 36,000 miles from the date of original retail delivery or date of first use, whichever comes first. Courtesy Vehicles may be arranged in advance based on eligibility and availability, should alternate transportation be required during the service visit.

Are you a California registered owner?

The California Air Resources Board requires that emissions-related campaigns such as this, be completed prior to annual vehicle registration renewal. Without this service procedure, you may not be able to complete your vehicle registration and obtain a license tag. Once this repair has been completed, your Genesis retailer will provide a “Proof of Correction Certificate.” The California Department of Motor Vehicles (DMV) may request this Proof of Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Are you a registered owner in Colorado, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, or Washington?

Because your state has adopted the California emissions regulation, your Genesis retailer will also provide a “Proof of Correction Certificate” once this repair has been completed. Your state’s Department of Motor Vehicles, Department of Transportation, Motor Vehicle Administration, Motor Vehicle Commission, or Department of Licensing may request this Proof of Correction Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Additional information

If you have any questions or require further assistance, you may contact **Genesis Motor America at 1-844-340-9741**. To better assist you during your call, please use the last 8 characters of your VIN (the **bold** characters in the VIN at the top of this letter).

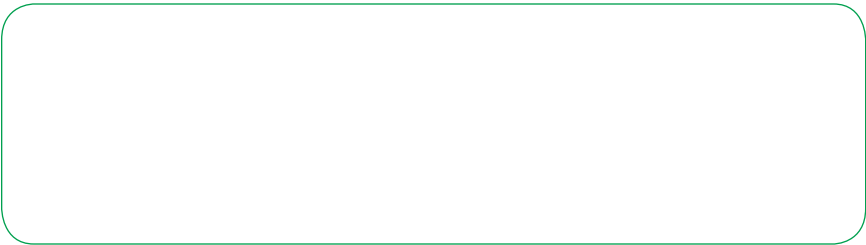
Thank you for your attention to this important service procedure. We encourage you to take action promptly and sincerely apologize for any inconvenience this may cause.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

Reimbursement notification

If you have previously paid for a repair that addresses the issue described in this letter, you may be eligible for reimbursement. To submit for reimbursement:

1. Visit www.genesis.com/us/en/contact-us
2. Scroll down to find Campaign Reimbursement and click “Submit Claim”
3. Follow the onscreen instructions to submit.

You can also call to obtain additional information at **1-844-340-9741**.

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.