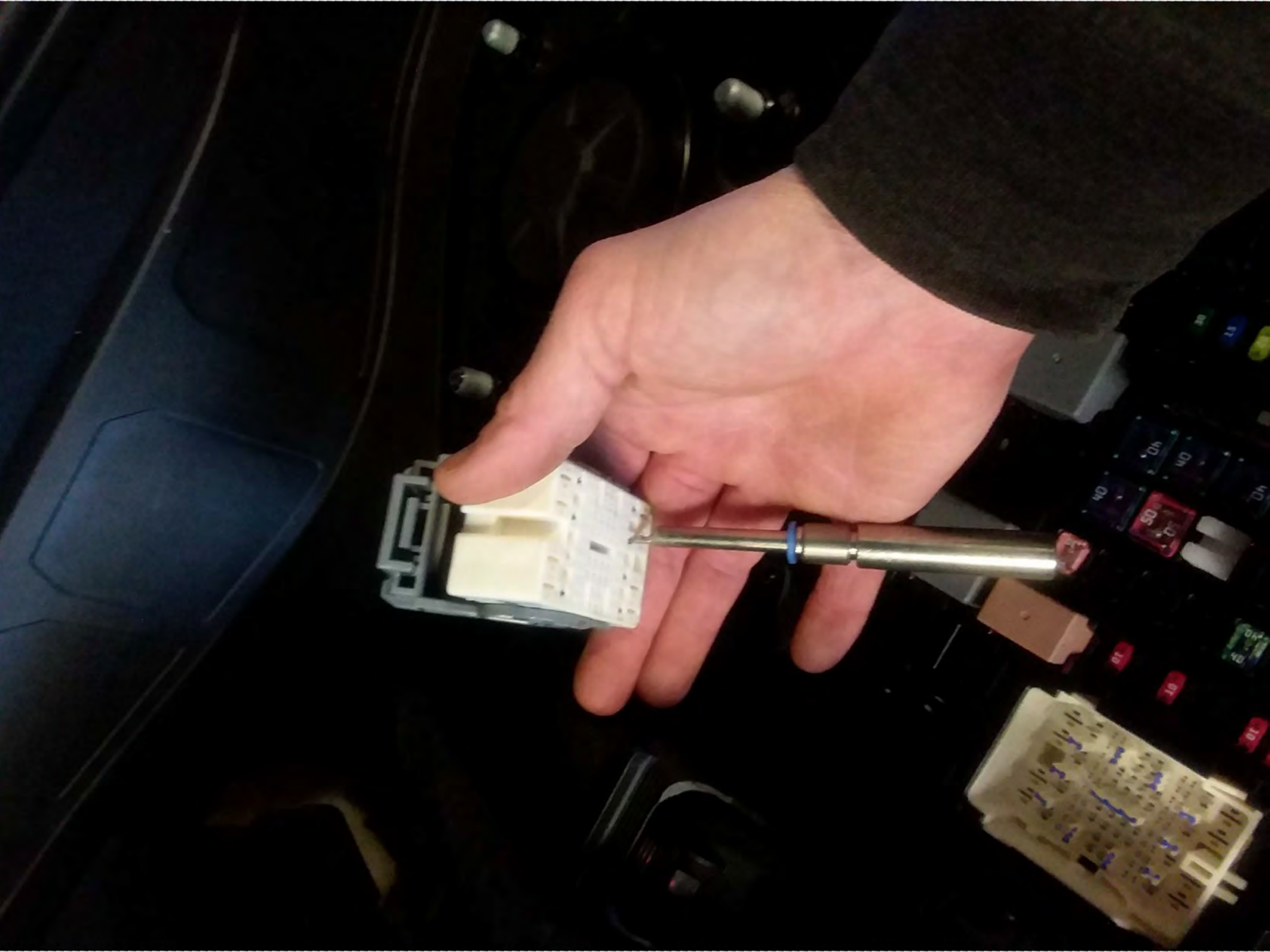


PE19-004
KIA
6/28/2019
DEFECT B
TECHLINES
TELLURIDE





발전기 ALT 250A

지정된 퓨즈만 사용하세요
