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Field Product Quality Report

* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	WE09	Report Create	05/16/2019
Dealer*	[WA027] HANNAH MOTOR COMPANY	Dealer City, State	VANCOUVER, WA
Name	Mills, Alex - FTS	Attached	
Model Number	JH42	Model	Telluride 2020 - 20box MY
VIN*	5XYP3DHCSLC [REDACTED]	Production Date	01/23/2019
Engine No	G6DNJ5831378	Delivery Date	04/10/2019
Trans No	LDKVA862924	FTS Visit Date	05/15/2019
Trans Type	Auto	RO Open Date	04/25/2019
Mileage In	898	Mileage Out	930
Part No		Part Desc	
Other Part #1	91110 59480 - WIRING ASSY-MAIN	Other Part #2	-
Condition/Nature	DA - Operation > Warning light on > Lamp on	Cause	ZZ1 - Component condition
Subject*	AM-TL-WA027-13094944-42619		

Additional VIN List

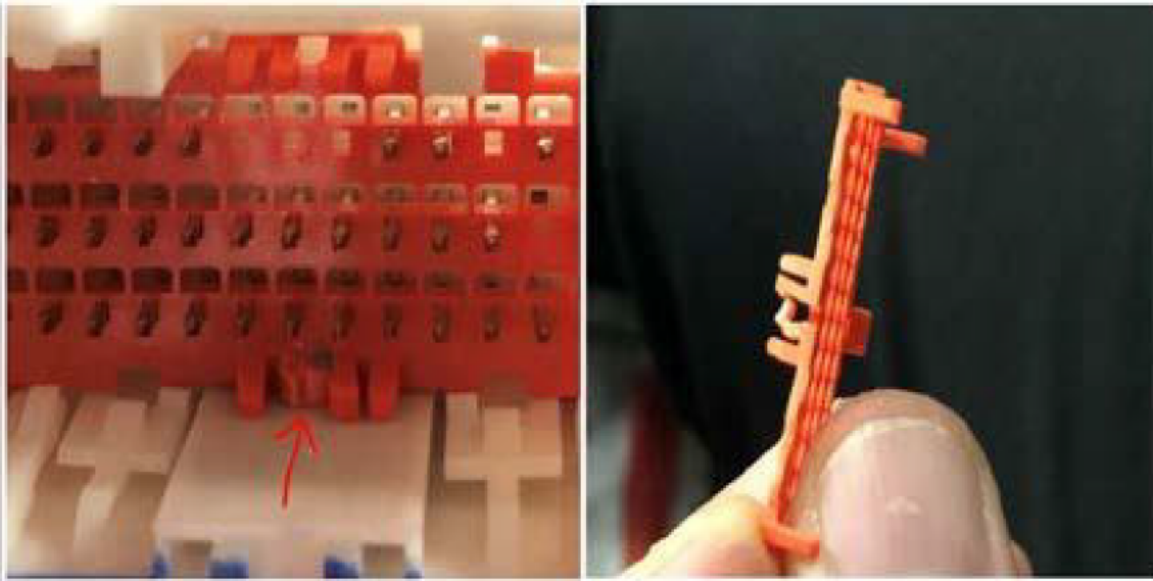
VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition

Customer Complaint	Customer states electronic problems. dash and gauges went dead, all warning lights came on, when dash lights come back on they turn off. Stereo stayed working all lights coming on across the top and bottom trms light will flash, cruise control shuts off, tach, speedometer, digital speedometer, turn signals quit working but turn signal do indicate on the outside of the vehicle but not on the dash.
Actual Condition	Intermittently multiple warning lights will come on the cluster, speedo and tach will drop to 0, interior lights will go out and then everything will come back on and then sometimes turn on and off.

Analysis

Investigation Results	<ul style="list-style-type: none"> • Prior to my arrival the technician found that when he was checking pin tension on connector MR11 he found it very difficult to plug back in and was able to duplicate the customers concern. When he checked after duplication he found that he had not plugged the connector back in all the way. • Connected KDS to the vehicle and found multiple CAN related DTCs (see pdf) • Cleared DTCs and inspected connector MR11. • Found that the male pin protection tray that is in the connector had a folded over plastic tab that is designed to slide around and lock on a protrusion of the female side of the connection. This being folded over cause the protrusion to hit the tab and bind causing the connector to be very difficult to connect and sometime wouldn't connect. (see photos) • Duplicate concern by wiggling connector, scanned vehicle for DTCs again and many of the same CAN DTCs and the customer exact concern being duplicated. • Checked pin tension at MR11 and found multiple pins with questionable pin tension. • Reviewed with Service Engineer
Possible Cause	Damage in connector MR11 causing it to be difficult/unable to connect properly resulting in a loss of connection.
Corrective Action	Advised dealer to replace the main harness.



File Uploads

Open	File Name	Comments
Open	Initial DTCs.PDF	
Open	MR11.JPG	
Open	MR11 male pin tray.jpg	
Open	DTCs after quick duplication.PDF	

● Result of fault code searching

System	Status	Result
ENGINE	NO DTC	Good
AT	NO DTC	Good
ABSESC	NO DTC	Good
AIRBAG	NO DTC	Good
ODS	NO DTC	Good
AIRCON	NO DTC	Good
4WD	NO DTC	Good
EPS	NO DTC	Good
SCC	NO DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	NO DTC	Good
MFC	NO DTC	Good
BCW	NO DTC	Good
DDM	NO DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	NO DTC	Good
IBU-SM K	NO DTC	Good
IBU-TP MS	NO DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	NO DTC	Good
CLU	NO DTC	Good
ICU	NO DTC	Good
PTG	NO DTC	Good

● **Faults codes**

System	DTC	Description	State
AIRBAG	B261700	Cluster Airbag Warning Lamp CAN Message Timeout	History
EPS	C180487	CAN time-out LKAS	History
EPS	C162887	CAN Time-out Cluster	History
SCC	C162887	CAN Time-out Cluster	History
SCC	C180487	CAN time-out LKAS	History
SCC	C160C87	Local CAN Time-out	History
BCW	C162887	CAN Time-out Cluster	History
BCW	C166A87	CAN Time-out LDWS/LKAS/MFC/LDW/LKA	History
IBU-BCM	B181000	UIP/ROA Sensor Error	History

Vehicle	Telluride(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0133	VCI Ver.	02.23
ECU Ver.	M-N-K-01-00-0074	OS Ver.	Android 7.0

- Result of fault code searching

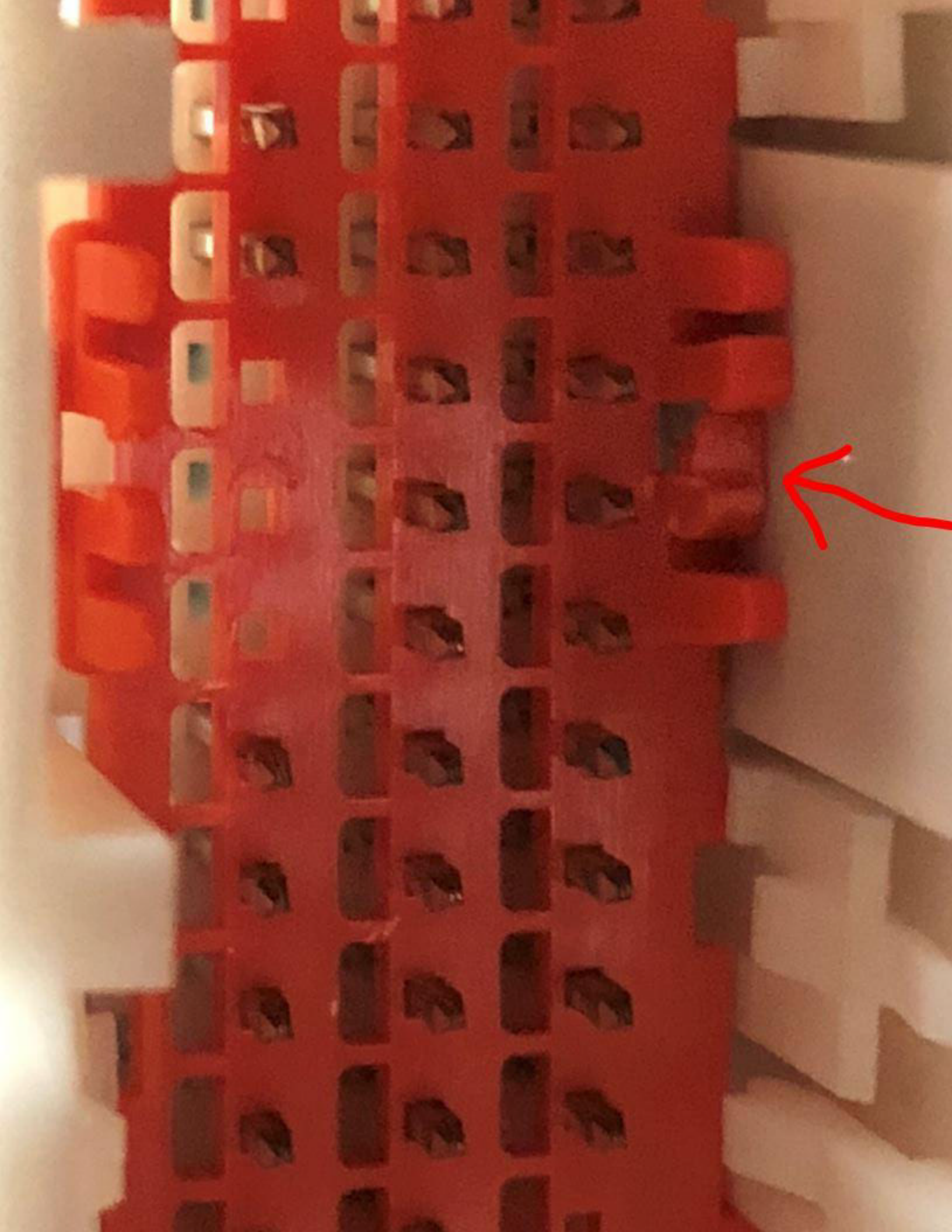
System	Status	Result
ENGINE	NO DTC	Good
AT	NO DTC	Good
ABSESC	NO DTC	Good
AIRBAG	NO DTC	Good
ODS	NO DTC	Good
AIRCON	NO DTC	Good
4WD	NO DTC	Good
EPS	NO DTC	Good
SCC	NO DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	NO DTC	Good
MFC	NO DTC	Good
BCW	NO DTC	Good
DDM	NO DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	NO DTC	Good
IBU-SM K	NO DTC	Good
IBU-TP MS	NO DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	NO DTC	Good
CLU	NO DTC	Good
ICU	NO DTC	Good
PTG	NO DTC	Good

