



This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file may have been split into multiple files after consolidation. Such files have the suffix "1 of n" appended to the end of the file name.



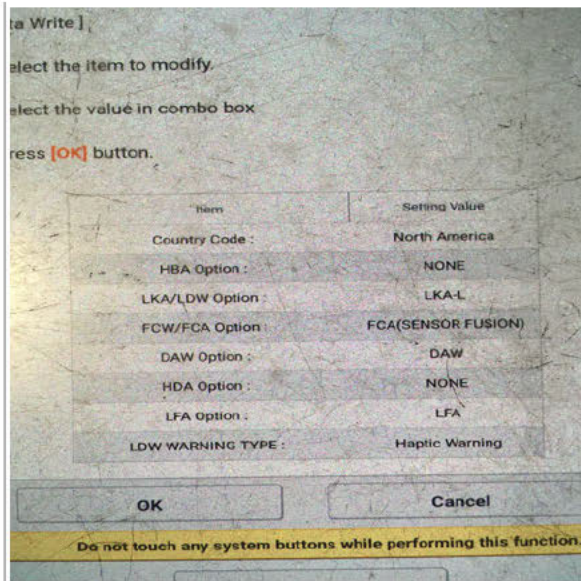
Field Product Quality Report

* Required Fields

Distributor	KUS	Report #	SO2019SJ00989
Region	SO12	Report Create	05/29/2019
Dealer*	[VA062] SAFFORD MOTOR CARS, LLC	Dealer City, State	FREDERICKSBURG, VA
Name	Selz, James - FTS	Attached	
Model Number	J4422	Model	Telluride 2020 - 20xx MY
VIN*	5XYP2DHCXLC [REDACTED]	Production Date	04/22/2019
Engine No	G6DNKS877428	Delivery Date	04/29/2019
Trans No	LDKVAA009420	FTS Visit Date	05/24/2019
Trans Type	Auto	RO Open Date	05/02/2019
Mileage In	344	Mileage Out	364
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	JS-DLR-VA062-13154887		

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

Condition	
Customer Complaint	Customer states forward collision warnings came on also lain assist light is yellow not white.
Actual Condition	Warning lights were still on, but this was due to variant coding.
Analysis	
Investigation Results	<p>Dealer asked for my assistance, because they didn't know which items to select in the variant codes for the Multi-Function Camera (MFC) system.</p> <p>The MFC supports several different systems. The systems are listed below.</p> <ul style="list-style-type: none"> • Country code • HBA Option • LKA/LDW Option • FCW/FCA Option • DAW Option • HDA Option • LFA Option • LDW Warning Type <p>So we reinstalled the original Multi-Function Camera and retrieved the data to variant code the system.</p>
Possible Cause	There was misunderstanding on how to retrieve the correct variant coding.
Corrective Action	Reinstalled the original MFC and collected data.



File Uploads

Open	File Name	Comments
Open	Original Variant codes for MFC system.JPG	

ta Write]

Select the item to modify.

Select the value in combo box

Press **OK** button.

Item	Setting Value
Country Code :	North America
HBA Option :	NONE
LKA/LDW Option :	LKA-L
FCW/FCA Option :	FCA(SENSOR FUSION)
DAW Option :	DAW
HDA Option :	NONE
LFA Option :	LFA
LDW WARNING TYPE :	Haptic Warning

OK

Cancel

Do not touch any system buttons while performing this function.