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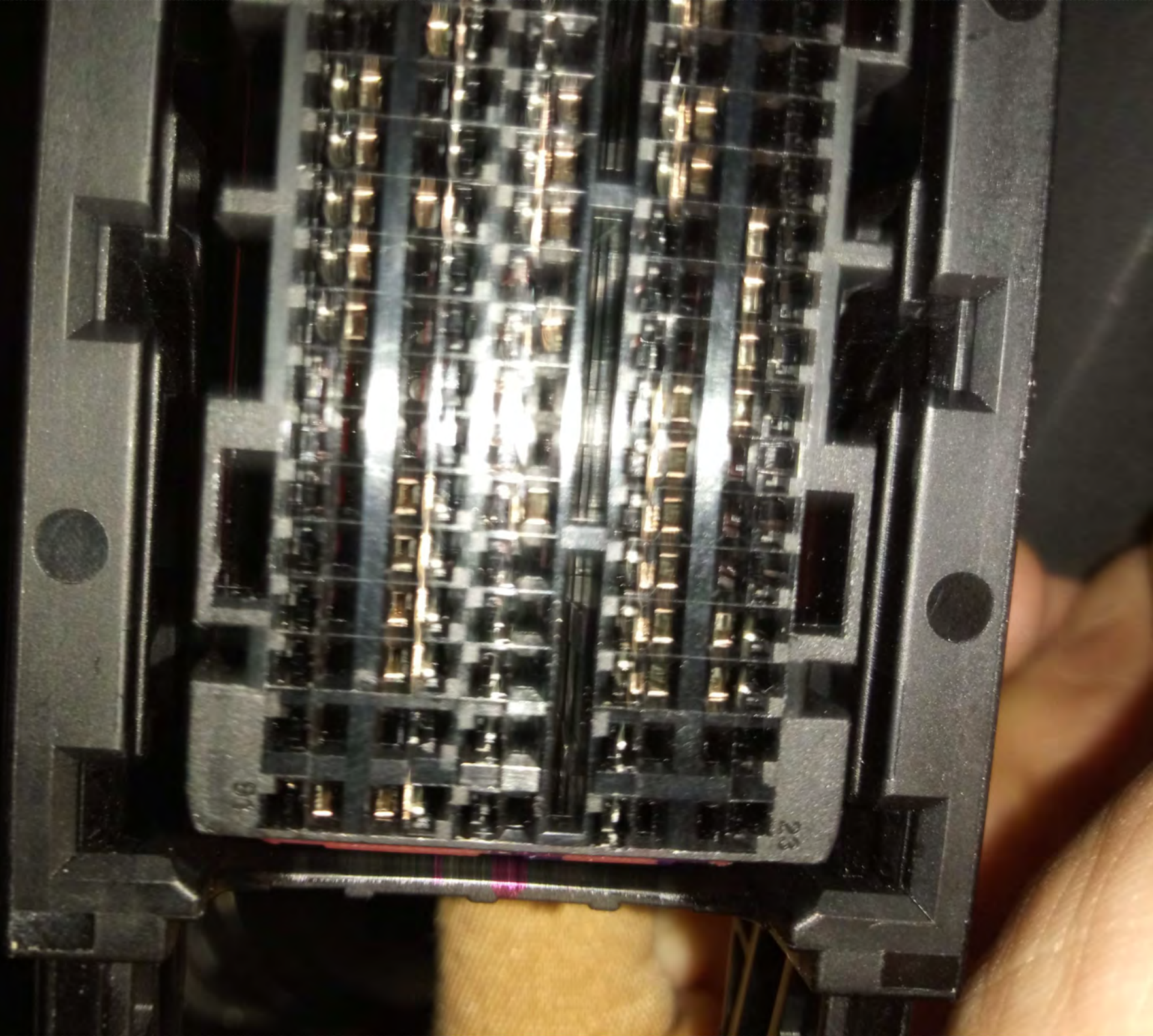
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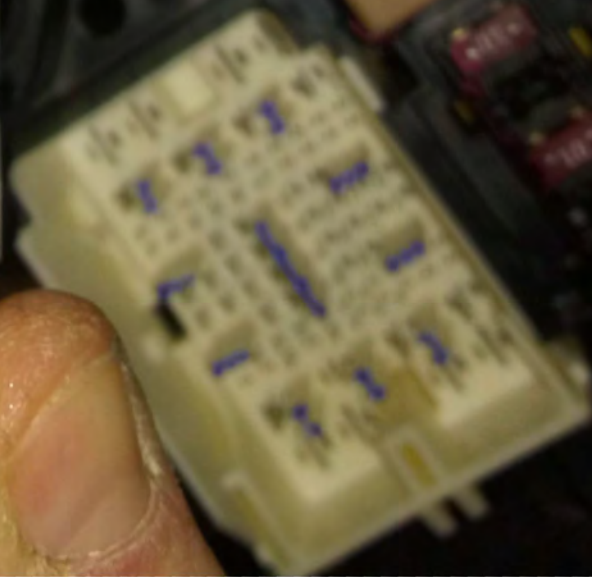