● Faults codes

System	DTC	Description	State
ABSESC	C162808	CAN Time-out Cluster	History
AIRBAG	B261700	Cluster Airbag Warning Lamp CAN Message Timeout	History
AIRBAG	B261800	Cluster Airbag Warning Lamp CAN Message Timeout by CAN Bus	History
EPS	C161688	C-CAN Bus OFF	History
EPS	C180487	CAN time-out LKAS	History
EPS	C162887	CAN Time-out Cluster	History
SCC	C160A88	Local CAN Bus Off	History
SCC	C162887	CAN Time-out Cluster	History
SCC	C180487	CAN time-out LKAS	History
SCC	C160C87	Local CAN Time-out	History
MFC	C181287	CAN Time-out Gateway	History
MFC	C16B687	CAN Timeout-AEB	History
MFC	C165686	CAN Signal Error - Cluster	History
MFC	C162387	CAN Time-out Steering Angle Sensor	History
MFC	C166787	CAN Time-out SCC	History
MFC	C168787	CAN Time-out VSM2 (MDPS)	History
MFC	C162587	CAN Time-out ABS/ESP	History
BCW	C181287	CAN Time-out Gateway	History
BCW	C166A87	CAN Time-out LDWS/LKAS/MFC/LDW/LKA	History
BCW	C162887	CAN Time-out Cluster	History
BCW	C163381	Cluster Invalid Displayed Speed	History
BCW	C161688	CAN Bus OFF(C-CAN)	History
IBU-BCM	B181000	UIP/ROA Sensor Error	History
ICU	C162800	CAN Time-out Cluster	History
ICU	C166A00	CAN Time-out LDWS/LKAS/MFC/LDW/LKA	History
ICU	C161600	CAN Bus OFF C-CAN	History

Vehicle	Telluride(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0133	VCI Ver.	02.23
ECU Ver.	M-N-K-01-00-0074	OS Ver.	Android 7.0







Field Product Quality Report

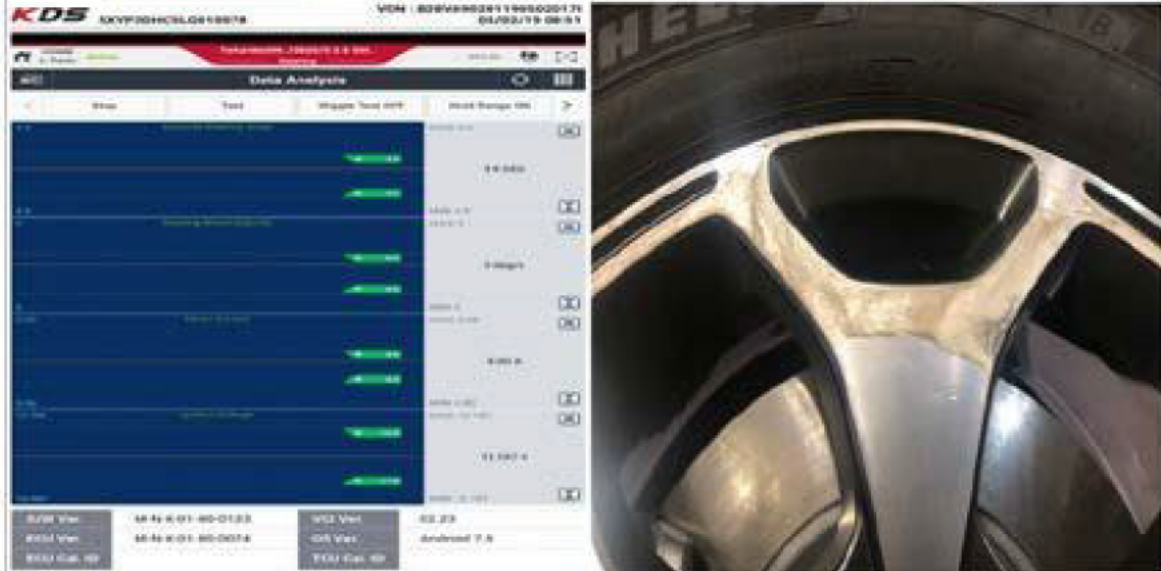
* Required Fields

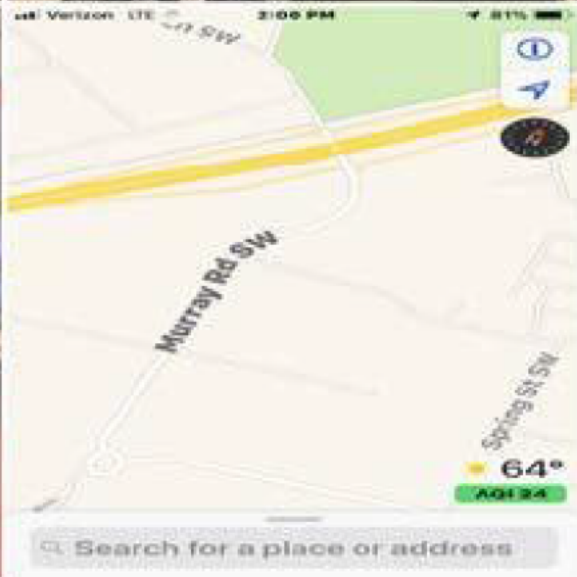
Distributor	KUS	Report #	WE2019PA00813
Region	WE08	Report Create	05/03/2019
Dealer*	[WA005] HANSON MOTORS, INC.	Dealer City, State	OLYMPIA, WA
Name	Perez, Alberto - FTS	Attached	
Model Number	JH42	Model	Telluride 2020 - 20xx MY
VIN*	5XYP3DHCSL0 [REDACTED]	Production Date	03/18/2019
Engine No	G6DNKS859859	Delivery Date	04/22/2019
Trans No	LDKVA0965148	FTS Visit Date	05/01/2019
Trans Type	Auto	RO Open Date	04/22/2019
Mileage In	221	Mileage Out	370
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	AP-PL-WA005-13142131-43019		

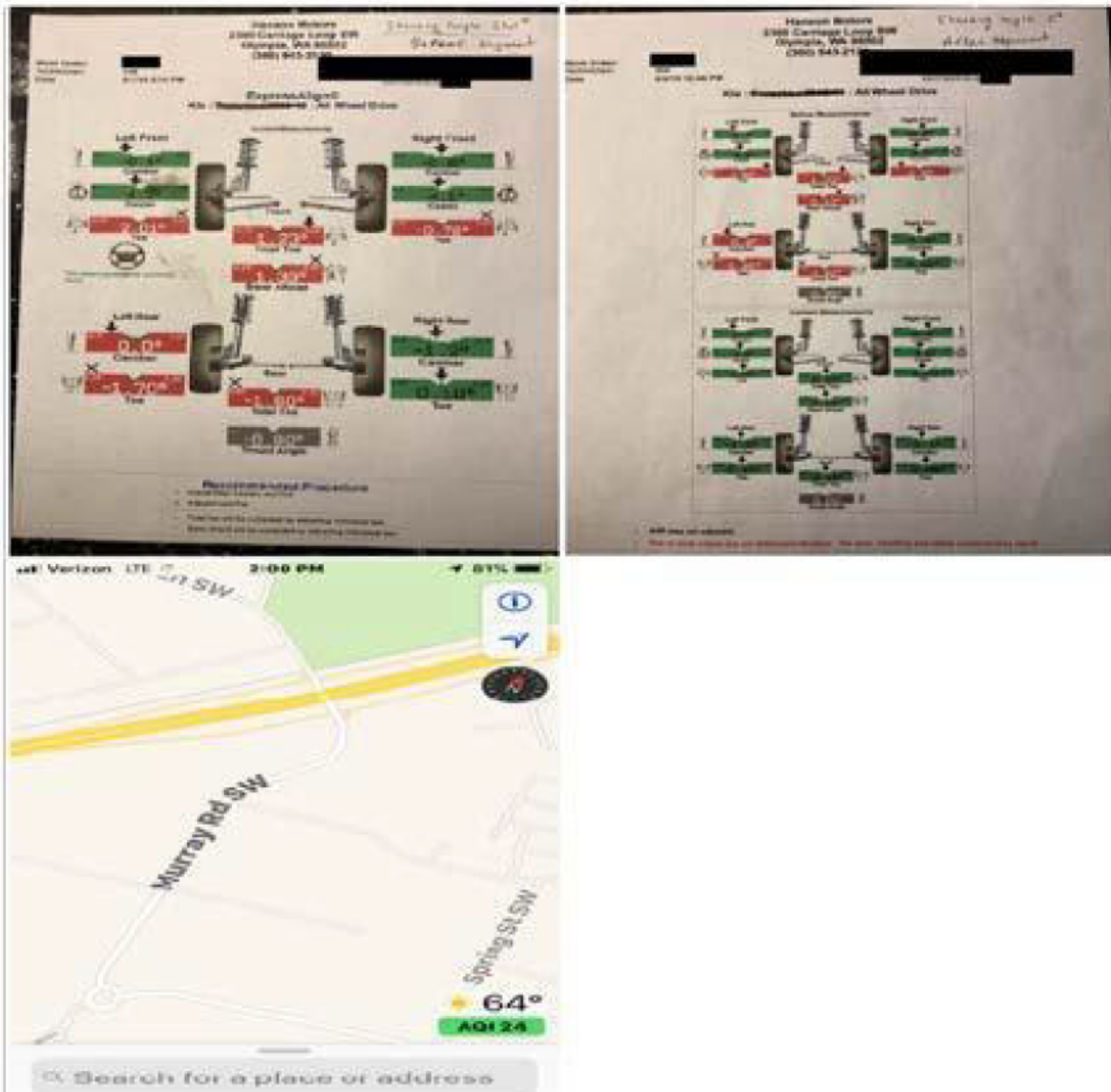
Additional VIN List				
VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition	
Customer Complaint	Customer states lane assist pushed vehicle into a center barrier.
Actual Condition	<ul style="list-style-type: none"> Customer drove vehicle to the dealership to have it inspected. Technician had scanned the vehicle for codes and found history codes- ABSESC C126402 Steering Angle Sensor -Plausibility Error (History),MFC C186286 Invalid Signal of SCC (History), BCW C189381 ESC Signal Error. Technician had erase codes. Vehicle left front and left rear tires have impact marks. Vehicle steering wheel steering wheel is off centered to the left. Customer stated he was changing lanes to pass up a big rig truck from lane 3 to lane 2 while the cruise control was activated when vehicle slowed down from 60 to 40 mph. He then stated that he change lanes again from lane 2 to lane 1 because another big rig truck was in lane 2. Customer stated when he changed lane from lane 2 to 1 is when the vehicle pushed him to the left side barriers.
Analysis	
Investigation Results	<ul style="list-style-type: none"> Scanned for codes and I found no stored or pending codes. The steering angle sensor indicate 21.8 degrees in the MDPS. Vehicles alignment measurement was taken on a Hunter alignment machine. Vehicle measurements have been altered due to impact. (see attachment) The vehicle was test driven in the present state to the same location that customer had stated the event accrued. I tested Active Lane Assist and Smart Cruise Control System and Blind Spot Detection system while driving vehicle over 90 miles. Vehicle system ALAS, SCC and BCW system are working as designed. Returned to dealership and performed pin check and wiggle test for steering angle sensor. I found no issue. (the wiggle KDS test is attached). I spoke to the customer and explained what inspection and test were performed throughout the two days of testing. I also explained to the customer the advance safety features his vehicle is equipped with. Customer was not aware of all the advance technology. The vehicle was re-aligned back to manufacture specification. (see attachment).