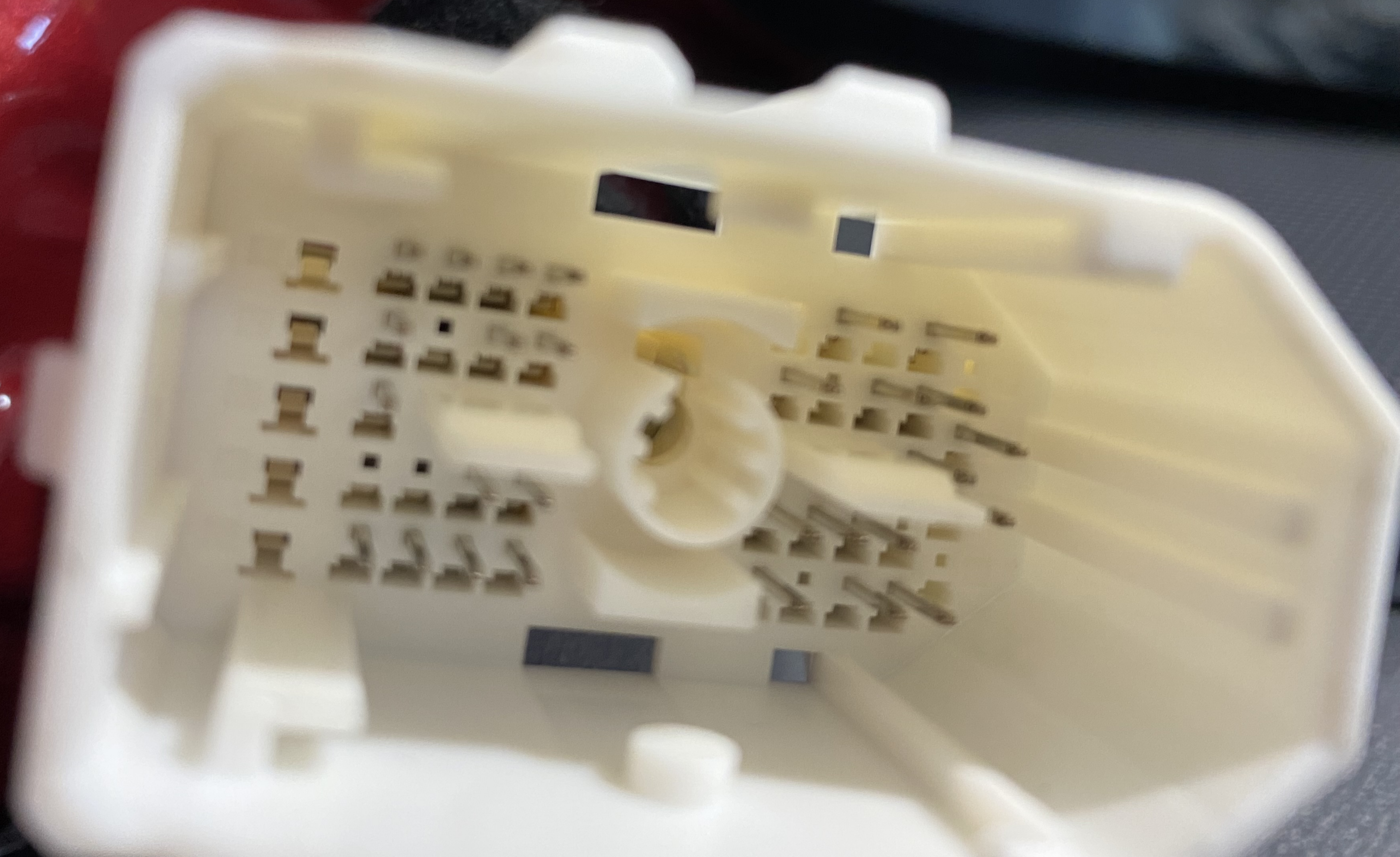
Field Product Quality Report

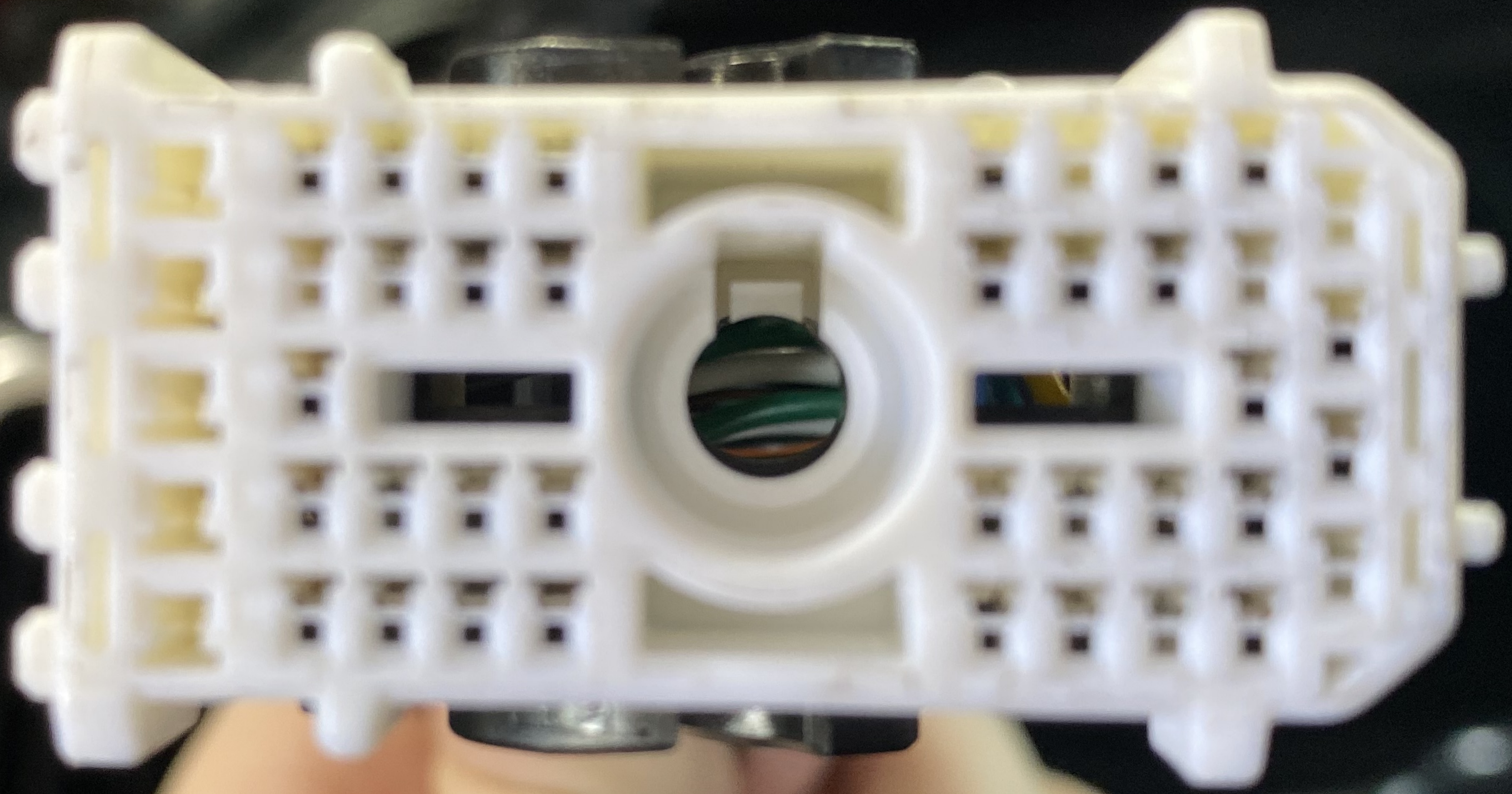
* Required Fields

Distributor	KUS	Report #	SO2021NJ00678
Region	SO14	Report Create	09/13/2021
Dealer*	[FL039] LOKEY NISSAN, INC.	Dealer City, State	CLEARWATER, FL
Name	Nelson, Jeffrey [KUS] - FTS	Attached	
Model Number	76292	Model	2021 SORENTO LIMITED
VIN*	5XYRK4LF5MC [REDACTED]	Production Date	02/23/2021
Engine No	G4KPMK030351	Delivery Date	03/30/2021
Trans No	V09MLDC09936	FTS Visit Date	09/10/2021
Trans Type		RO Open Date	08/16/2021
Mileage In	5196	Mileage Out	5196
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	TL-FL039-14320206-9121		

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

Condition	
Customer Complaint	Customer states Lane assist, high beam assist, forward collision warning lights keep coming on.
Actual Condition	Vehicle setting codes C160449 and C180581.
Analysis	
Investigation Results	Inspected vehicle but concern wasn't happening at time of inspection. Confirmed location of ground wire at MR11 is actually in pin 3 location, not pin 20 as shown in KGIS. Found high resistance to ground for MFC as tech did, but test was being done with negative battery cable still connected. Disconnected battery as stated in KGIS trouble tree and resistance readings to ground were 0.5 ohms. Confirmed pin tension was ok at MFC and MR11.
Possible Cause	MFC has internal malfunction.
Corrective Action	Ordered MFC and advised dealer to replace MFC and retest.