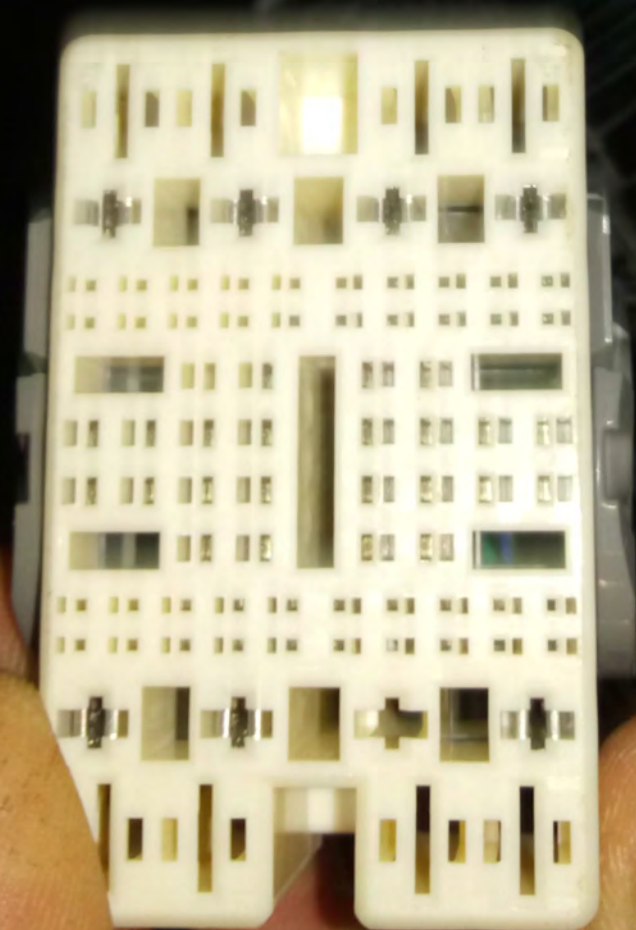
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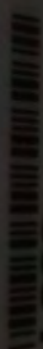