	<ul style="list-style-type: none"> Vehicle Active Lane Assist and Smart Cruise Control System and Blind Spot Detection system were tested again for additional 50 miles. I found these system operating as designed. Rescanned for codes - no codes found.
Possible Cause	<ul style="list-style-type: none"> Operator error.
Corrective Action	<ul style="list-style-type: none"> Vehicle was re-aligned to manufacture specification. Confirmed that the steering align was calibrated to 0 degrees after the alignment was performed. Vehicle operating normal. <p>Note: customer paid for the alignment and he stated he will be replacing all the rims due to the impact with aftermarket rims.</p>







File Uploads

Open	File Name	Comments
Open	Telluride(ON)_190501-114841.PDF	
Open	Steering wheel off center after impact.jpg	
Open	Telluride(ON)_20190501_rear blind spot data.jpg	
Open	Telluride(ON)_20190502_wiggle test.jpg	
Open	Front Left Wheel damage.JPG	
Open	Front Panel.JPG	
Open	Left Rear panel.JPG	
Open	Left Front Rim.JPG	
Open	Left Front Wheel Damage.JPG	
Open	Rear Tire Angle.JPG	
Open	Location of Accident.PNG	
Open	Before alignment.jpg	
Open	After Alignment.jpg	
Open	Location of Accident.PNG	
Open	Telluride(ON)_190502-135816.PDF	

• Result of fault code searching

System	Status	Result
ENGINE	NO DTC	Good
AT	NO DTC	Good
ABSESC	NO DTC	Good
AIRBAG	NO DTC	Good
ODS	NO DTC	Good
AIRCON	NO DTC	Good
4WD	NO DTC	Good
EPS	NO DTC	Good
SCC	NO DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	NO DTC	Good
MFC	NO DTC	Good
BCW	NO DTC	Good
DDM	NO DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	NO DTC	Good
IBU-SM K	NO DTC	Good
IBU-TP MS	NO DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	NO DTC	Good
CLU	NO DTC	Good
ICU	NO DTC	Good
PTG	NO DTC	Good

● **Faults codes**

System	DTC	Description	State
NO DTC			

Vehicle	Telluride(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0132	VCI Ver.	02.23
ECU Ver.	M-N-K-01-00-0073	OS Ver.	Android 7.0

• Result of fault code searching

System	Status	Result
ENGINE	NO DTC	Good
AT	NO DTC	Good
ABSESC	NO DTC	Good
AIRBAG	NO DTC	Good
ODS	NO DTC	Good
AIRCON	NO DTC	Good
4WD	NO DTC	Good
EPS	NO DTC	Good
SCC	NO DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	NO DTC	Good
MFC	NO DTC	Good
BCW	NO DTC	Good
DDM	NO DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	NO DTC	Good
IBU-SM K	NO DTC	Good
IBU-TP MS	NO DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	NO DTC	Good
CLU	NO DTC	Good
ICU	NO DTC	Good
PTG	NO DTC	Good

● **Faults codes**

System	DTC	Description	State
NO DTC			

Vehicle	Telluride(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0133	VCI Ver.	02.23
ECU Ver.	M-N-K-01-00-0074	OS Ver.	Android 7.0

● **Comments**

no codes for after alignment



Stop

Text

4.3

Absolute Steering Angle

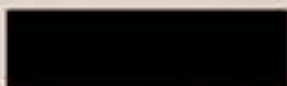
3.5

0

Steering Wheel Velocity

2300
OI

Work Order:



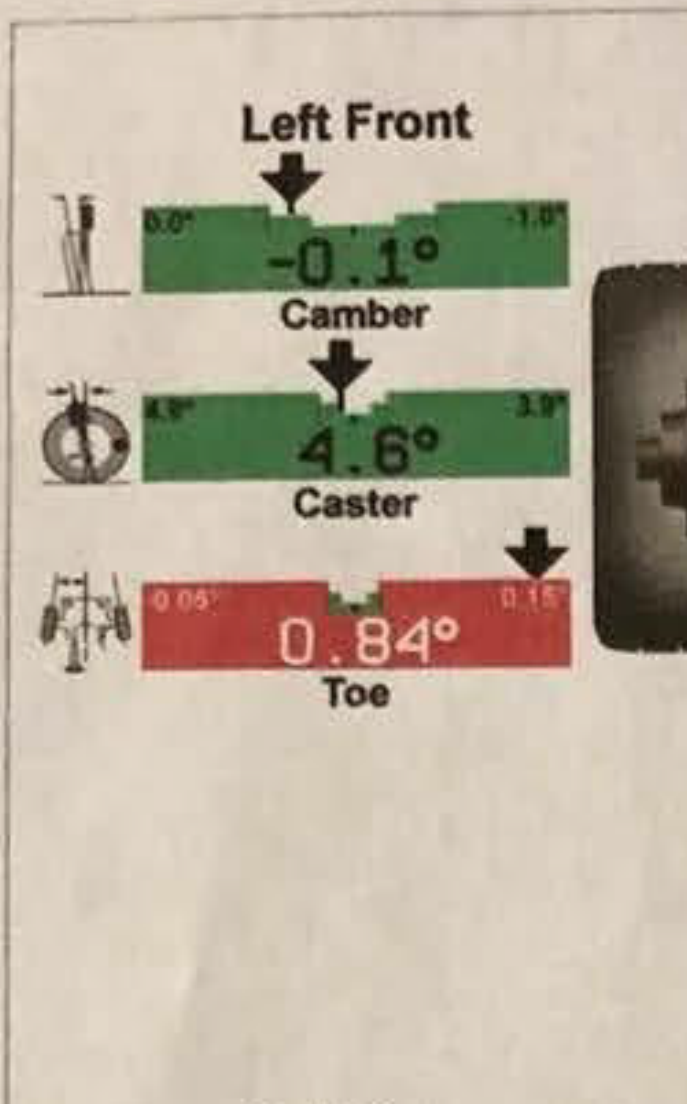
Technician:

204

Date

5/2/19 12:46 PM

Kia : ~~Sorento~~



WE20
Hanson Motors
2300 Carriage Loop SW
Olympia, WA 98502
(360) 943-2120

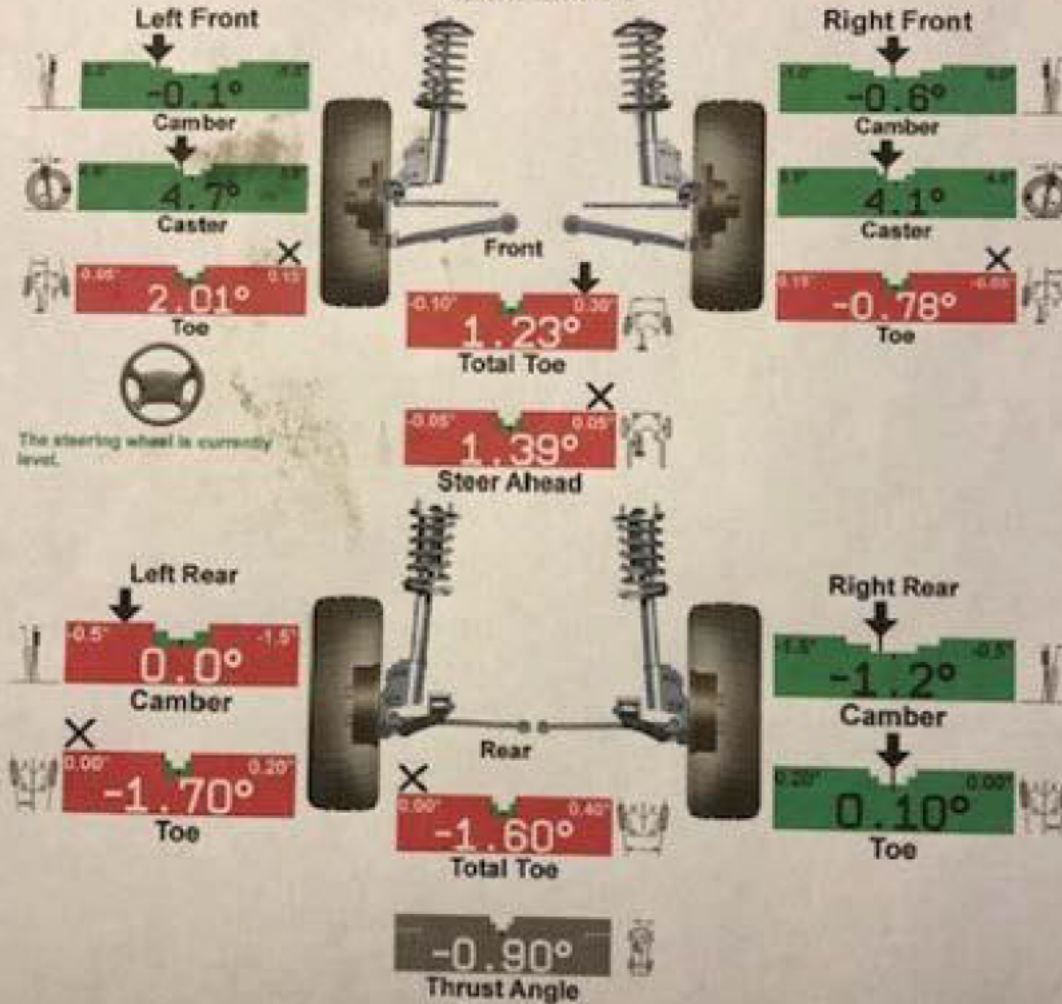
Steering Angle 23.1°
Before Alignment

Work Order: [REDACTED]
Technician: 106
Date: 5/1/19 3:16 PM

SKYPSCH050

ExpressAlign®
Kia : ~~Sorento 2010-14~~ : All Wheel Drive

Current Measurements

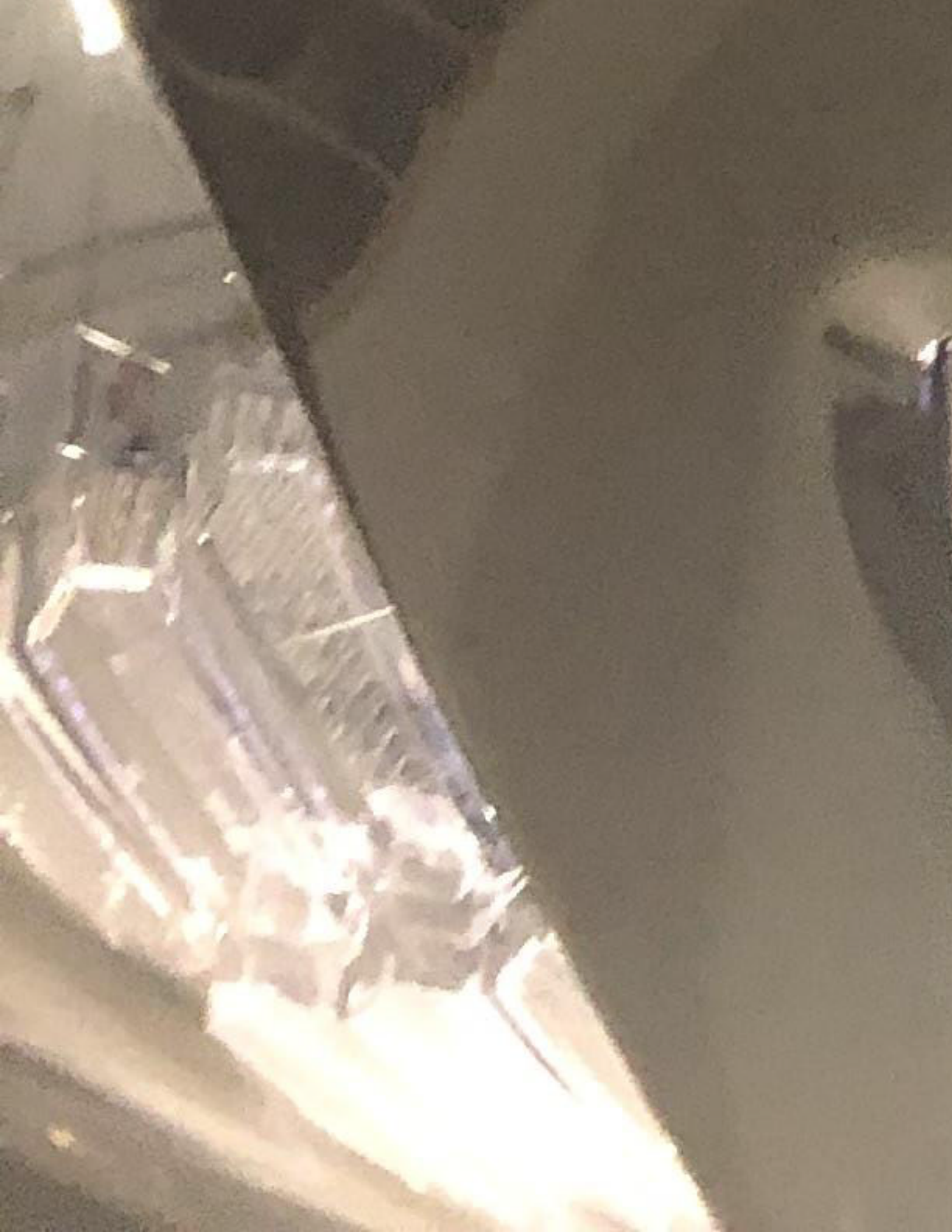


The steering wheel is currently level.

Recommended Procedure

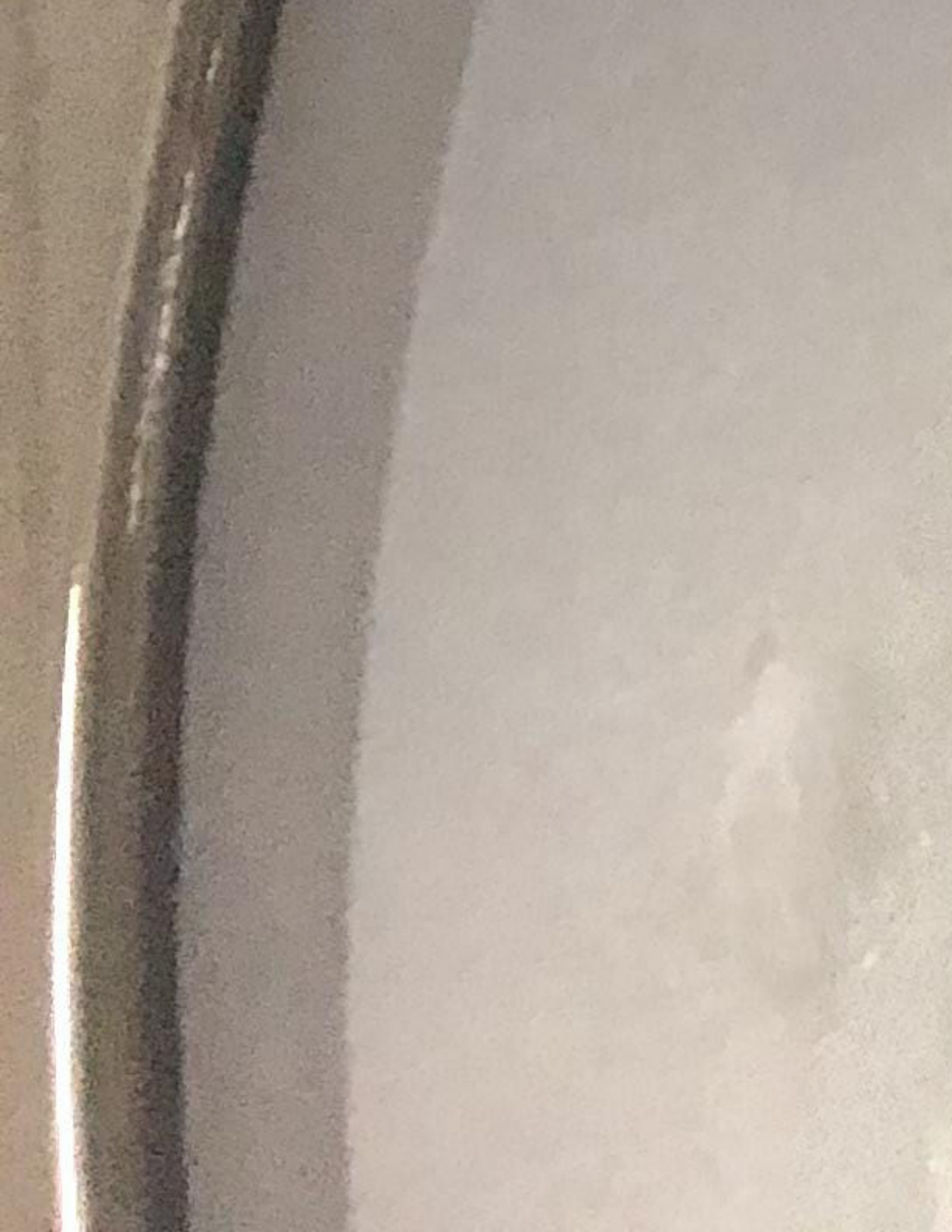
1. Adjust Rear Camber and Toe
 2. Adjust Front Toe
- Total toe will be corrected by adjusting individual toe.
 - Steer ahead will be corrected by adjusting individual toe.

