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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

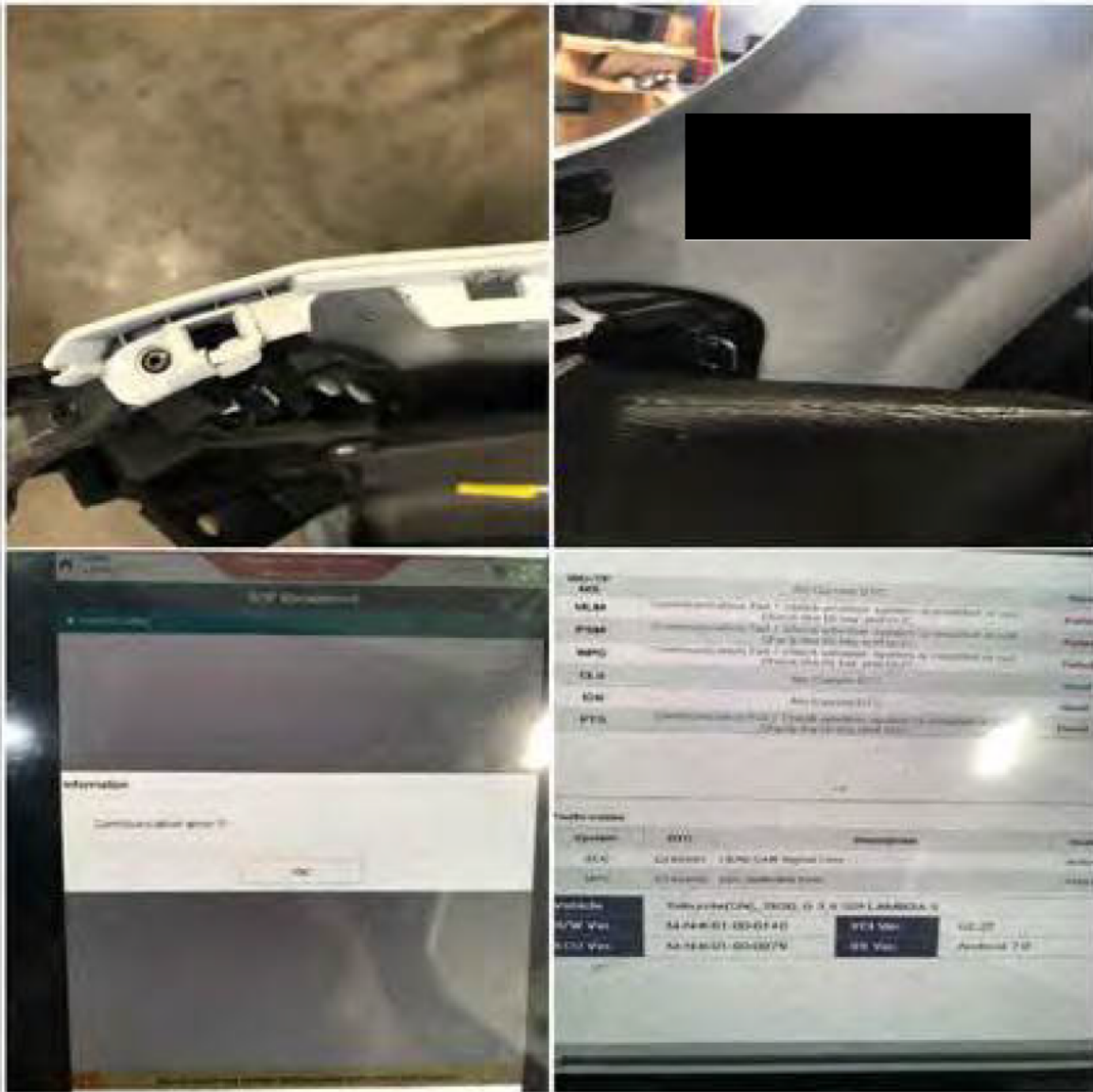
* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	CE12	Report Create	08/11/2019
Dealer*	[OH072] BEAVERCREEK MOTORS, INC.	Dealer City, State	BEAVERCREEK, OH
Name	Hanagan, Jack - FTS	Attached	
Model Number	J4232	Model	Telluride 2020 - 2thx MY
VIN*	5XYP64H0GLC [REDACTED]	Production Date	04/14/2019
Engine No	G6DNKS874130	Delivery Date	04/26/2019
Trans No	LB8UCA994293	FTS Visit Date	08/01/2019
Trans Type	Auto	RO Open Date	07/10/2019
Mileage In	2554	Mileage Out	2554
Part No	99211 S9100	Part Desc	UNIT ASSY-FR VIEW CA
Other Part #1	-	Other Part #2	-
Condition/Nature	DA - Operation > Warning light on > Lamp on	Cause	ZZ3 - Part function/operation
Subject*	[REDACTED]		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition	
Customer Complaint	Customer states that warning lights on dash came on when it was raining hard. Was intermittent and now is constant regardless of weather.
Actual Condition	Warning light on cluster comes on after driving short distance. C160049 ECU Software Error and C180581 LKAS CAN Signal Error.
Analysis	
Investigation Results	Dealer had previously replaced the LKAS camera assembly but were unable to communicate with system. Installed original camera and had communication. Checked related wiring to camera and radar unit (front bumper) with no issues noted. Noted vehicle had signs of minor repairs (over spray) to bumper cover.
Possible Cause	Undetermined at this time.
Corrective Action	Dealer was originally advised to replace the front radar unit and short wiring harness to unit. Per update from tech repair did not resolve concern. Advised dealer to order and install UNIT ASSY-FR VIEW CA due to sales manager denying request to test with stock unit. *** 08/13/2019 06:47:30 *** Web - Note created on 08/13/2019 06:47:30 and created by Jason Rudin We were directed by FTS to order another camera for vehicle since the first replacement camera was a faulty camera. Camera is in route to U.S. ETA is Sept 4th Note: Per update from tech on 8/15 the part is now scheduled to arrive on 8/17. The tech will keep me updated on progress after replacement.



