



Service Campaign 907G: Integrated Charging Control Unit (ICCU) Inspection for DTC P1A9096, ICCU Software update or ICCU/Fuse Replacement – Retailer Best Practice

August 15, 2023

Document Topic	Date
• Repair Available - Technical Service Bulletin (23-01-069G) published	08/15/2023

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

Campaign Description

Certain 2023MY G80 Electrified (RG3 EV) and 2023-24MY GV60 (JW1 EV), vehicles may have a condition where low 12V auxiliary battery charging occurs due to an ICCU (Integrated Charge Control Unit) fault and may set the following DTC P1A9096 – “DC/DC Converter Input Voltage Sensor Fault”. When a fault occurs, the vehicle may enter a reduced power mode while various warning lights, an audible chime will sound, and large messaging in the vehicle’s instrument cluster will appear, instructing the driver to stop the vehicle.

The vehicle will be inspected for a DTC P1A9096 and may require either an ICCU software update or ICCU replacement and fuse replacement.

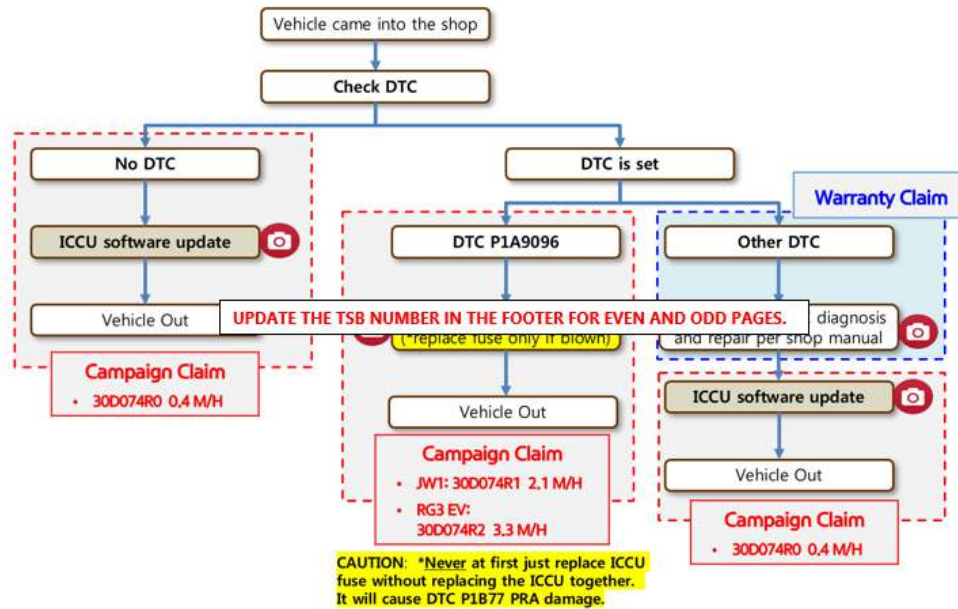
Affected Vehicles (Certain):

- 2023MY G80 Electrified (RG3 EV) produced from 02/23/2022 – 06/01/2023
- 2023-24MY GV60 (JW1 EV) produced from 02/04/2023 – 06/26/2023

Service Procedure Information

IMPORTANT: Follow the service procedure as outlined in **TSB 23-01-069G** (or latest version).

- **Recommended Service Technician Training Level:** **Genesis Expert** who has successfully completed the Genesis Electric Vehicle online microlearning series (SVCGEV12EXAMW23_1190 – Final exam module)
- Service process requires inspection first and ICCU replacement only if DTC P1A9096 appears.
 - If vehicle passes the inspection, will only need a software update.
 - If vehicle does not pass the inspection and has DTC P1A9096, vehicle needs ICCU assembly & ICCU fuse replacement.
 - **Do not put the vehicle back together with an affected ICCU and send the customer on their way in the interim or just replace the ICCU fuse.**
 - **Never install an ICCU fuse on its own without the ICCU assembly also being replaced** as it will cause damage to the battery PRA and cause Diagnostic Trouble Code (DTC P1B77).



Recommended Alternative Transportation

A Courtesy Vehicle Program (CVP) vehicle or Service Valet should be provided to guests if their vehicle requires ICCU replacement.