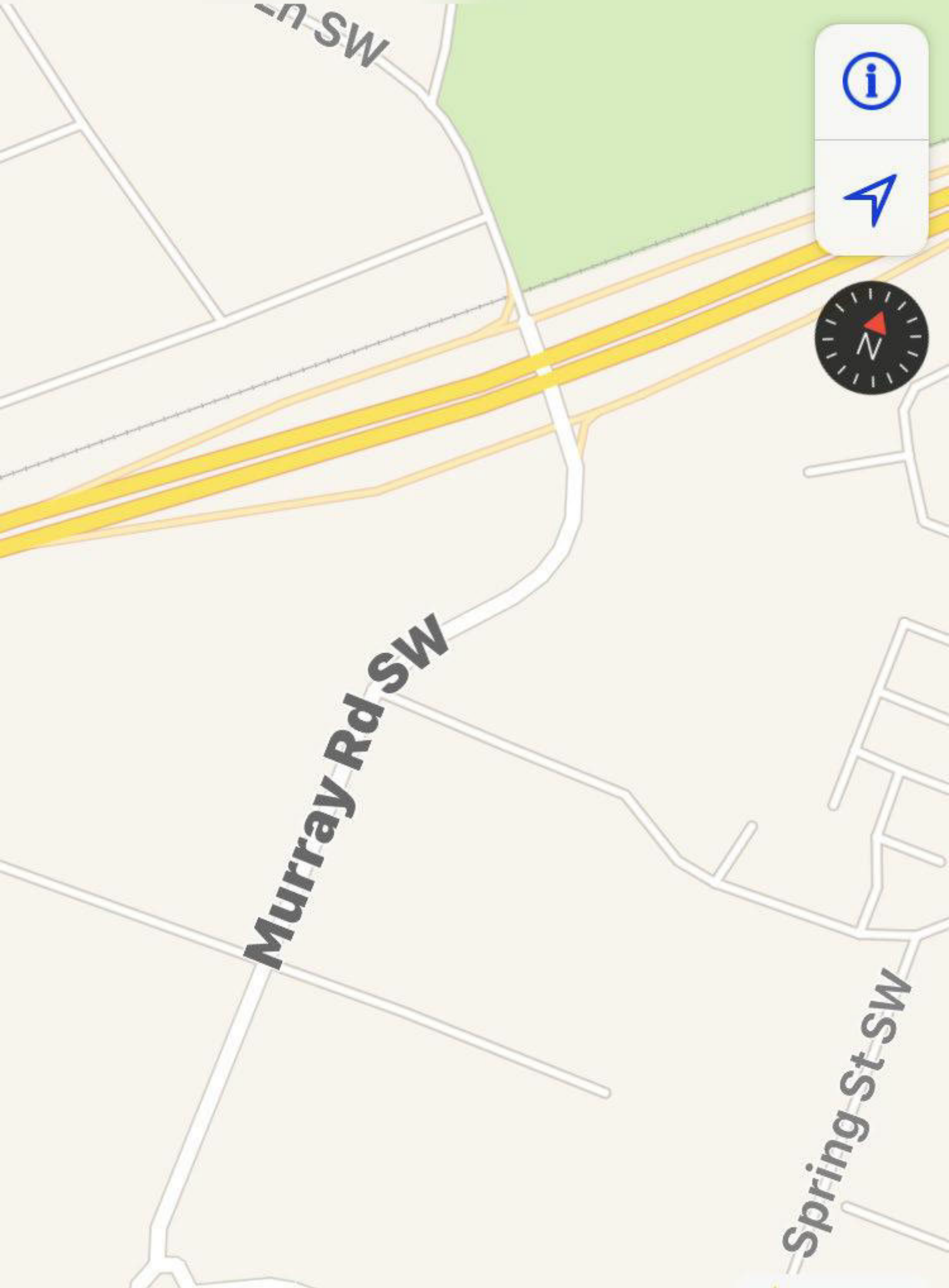












Murray Rd SW

Spring St SW

MS-U



KDS

5XYP3DHC5LG



HOME
A. Perez

OffLine

Telluride(ON../20

Steer



Data An



Stop

Text

3276.7

Absolute Steering Angle



HOME
A. Perez

OffLine

Telluride(ON../20

Blind-Spot Colli



Data An



Stop

Text

40.96

Yaw Rate

-40.95

13.0

Slave Azimuth Angle



Field Product Quality Report

* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	WE07	Report Create	11/17/2020
Dealer*	[A2032] MARK ENTERPRISES CAR CO. II LL	Dealer City, State	SCOTTSDALE, AZ
Name	Leon, Gno - FTS	Attached	
Model Number	J4242	Model	2020 TELLURIDE
VIN*	5XYP34H0LC [REDACTED]	Production Date	06/04/2020
Engine No	G6DNLS135067	Delivery Date	07/06/2020
Trans No	LBLUCM64457	FTS Visit Date	11/17/2020
Trans Type	Auto	RO Open Date	10/29/2020
Mileage In	4309	Mileage Out	4330
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	DA - Operation > Warning light on > Lamp on	Cause	ZZ5 - Driving performance condition
Subject*	G [REDACTED]		

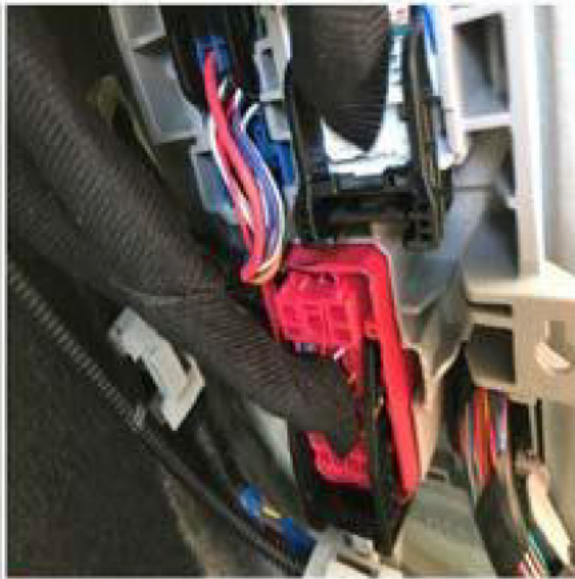
Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition

Customer Complaint	Customer states the SCC warning light intermittently turns on.
Actual Condition	The SCC warning light intermittently turns on.
Analysis	
Investigation Results	I performed a KDS and found DTC's in the SCC system C160A88, C160C87, C163881 and MFC system C160A87 in History. All the codes are related to an issue in the Local CAN between the SCC Radar and the MFC. I performed KDS VMI Oscilloscope test on the Local CAN. I performed a wiggle test on the Local CAN harness. I found poor pin fit in connector EM21 pins 3 and 31.
Possible Cause	I found poor pin fit in connector EM21 pins 3 and 31.
Corrective Action	I tightened pins 3 and 31 in connector EM21. I performed a wiggle test to verify the vehicle is operating as designed.





KDS SKYPS4800L0 [REDACTED] VIN: 80WV00012011120011 11/17/20 06:52

VEHICLE INFORMATION

11/17/20 06:52

0140000 Local CAN-Bus OFF

1. MIL Status: OFF

2. DTC Status: History

0140000 Local CAN-Bus OFF

Category: Bus Signal / Message Failure

Subcategory: Bus OFF

SW Ver	M 16.01 00-0175	VCU Ver	02.46
ECU Ver	M 16.01 00-0108	ECU Ver	Android 7.0
ECU Cal. ID		TCU Cal. ID	

KDS SKYPS4800L0 [REDACTED] VIN: 80WV00012011120011 11/17/20 07:16

VEHICLE INFORMATION

11/17/20 07:16

0140000 Local CAN-Bus OFF

1. MIL Status: OFF

2. DTC Status: History

0140000 Local CAN-Bus OFF

Category: Bus Signal / Message Failure

Subcategory: Bus OFF

SW Ver	M 16.01 00-0175	VCU Ver	02.46
ECU Ver	M 16.01 00-0108	ECU Ver	Android 7.0
ECU Cal. ID		TCU Cal. ID	

File Uploads

Open	File Name	Comments
Open	EM21 Connector.jpg	
Open	ETM SCC EM21.png	
Open	Oscilloscope_20201117_075931.vsf	
Open	Oscilloscope_20201117_080052.vsf	
Open	TELLURIDE(ON)_201117-080323.PDF	
Open	TELLURIDE(ON)_201117-080620.PDF	
Open	TELLURIDE(ON)_20201117_065229.jpg	
Open	TELLURIDE(ON)_20201117_071639.jpg	
Open	TELLURIDE(ON)_20201117_072051.jpg	
Open	TELLURIDE(ON)_20201117_072100.jpg	
Open	TELLURIDE(ON)_20201117_074638.jpg	
Open	TELLURIDE(ON)_20201117_075914.jpg	
Open	TELLURIDE(ON)_201117-065117.PDF	

• Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	No Current DTC	Good
AIRBAG	No Current DTC	Good
ODS	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
EPS	No Current DTC	Good
SCC	No Current DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	No Current DTC	Good
MFC	No Current DTC	Good
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good



● **Faults codes**

System	DTC	Description	State
SCC	C160A88	Local CAN Bus OFF	History
SCC	C160C87	Local CAN Time-Out	History
SCC	C163881	ACC/SCC communication Error	History
MFC	C160A87	Local CAN Bus OFF	History

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0175	VCI Ver.	02.46
ECU Ver.	M-N-K-01-00-0104	OS Ver.	Android 7.0

- Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	No Current DTC	Good
AIRBAG	No Current DTC	Good
ODS	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
EPS	No Current DTC	Good
SCC	No Current DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	No Current DTC	Good
MFC	No Current DTC	Good
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good



● **Faults codes**

System	DTC	Description	State
SCC	C160A88	Local CAN Bus OFF	History
SCC	C160C87	Local CAN Time-Out	History
SCC	C163881	ACC/SCC communication Error	History
MFC	C160A87	Local CAN Bus OFF	History

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0175	VCI Ver.	02.46
ECU Ver.	M-N-K-01-00-0104	OS Ver.	Android 7.0

● **Comments**

set codes

• Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	No Current DTC	Good
AIRBAG	No Current DTC	Good
ODS	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
EPS	No Current DTC	Good
SCC	No Current DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	No Current DTC	Good
MFC	No Current DTC	Good
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
PSM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good



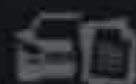
● **Faults codes**

System	DTC	Description	State
No History or Pending DTC			

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0175	VCI Ver.	02.46
ECU Ver.	M-N-K-01-00-0104	OS Ver.	Android 7.0

● **Comments**

done



DTC status

DTC Guide

DTC

Description

C160A88

Local CAN Bus OFF

C160C87

Local CAN Time-Out

C163881

ACC/SCC communication Error

Information

[DTC Information]