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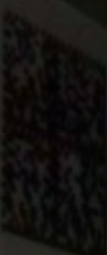




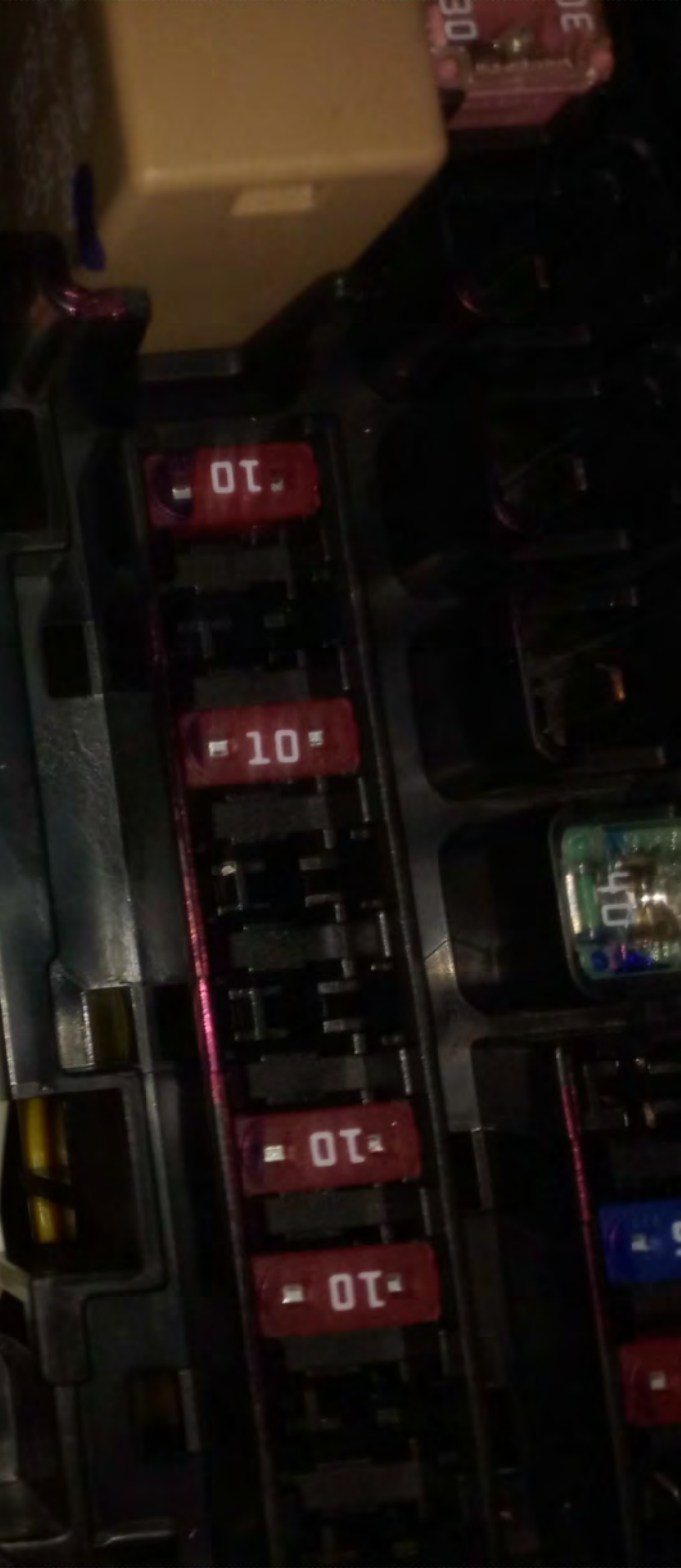
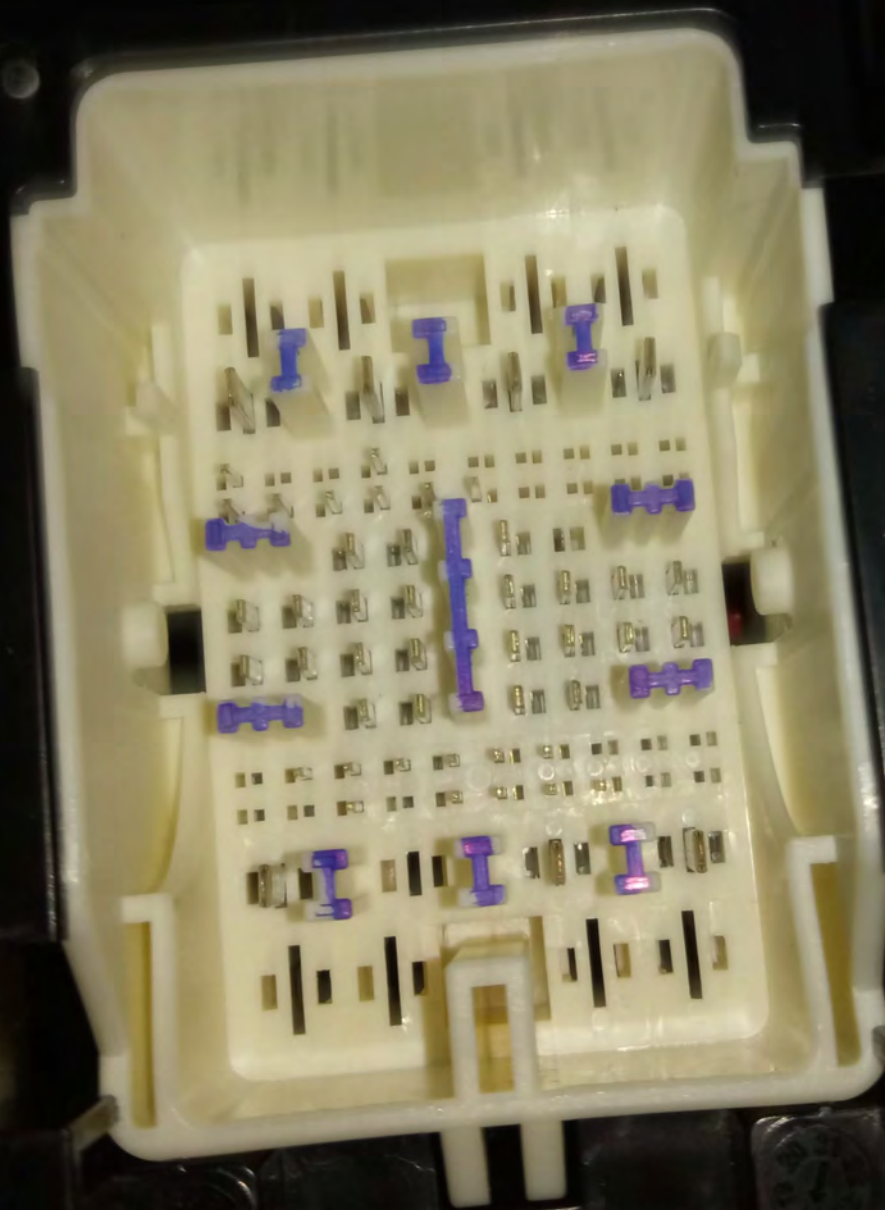
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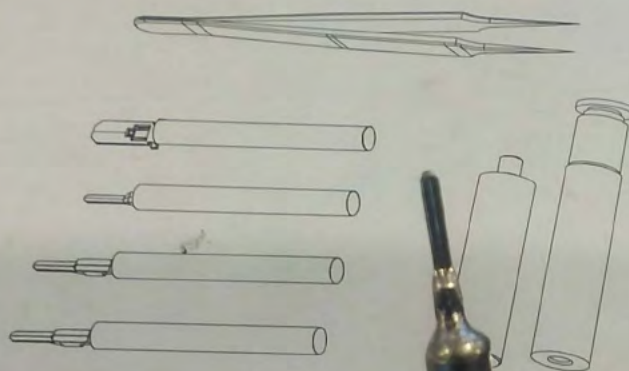
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TENSION GAUGE TOOL SET