- 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

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. **Reimbursement:** This service campaign pays the following:
 - a. Labor
 - i. 0.4 M/H for inspection of the DTC P1A9096 code & performing the software update
 - ii. 2.1 M/H for inspection GV60 (JW1 EV) of the DTC P1A9096 code & replacing the ICCU/fuse
 - iii. 3.3 M/H for inspection G80 Electrified (RG3 EV) of the DTC P1A9096 code & replacing the ICCU/fuse
 - b. Pink Coolant & Fuse Replacement (op codes 30D074R1 & 30D074R2)
 - i. Retailer will be reimbursed for 1 gallon of pink coolant & the ICCU fuse when ICCU replacement is required.
2. Only software update/ICCU & fuse replacement due to DTC P1A9096 are to be submitted under the Claim Entry Screen as "Campaign" type. If other DTC than P1A9096 appears during inspection, submit as normal warranty and perform the appropriate diagnosis per shop manual.
3. **Photos:** Please refer to **TSB 23-01-069G** (or latest version) for repair validation sample photos and additional details.

Parts Information

- If ICCU replacement is required, please make sure to order both the ICCU and fuse. Retailer will require a valid service campaign 907G VIN to order the parts.



Part Name	Model	Part Number	Remarks
Integrated Charge Control Unit (ICCU)*	GV60 (JW1 EV)	36400-1XCA0QQH	
	G80 Electrified (RG3 EV)	36401-1XBA0QQH	
ICCU Fuse*	GV60 (JW1 EV)	375F2-GI040QQH	Order this fuse with an ICCU.
	G80 Electrified (RG3 EV)	18790-00728QQH	
Coolant (LLC-10)	All	00232-19098	Pink coolant. Up to 1 Gallon each.

*As needed, only if DTC P1A9096 stored.

Customer Talk Tracks

1. “If your vehicle experiences any concern(s) related to low battery charging, reduced drive power, and/or various warning lights with messaging appearing in the instrument cluster stating to stop the vehicle, please immediately stop your vehicle and have it towed to the nearest Genesis retailer. Do not attempt to drive the vehicle until the repair has been applied.”
2. “We will inspect your vehicle’s Integrated Charging Control Unit (ICCU). If inspection passes, we will only need to perform a software update on your vehicle at no cost to you. If inspection does not pass and the diagnostic trouble code P1A9096 is found, we will need to replace the ICCU and the ICCU fuse at no cost to you and may need to down your vehicle. We would like to offer you an CVP while we obtain the necessary parts to complete your vehicle’s repair. We apologize for the severe inconvenience.”
3. Walk-in customer: “I checked your vehicle for open campaign and see that your vehicle has an open one that needs to be addressed during your visit today. It is related to Integrated Charging Control Unit (ICCU) and may affect the charging of your vehicle. Because of this, we will inspect your vehicle’s ICCU system and depending on the result, update the ICCU software or replace the ICCU and ICCU fuse. This service will be performed at no charge to you. If requested, we will provide a Courtesy Vehicle Program vehicle (or alternate transportation) while repairs are being performed and apologize for the inconvenience in advance.”

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: Are parts in stock (if necessary) to complete this campaign?

- ☐ Yes
- ☐ **No** – Order the part if vehicle is found to need the ICCU replaced based on DTC P1A9096.



Reception: For subject vehicles as outlined in **TSB 23-01-069G** (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 their vehicle needs ICCU replaced.



Repair:

Did you provide the guest with an eMPI?

- ☐ Yes
- ☐ No

Does the Technician meet the recommended training requirements (Expert level who has completed the Genesis Electric Vehicle online microlearning series) to complete this campaign?

- ☐ Yes
- ☐ **No** – Please ensure a technician with the requirements above completes this repair.

Were the appropriate picture(s) taken based on the inspection/repair as outlined in **TSB 23-01-069G** (or latest version)?

- ☐ Yes
- ☐ **No** – Please ensure appropriate documentation is taken for the retailer to be paid. **See TSB 23-01-069G** (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: Subject vehicles vehicle may experience low battery charging and potentially enter a reduced power mode. If this occurs, warning lights, an audible chime and large messaging in the vehicle's instrument cluster will appear, instructing the driver to stop driving the vehicle.

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

A2: The ICCU will be inspected. If the inspection passes, only a software update to the ICCU is needed. If the inspection does not pass, the ICCU and ICCU fuse will need to be replaced. If the ICCU will need to be replaced, your vehicle may be needed longer than expected to secure the parts and repair the vehicle.

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

A3: Owners of the subject vehicles will be notified via First Class Mail in September 2023.

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.

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 contacts.



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
WarrantyHELP 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 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	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