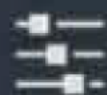


HOME
G. Leon

Online



TELLURIDE(ON../2



Oscillos

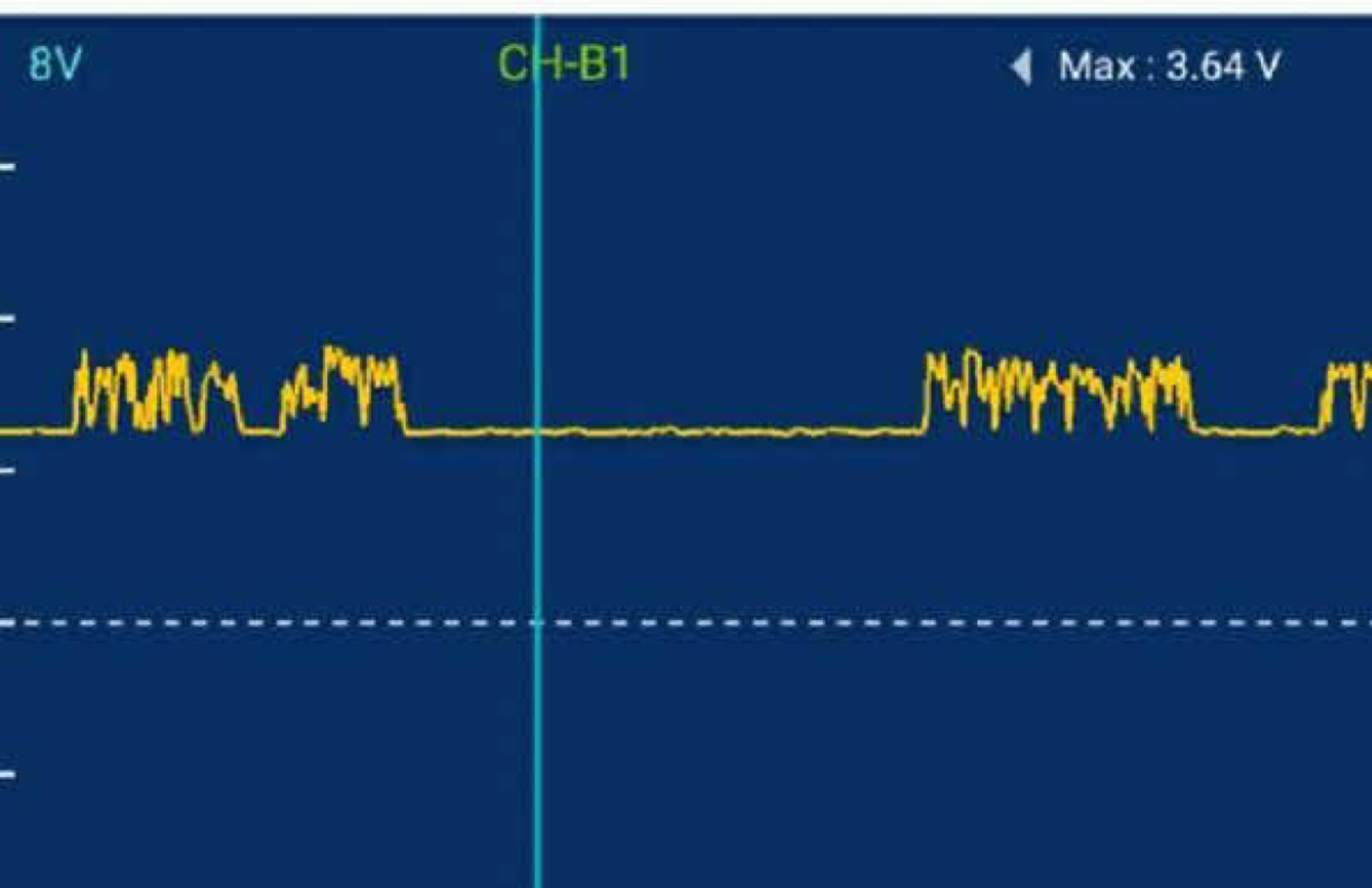
Auto-CH

Single-shot

8V

CH-B1

◀ Max : 3.64 V





 HOME
G. Leon

Online



TELLURIDE(ON../2

Smart Cruis



DTC An



Rescan

Erase All DTC

DTC

Description

C160A88

Local CAN Bus OFF

C160C87

Local CAN Time-Out

C163881

ACC/SCC communication Error

 HOME
G. Leon

Online



TELLURIDE(ON../2

Smart Cruis



DTC An



Rescan

Erase All DTC

DTC

Description

C160A88

Local CAN Bus OFF

C160C87

Local CAN Time-Out

C163881

ACC/SCC communication Error



HOME

G. Leon

Online



TELLURIDE(ON../2

Smart Cruis



Oscillos

Auto-CH

Single-shot

8V

CH-B1

◀ Max : 2.36 V



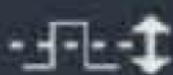
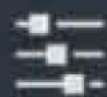


HOME
G. Leon

Online



TELLURIDE(ON../2



Oscillos

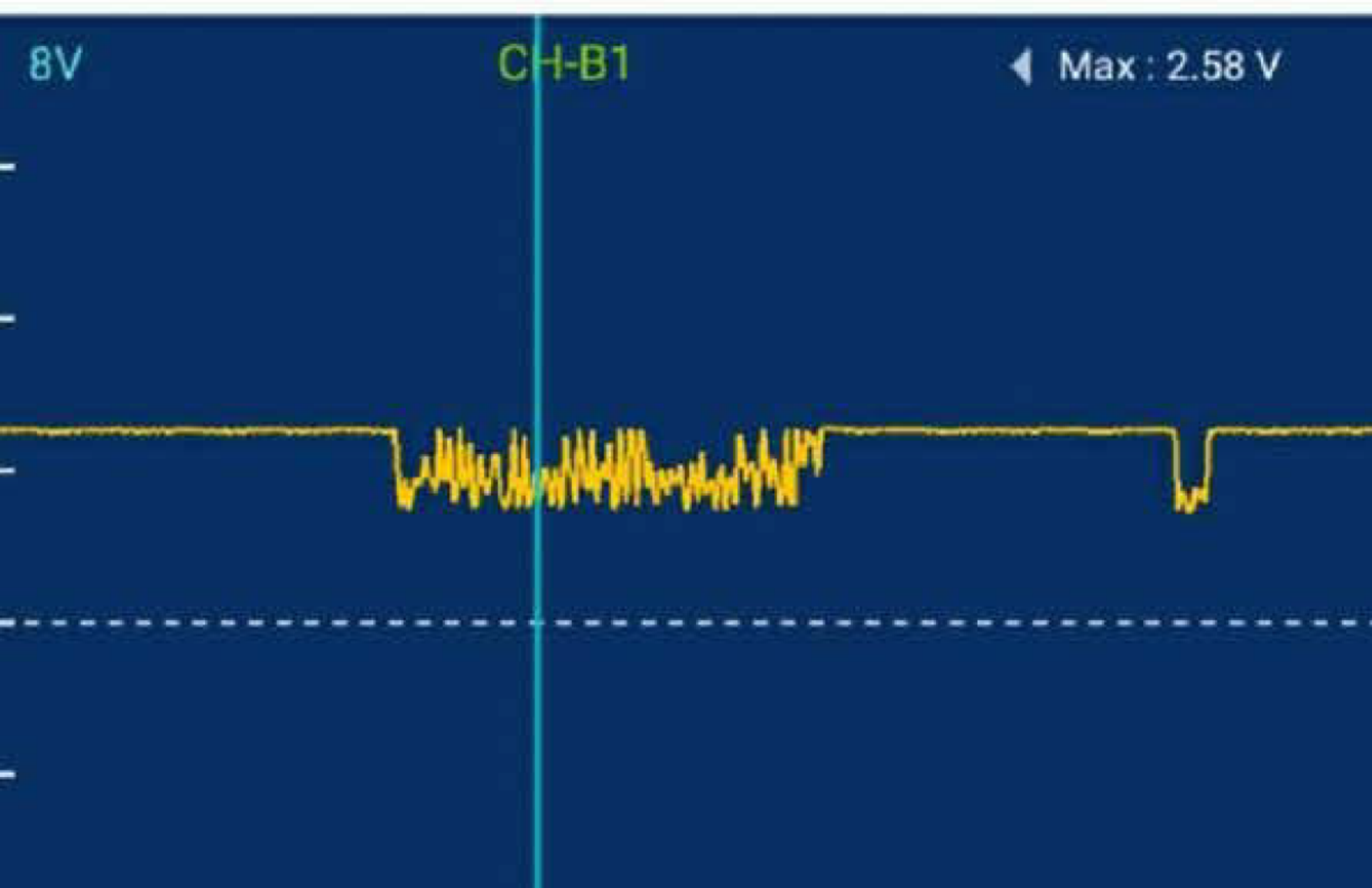
Auto-CH

Single-shot

8V

CH-B1

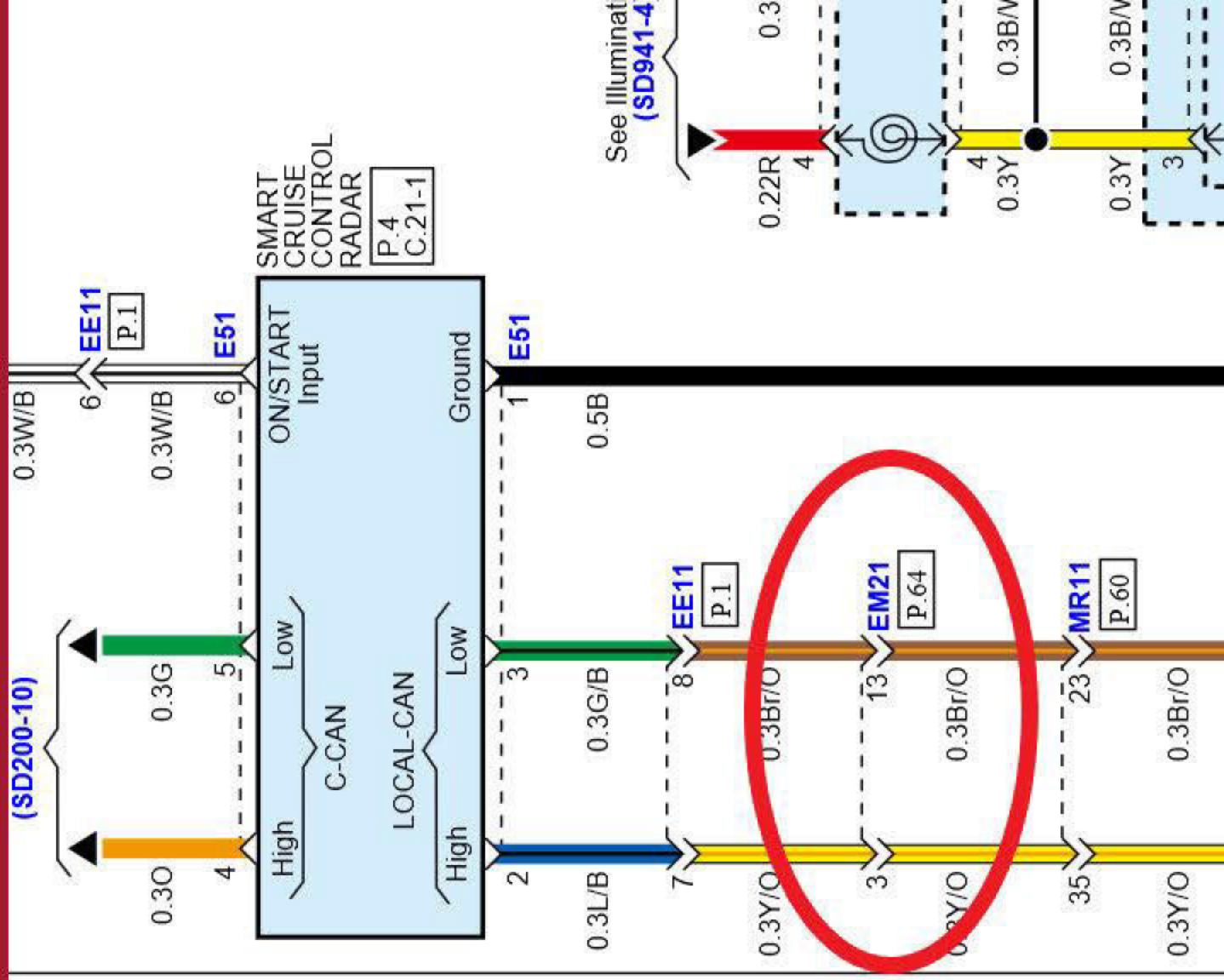
◀ Max : 2.58 V





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Image Popup



(SD200-10)