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PE19-004
KIA
6/28/2019
DEFECT B
TECHLINES
TELLURIDE

PE19-004_Expanded
Scope_Telluride_Alleged Defect B



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year	2020 TELLURIDE S V6 FWD AUTO	Engine:	3.8L V6	Model Code:	J4232
VIN:	5XYP64HC0LG [REDACTED]	Mileage:	6		
Prod Date:	02/24/2019	Warranty Start Date:	04/08/2019		

Dealer/Contact Data:

Dealer:	OH069 Taylor KIA-Findlay		
Phone:	5674297100	FAX:	5674297101
Contact:	Brad Halstead	Contact	Exclusive Kia Technician
		Service District:	CE12

Case Details:

Case Title: MIL - PCM # U012D00 - P250400

Symptom: Warning Light On

DTC:

System: Engine Electrical

Component: Battery Cable

Resolution: Replace fuse due to unsecure br

Case History

*** 03/14/2019 12:26:47 ***

Contact = Brad Halstead, Priority = Standard, Sub Status = Dispatched

*** 03/14/2019 12:26:47 ***

Web - Problem Description created on 03/14/2019 11:22:57 and created by Brad Halstead
C/s car will not start

*** 03/14/2019 12:26:47 ***

Web - Diagnostics created on 03/14/2019 11:32:57 and created by Brad Halstead
Before trying to PDI the Telluride, I got in and noticed that I had power from the battery, dash lights, radio, all working when KOEO, but will not turn over. Scanned with KDS, found U012D00 - Lost Communication w/ Generator Control Module. Cleared DTC, started car, fired right up. Upon entering the shop, shut off car and it did start back up, but the check engine light is back on for the same U012D00.

*** 03/14/2019 12:59:00 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/14/2019 13:04:07 and created by Steven Okimura ***

1: Brad, check the alternator LIN circuit terminals for loose pin fit, EC11 pin 55, Alternator C101, E100--K 69, Battery sensor E04 1 & 2. Refer to TSB SST062 for information on pin tension gauge use, apply a few coats of Stabilant 22 to the male terminals. Inspect the harness for damage. Take photos of what you discover. Thank you

2:

Kia technicians are required to provide continuous follow up on ALL Techline cases until resolution. If the customer has taken the vehicle before the repairs are completed or if you are waiting for parts to arrive, Techline must be updated regularly on these types of status of repairs until closure. Once you have repaired the vehicle, please do the following...

- Please provide a detailed response of cause of concern
- Close the case, and submit your warranty claim
- Please provide photos of all concerns along with any other documents for quick action

*** 03/14/2019 13:34:10 ***

Web - Note created on 03/14/2019 13:34:09 and created by Brad Halstead

I test drove again trying to diagnose an a hot smell, and on my return trip the battery light came on. I scanned it with a KDS and found P250400 Charging System Voltage High code pending. I wanted to make sure I updated my case with this before I forgot, and thank you for the assistance.

*** Web - Advice created on 03/15/2019 05:21:50 and created by Steven Okimura ***

1: Thank you for the update. Please continue checking connections and follow DTC troubleshooting.

*** Web - Advice created on 03/15/2019 09:23:11 and created by Brian Lall ***

1: Please perform a battery, starting system, and charging system test and attach a copy of the results to the case. Thanks.

*** Case 13086095 is sent on 3/15/2019 9:39:12 by Andres De la Torre

To: adelatorre@kiausa.com

Cc:

Title: [REDACTED]

*** 03/18/2019 10:46:59 ***

Web - Note created on 03/18/2019 10:46:58 and created by Brad Halstead

Well after a rather busy last week I finally got the opportunity to get to these connectors and pull some things apart and check for any damage or any bent pins, stretched terminals in the locations you listed and couldn't find anything disconcerting. I also went ahead and applied some coats of Stabilant to said male pins and gave it some time to saturate and got everything plugged back in. I also have a full battery test slip from said vehicle as well. I have pictures taken of these connectors and the battery test

*** 03/18/2019 10:47:01 ***

20190318_125923.jpg added by Brad Halstead on 03/18/2019 10:46:59

*** 03/18/2019 10:47:03 ***

20190318_092342.jpg added by Brad Halstead on 03/18/2019 10:47:01

*** 03/18/2019 10:47:05 ***

20190318_083804.jpg added by Brad Halstead on 03/18/2019 10:47:03

*** 03/18/2019 10:47:07 ***

20190318_083753.jpg added by Brad Halstead on 03/18/2019 10:47:06

*** 03/18/2019 10:47:10 ***

20190318_083042.jpg added by Brad Halstead on 03/18/2019 10:47:08

*** Web - Advice created on 03/18/2019 12:23:52 and created by Steven Okimura ***

1: Will you add to the notes if you used the proper T-connectors to check pin tension.