CLAIM CHECK

1816

y. 19 North
33761
9
-7960
www.lokeykia.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/16/21	
Time Received	Time Promised
11:06	8/16 18:00
Current Mileage	Mileage Out
5190	
Estimate of Repairs	Service Advisor / Key Tag #
119.95	Michael McGhee/1816

MVR: 28507

CF-1

WARRANTY
WATERBURY

[Redacted]			Work Phone	Vehicle Identification Number	
DUNEDIN, FL				5XYRK4LF5MC	
[Redacted]			Home Phone	Delivery Date	In-Service Date
[Redacted]				3/29/21	3/29/21
Year	Make	Model	Body	Color	License Number
2021	KIA	SORENTO	SX PRESTIGE FWD	PASSION RE	
K036484					

Job Number	Description of Work	Code
1	DIAG CUSTOMER LANE ASSIST, HIGH BEAM ASSIST, FORWARD COLLISION COLLISION WARNING LIGHTS KEEP COMING ON	DIAG Customer Pay

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		211A2110	21 AUG 16 2:55PM	8 3:52PM

Call check at 2900

Job Number	Description of Work	Code
2	PERFORMED MULTIPOINT INSPECTION KCP2	KCP2 Internal

Job Number	Description of Work	Code
3	PERFORMED FREE KIA LUBE, OIL & FILTER CHANGE KCP1	KCP1 Internal

Job Number	Description of Work	Code
4	CUSTOMER STATES PERFORM -- SC214 HIGH-PRESSURE FUEL PIPE	CS WARR-KIA WARR-KIA

Job Number	Description of Work	Code
5		

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

LIMITED WARRANTY: The only warranty applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

Hazardous Waste Miscellaneous Supplies. There may be a charge that represents costs and/or profile to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses.

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

*** State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

A storage fee of \$5.00 per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:

I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

Customer's Signature: _____

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

METHOD OF PAYMENT: CASH CHECK CREDIT CARD OTHER

BASIS FOR CHARGE: FLAT RATE HOURLY RATE BOTH

RETAIN PARTS: YES NO

APPOINTMENT: YES NO

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
 USED REBUILT RECONDITIONED

SIGNED _____ DATE _____

NAME AND PHONE NUMBER OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIR WORK:

NAME: _____ PHONE: _____

ORIGINAL ESTIMATE (PARTS & LABOR) \$	ADD'L REPAIRS OK'D BY:
AUTHORIZED ADD'L REPAIRS \$	DATE
TOTAL \$	TIME



Field Product Quality Report

* Required Fields

Distributor	KUS	Report #	SW2019BN02151
Region	SW04	Report Create	11/21/2019
Dealer*	[MS016] WILSON AUTO GROUP, INC.	Dealer City, State	FLOWOOD, MS
Name	Bibeault, Nick - FTS	Attached	
Model Number	J4282	Model	2020 Telluride Auto
VIN*	5XYP54HC0LG [REDACTED]	Production Date	05/02/2019
Engine No	G6DNKS885437	Delivery Date	05/07/2019
Trans No	LBKUCA031411	FTS Visit Date	11/14/2019
Trans Type	Auto	RO Open Date	11/07/2019
Mileage In	18303	Mileage Out	18323
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	NB-DLR-MS016-13399307		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition

Customer Complaint	C/S lane departure not working case # [REDACTED]
Actual Condition	Confirmed LKAS white indicator lamp present in cluster with LKAS on. LKAS lamp would not switch to green when driving in clearly marked lanes preventing LKAS operation.
Analysis	
Investigation Results	Performed fault code search and no codes present in any modules. I inspected MFC data and found calibration values seemed abnormal when compared to a known good vehicle. Verified camera mounting correct and MFC connector and pins ok. Swapped MFC from known good vehicle and found customer vehicle's LKAS would now operate normally while driving down a road with clearly marked lane lines. I re-installed the original camera and performed the SPTAC calibration. With the calibration completed, the calibration numbers now in the MFC were closer to the known good vehicle. While test driving the vehicle after calibration was performed I found the LKAS now operated normally and no codes were present.
Possible Cause	Improper calibration of MFC.
Corrective Action	Performed SPTAC calibration of MFC and road tested vehicle to confirm LKAS operated normally.



File Uploads

Open	File Name	Comments
Open	Calibration numbers before..jpg	
Open	Values after calibration..jpg	
Open	IMG_0943.JPG	



S/W Management

SPTAC Calibration

[SPTAC Calibration]

Correction has been completed.