0.30
4

High

Low

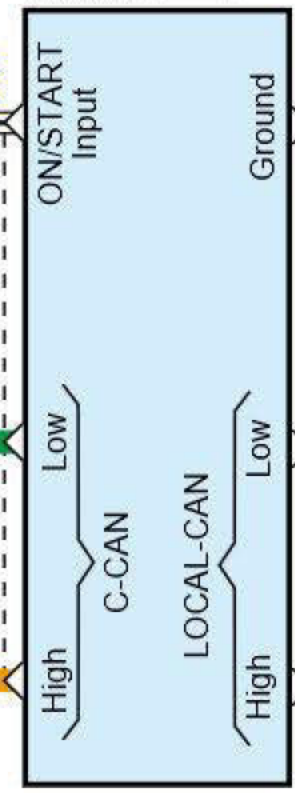
0.3G

0.3W/B

0.30

0.3L/B

0.3Y/O



6

5

3

8

13

23

1

4

0.3G/B

0.3Br/O

0.3Br/O

0.3Y/O

0.3Y/O

0.5B

0.3Y/O

0.3B/W

EE11 P.1

E51

EE11 P.1

EM21 P.64

MR11 P.60

E51

0.22R

See Illuminat (SD941-4)

0.3

0.3Y

0.3B/W

0.3Y

0.3B/W

0.3Y

0.3B/W



Field Product Quality Report

* Required Fields

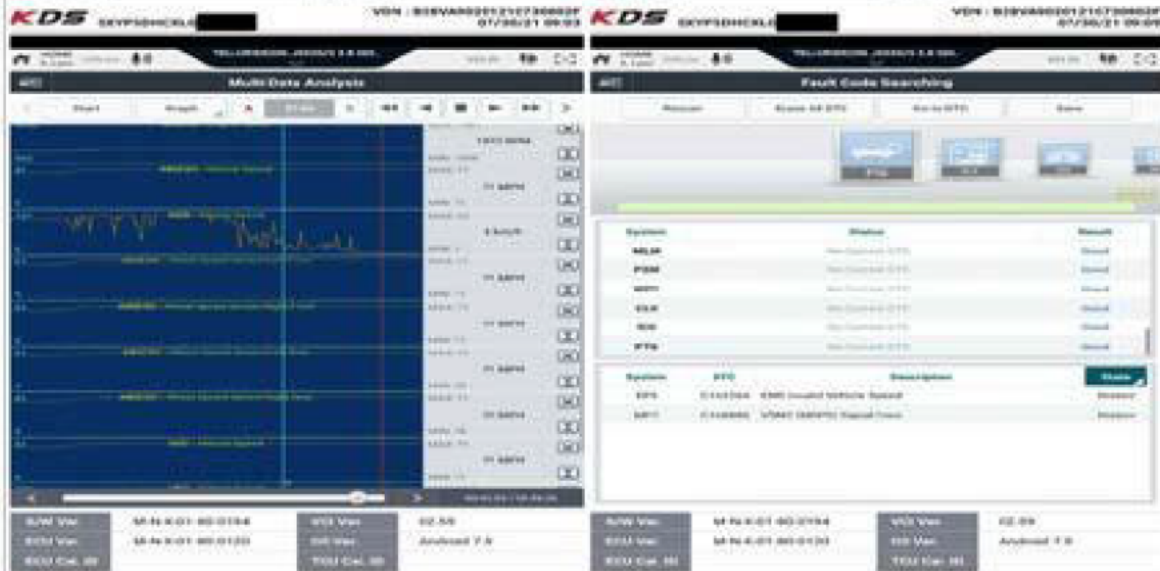
Distributor	KUS	Report #	[REDACTED]
Region	WE07	Report Create	07/30/2021
Dealer*	[AZ045] EARNHARDT BELL ROAD, INC.	Dealer City, State	PHOENIX, AZ
Name	Leon, Gno [KUS] - FTS	Attached	
Model Number	JH82	Model	2020 TELLURIDE
VIN*	5XYP5DH0X1G [REDACTED]	Production Date	08/12/2019
Engine No	[REDACTED]	Delivery Date	09/09/2019
Trans No	LDKVA166197	FTS Visit Date	07/30/2021
Trans Type	Auto	RO Open Date	07/15/2021
Mileage In	26334	Mileage Out	26486
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	DA - Operation > Warning light on > Lamp on	Cause	ZZ5 - Driving performance condition
Subject*	TL-AZ045-14197650-72321		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition

Customer Complaint	Customer states the power steering warning light intermittently comes on.
Actual Condition	While driving the MDPS warning light intermittently turns on, along with Lane Keep Assist System (LKAS)
Analysis	
Investigation Results	I performed KDS scan, there were multiple DTC's related to HECU. I performed multiple light recordings and road test.
Possible Cause	I found an intermittent issue with the HECU, I monitored the wheel speed sensors and did not lose a signal. I was monitoring the output speed signal to MDPS, ECM/TCM 4WD Modules and saw that the speed slowdown when WSS showed a steady 68 mph.
Corrective Action	I have advised to replace the HECU and re-test.



File Uploads

Open	File Name	Comments
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Open	TELLURIDE(ON)_4WD_210730-093046.MSR	
Open	TELLURIDE(ON)_4WD_210730-093439.MSR	
Open	TELLURIDE(ON)_4WD_210730-093514.MSR	
Open	TELLURIDE(ON)_210730-080101.PDF	
Open	TELLURIDE(ON)_210730-090857.PDF	
Open	TELLURIDE(ON)_210730-094046.PDF	
Open	TELLURIDE(ON)_210730-094059.PDF	
Open	TELLURIDE(ON)_210730-103607.PDF	
Open	TELLURIDE(ON)_210730-111003.PDF	
Open	TELLURIDE(ON)_210730-123826.PDF	
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Open	TELLURIDE(ON)_ENGINE_210730-101933.MSR	
Open	TELLURIDE(ON)_ENGINE_210730-102114.MSR	
Open	TELLURIDE(ON)_ENGINE_210730-102307.MSR	

- Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	No Current DTC	Good
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	No Current DTC	Good
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	No Current DTC	Good
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good



● **Faults codes**

System	DTC	Description	State
EPS	C162264	EMS invalid Vehicle Speed	History

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0

- Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	No Current DTC	Good
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	No Current DTC	Good
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	No Current DTC	Good
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good



● **Faults codes**

System	DTC	Description	State
EPS	C162264	EMS invalid Vehicle Speed	History
MFC	C168886	VSM2 (MDPS) Signal Error	History

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0

● Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	DTC Found.	Fault(01)
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	DTC Found.	Fault(01)
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	DTC Found.	Fault(01)
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good

● Faults codes

System	DTC	Description	State
ENGINE	P215900	Vehicle Speed Sensor "B" Range / Performance(Wheel Speed Sensor)	Pending
ABSESC	C164908	CAN Time-Out ECM for ACC/SCC	Active
EPS	C162286	EMS invalid Vehicle Speed	History
EPS	C162264	EMS invalid Vehicle Speed	History
SCC	C136081	ESP Irreversible Error	Active
MFC	C168886	VSM2 (MDPS) Signal Error	History
MFC	C186286	Invalid Signal of SCC	Active

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0

● Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	DTC Found.	Fault(01)
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	DTC Found.	Fault(01)
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	DTC Found.	Fault(01)
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good

● Faults codes

System	DTC	Description	State
ENGINE	P215900	Vehicle Speed Sensor "B" Range / Performance(Wheel Speed Sensor)	Pending
ABSESC	C164908	CAN Time-Out ECM for ACC/SCC	Active
EPS	C162286	EMS invalid Vehicle Speed	History
EPS	C162264	EMS invalid Vehicle Speed	History
SCC	C136081	ESP Irreversible Error	Active
MFC	C168886	VSM2 (MDPS) Signal Error	History
MFC	C186286	Invalid Signal of SCC	Active

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0

● Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	DTC Found.	Fault(01)
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	DTC Found.	Fault(01)
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	DTC Found.	Fault(01)
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good

● Faults codes

System	DTC	Description	State
ENGINE	P215900	Vehicle Speed Sensor "B" Range / Performance(Wheel Speed Sensor)	Pending
ABSESC	C164908	CAN Time-Out ECM for ACC/SCC	Active
EPS	C162286	EMS invalid Vehicle Speed	History
EPS	C162264	EMS invalid Vehicle Speed	History
SCC	C136081	ESP Irreversible Error	Active
MFC	C168886	VSM2 (MDPS) Signal Error	History
MFC	C186286	Invalid Signal of SCC	Active

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0

- Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	DTC Found.	Fault(01)
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	DTC Found.	Fault(01)
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	DTC Found.	Fault(01)
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good