Please perform a battery, starting system, and charging system test and attach a copy of the results to the case. Thanks.

*** 03/19/2019 05:47:09 ***

Web - Note created on 03/19/2019 05:47:08 and created by Brad Halstead

The results of the full system test show no voltage coming from the alternator. And the tension gauge I used is the smallest gauge in the set, so I wouldn't damage anything, the tool set for the tension gauge says Box-8

*** 03/19/2019 05:47:12 ***

15529991167811299905898.jpg added by Brad Halstead on 03/19/2019 05:47:09

*** 03/19/2019 05:47:15 ***

15529995906031208915091.jpg added by Brad Halstead on 03/19/2019 05:47:12

*** Web - Advice created on 03/19/2019 07:48:14 and created by Steven Okimura ***

1: Refer to TSB SST062 for information on pin tension gauge use.

Please follow DTC troubleshooting and report your results.

*** 03/21/2019 05:39:57 ***

Web - Note created on 03/21/2019 05:39:57 and created by Brad Halstead

All of the suspected connectors have good pin tension, they all have some drag and support the weight of the gauge.

*** 03/21/2019 05:39:59 ***

1553171883890696988983.jpg added by Brad Halstead on 03/21/2019 05:39:58

*** 03/21/2019 06:04:54 ***

1553173374511979677816.jpg added by Brad Halstead on 03/21/2019 06:04:53

*** Web - Advice created on 03/21/2019 07:35:56 and created by Steven Okimura ***

1: Please follow DTC troubleshooting and report your results.

*** 03/22/2019 10:19:36 ***

Web - Note created on 03/22/2019 10:19:36 and created by Brad Halstead

After checking pin tension on the connectors and making sure everything was tight, nothing was burnt or broken or missing pins, or having bent pins, I decided to run a diagnostic charge because the battery charge wasn't sufficient to start the car. It did take almost two hours to charge and top it off, but I started it and let it run and found it still making a strange smell and faint smoke rising from battery area. Turned off and found that the bolt that was holding the 250A fuse on the positive terminal wasn't tight enough, and that's where the smell and faint smoke came from. It didn't pop the 250A fuse, but it did get hot so I'm getting a price on a harness or a fuse, whichever it may be.

*** Web - Advice created on 03/22/2019 10:46:23 and created by Steven Okimura ***

1: Please attach a few clear photos of what you found.

*** 03/25/2019 06:12:59 ***

15535189122021620213100.jpg added by Brad Halstead on 03/25/2019 06:12:58

*** 03/25/2019 06:13:01 ***

15535194341101680953791.jpg added by Brad Halstead on 03/25/2019 06:13:00

*** Web - Advice created on 03/25/2019 06:22:55 and created by Steven Okimura ***

1: What part number did your parts department find?

*** 03/25/2019 10:02:36 ***

Web - Note created on 03/25/2019 10:02:36 and created by Brad Halstead

started at the harness, it looks like he has 18980-08500 wrote down here. Telluride has been back on the lot and hasn't had any issues since this, either.

*** Web - Advice created on 03/25/2019 10:48:58 and created by Steven Okimura ***

1: The part number is for the 250a fuse.

It was difficult to see in the photos but is the harness melted under the 10mm nut?

Will you provide photos clearly showing the damage?

*** 03/25/2019 13:02:11 ***

Web - Note created on 03/25/2019 13:02:11 and created by Brad Halstead

The harness and everything around there looked just fine, it isn't melted or burnt. The only damage was slight warp in the plastic on the positive terminal cover and a black spot on the metal of the terminal with the 10mm nut. Even though the fuse isn't blown or melted I was told to get an availability on it.

*** Web - Advice created on 03/25/2019 13:34:06 and created by Steven Okimura ***

1: Okay Brad, I was under the impression there was more damage. Please close the case after the fuse is replaced.

*** 04/04/2019 11:02:04 ***

Case Closed with Resolution Code: Blown Fuse

Resolution Summary: Replace fuse due to unsecure bolt