Camera Horizon Calibration Result : 3 Pixel

Camera Yaw Calibration Result : -11 Pixel

Camera Grabbing Shift Calibration Result : 0 Pixel

Camera Roll Calibration Result : 0.000 rad

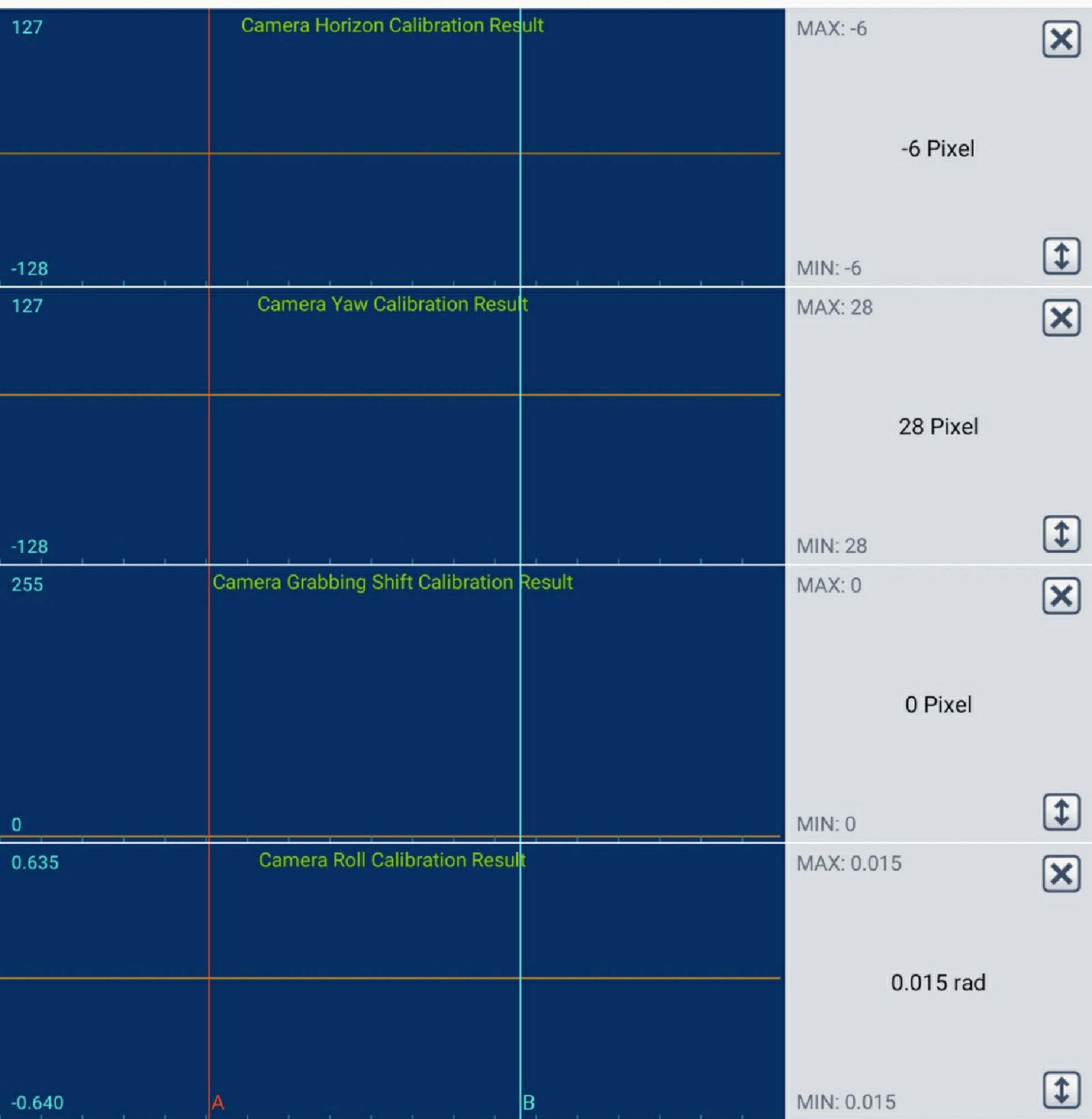
OK

! Do not touch any system buttons while performing this function.

S/W Ver.	M-N-K-01-00-0149	VCI Ver.	02.30
ECU Ver.	M-N-K-01-00-0085	OS Ver.	Android 7.0
ECU Cal. ID		TCU Cal. ID	

Recorded Data

< Text Item Selection **A** 36.6s B << < ■ > >> >



< > 00:00:00 / 00:08:28

S/W Ver.	M-N-K-01-00-0149	VCI Ver.	02.30
ECU Ver.	M-N-K-01-00-0085	OS Ver.	Android 7.0
ECU Cal. ID		TCU Cal. ID	