● Faults codes

System	DTC	Description	State
ENGINE	P215900	Vehicle Speed Sensor "B" Range / Performance(Wheel Speed Sensor)	Pending
ABSESC	C164908	CAN Time-Out ECM for ACC/SCC	Active
EPS	C162286	EMS invalid Vehicle Speed	History
EPS	C162264	EMS invalid Vehicle Speed	History
SCC	C136081	ESP Irreversible Error	Active
MFC	C168886	VSM2 (MDPS) Signal Error	History
MFC	C186286	Invalid Signal of SCC	Active

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0

- Result of fault code searching



System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ABSESC	DTC Found.	Fault(01)
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	No Current DTC	Good
EPS	No Current DTC	Good
SCC	No Current DTC	Good
SVMS	No Current DTC	Good
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
MFC	No Current DTC	Good
BCW	No Current DTC	Good
DDM	No Current DTC	Good
HUD	No Current DTC	Good
IBU-BC M	No Current DTC	Good
IBU-SM K	No Current DTC	Good
IBU-TP MS	No Current DTC	Good
MLM	No Current DTC	Good
PSM	No Current DTC	Good
WPC	No Current DTC	Good
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	No Current DTC	Good

● Faults codes

System	DTC	Description	State
ENGINE	P215900	Vehicle Speed Sensor "B" Range / Performance(Wheel Speed Sensor)	Pending
ABSESC	C162708	CAN Time-Out 4WD	Active
ABSESC	C164908	CAN Time-Out ECM for ACC/SCC	History
AIRBAG	B261800	Cluster Airbag Warning Lamp CAN Message Timeout by CAN Bus(DO NOT replace SRSCM)	History
EPS	C161688	C-CAN Bus OFF	History
EPS	C162286	EMS invalid Vehicle Speed	History
EPS	C162264	EMS invalid Vehicle Speed	History
SCC	C161688	C-CAN Bus OFF	History
SCC	C136081	ESP Irreversible Error	History
MFC	C168886	VSM2 (MDPS) Signal Error	History
MFC	C186286	Invalid Signal of SCC	History
MFC	C164286	CAN Message Failure - Brake	History
HUD	B160300	CAN Bus OFF (C-CAN)	History

Vehicle	TELLURIDE(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0




HOME
 G. Leon OffLine 
TELLURIDE(ON../2)


Multi Data

< **Start** **Graph** **A** 44.





HOME

G. Leon

OffLine



TELLURIDE(ON../2



Multi Data



Start

Graph

A

27.

4932

ABSESC - Engine Speed

562

81

ABSESC - Vehicle Speed

0

127

4WD - Vehicle Speed



Multi Data



Start

Graph

A

27.

4932

ABSESC - Engine Speed

562

81

ABSESC - Vehicle Speed

0

127

4WD - Vehicle Speed



HOME

G. Leon

OffLine



TELLURIDE(ON../2



Fault Code

Rescan

Erase All DTC



PTC

System

Status



Recorder

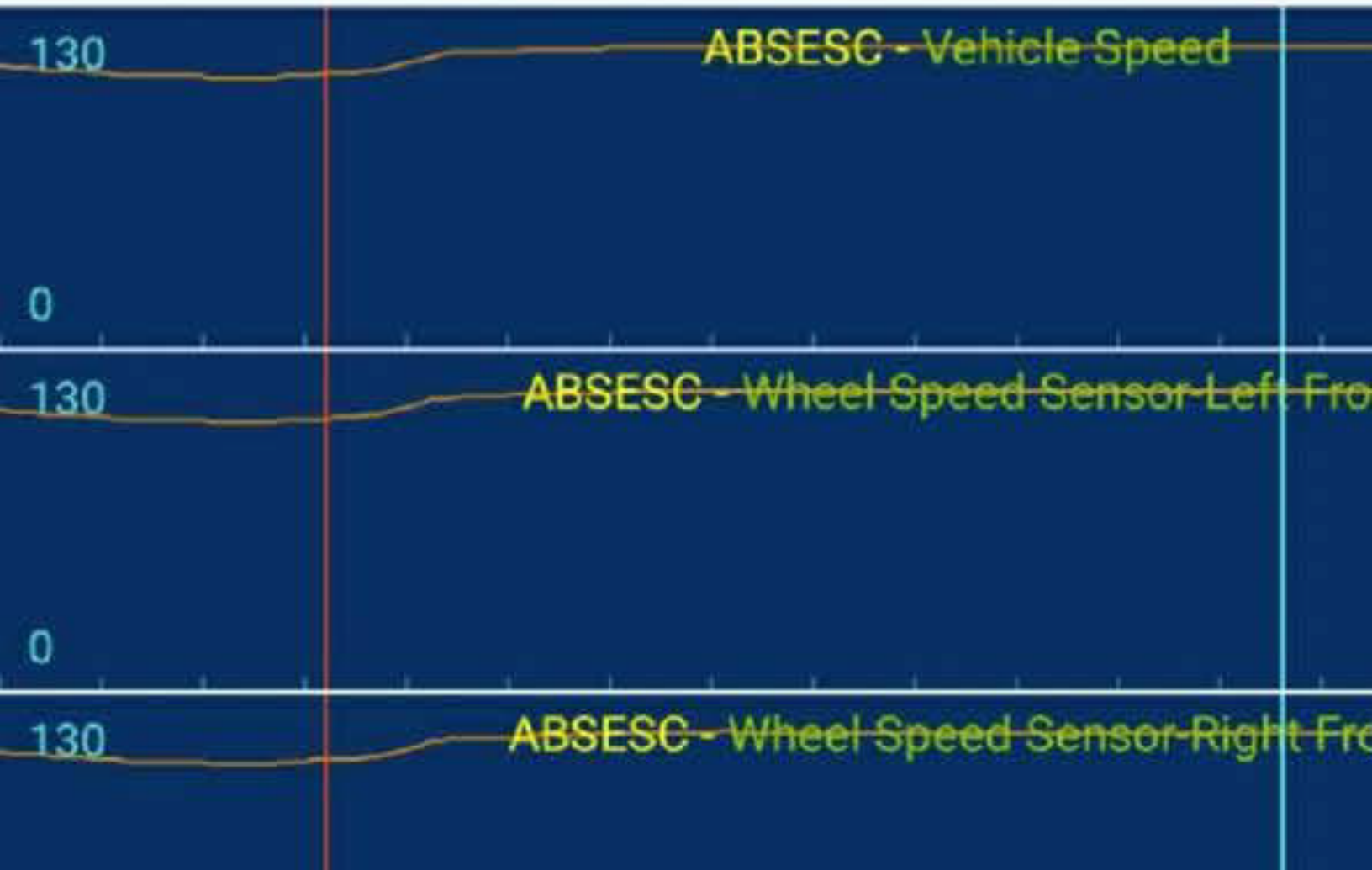


Graph

Item Selection

A

55.





Field Product Quality Report

* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	WE07	Report Create	08/24/2021
Dealer*	[A2048] RODEO K, INC.	Dealer City, State	AVONDALE, AZ
Name	Leon, Gno [KUS] - FTS	Attached	
Model Number	L4262	Model	2021 K5
VIN*	5XXG34J28PK [REDACTED]	Production Date	03/15/2021
Engine No	[REDACTED]	Delivery Date	06/30/2021
Trans No	SAMFEA838199	FTS Visit Date	08/24/2021
Trans Type	Auto	RO Open Date	08/21/2021
Mileage In	3458	Mileage Out	3458
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	I11 - Operation > Inoperable > Not working	Cause	ZZ5 - Driving performance condition
Subject*	SE-A2048-14330975-82421		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition

Customer Complaint	Customer states the Smart Cruise Controls inoperative.
Actual Condition	The Smart Cruise Control is inoperative/
Analysis	
Investigation Results	I performed a KDS scan and there were multiple DTC's in the Front Camera system. I used the VMI oscilloscope on the C-CAN and L-CAN at the camera.
Possible Cause	There is an internal issue in the front camera.
Corrective Action	I have advised to replace the front camera and re-test.



File Uploads

Open	File Name	Comments
Open	KS(DL3A)_210824-090737.PDF	
Open	KS(DL3A)_20210824_091224.jpg	
Open	Oscilloscope_20210824_091718.vsf	



● Result of fault code searching

System	Status	Result
ENGINE	No Current DTC	Good
AT	No Current DTC	Good
ESHIFTER	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
SCU	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
ABSESC	DTC Found.	Fault(02)
FR_RADAR	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
ODS	No Current DTC	Good
AIRBAG	No Current DTC	Good
AIRCON	No Current DTC	Good
4WD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
EPS	No Current DTC	Good
SVMS	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
RVM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
ADAS_PARK	No Current DTC	Good
RR_C_RADAR_	No Current DTC	Good
RR_C_RADAR_	No Current DTC	Good
FR_CMR	DTC Found.	Fault(02)
DDM	No Current DTC	Good
HUD	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IAU	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-BCM	No Current DTC	Good
IBU-IMMO	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
IBU-SMK	No Current DTC	Good
IBU-TPMS	No Current DTC	Good
MFSW	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
	Communication Fail / Check whether system is installed or not.	

WE2021LG00579

PSM	No Current DTC	Good
SHVU-F	No Current DTC	Good
SHVU-R	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
WPC	No Current DTC	Good
CLU	DTC Found.	Fault(01)
ICU	No Current DTC	Good

● **Faults codes**

System	DTC	Description	State
ABSESC	C16B687	CAN Time-Out AEB	Active
ABSESC	C163808	CAN Time-Out ACC/SCC	Active
FR_CMR	C28AB87	CAN Time-Out FR_RDR	Active
FR_CMR	C16B687	CAN Time-Out FCA	Active
FR_CMR	C166787	CAN Time-Out SCC	History
FR_CMR	C186286	Invalid Signal of SCC	History
CLU	B100152	SCC Missing Error - without SCC unit or connector fault	Active
ICU	C166A00	CAN Time-Out LKA	History

Vehicle	K5(DL3A)_2021_G 1.6 T-GDI GAMMA II		
S/W Ver.	M-N-K-01-00-0194	VCI Ver.	02.59
ECU Ver.	M-N-K-01-00-0120	OS Ver.	Android 7.0



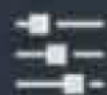
HOME

G. Leon

Online



K5(DL3A)/202



Oscillos

Auto-CH

Single-shot

8V

CH-B1

◀ Max : 3.55 V