File Uploads

Open	File Name	Comments
Open	IMG_7848.jpg	
Open	IMG_7851.jpg	
Open	IMG_7854.jpg	
Open	IMG_7855.jpg	





ON F-UPR

MOBIS

ON

S/W Management

Variant Coding

Information

Communication error !!!

OK

Do not touch any system buttons while performing this function.

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	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
CLU	No Current DTC	Good
ICU	No Current DTC	Good
PTG	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed

1/2

Faults codes

System	DTC	Description	State
SCC	C180581	LKAS CAN Signal Error	Active
MFC	C160649	ECU Software Error	Active

Vehicle	Telluride(ON)_2020_G 3.8 GDI LAMBDA II		
S/W Ver.	M-N-K-01-00-0140	VCI Ver.	02.27
ECU Ver.	M-N-K-01-00-0079	OS Ver.	Android 7.0

1/2



Field Product Quality Report

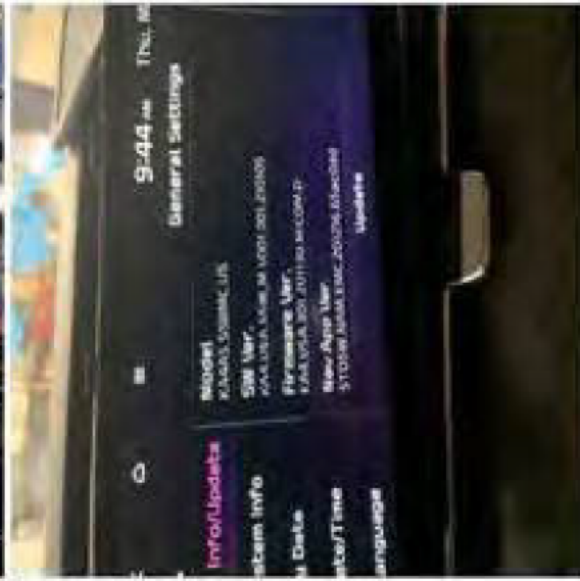
* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	EA05	Report Create	05/24/2021
Dealer*	[NY123] 1581 Hylan Blvd. AUTO, LLC	Dealer City, State	STATEN ISLAND, NY
Name	Lundgren, Daniel - FTS	Attached	
Model Number	NH282	Model	2022 Carnival Auto
VIN*	KNDWESH30M [REDACTED]	Production Date	01/29/2021
Engine No	G6DTMA591691	Delivery Date	04/19/2021
Trans No	LP9NUJH034512	FTS Visit Date	05/20/2021
Trans Type	Auto	RO Open Date	04/28/2021
Mileage In	455	Mileage Out	486
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	[REDACTED]		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition	
Customer Complaint	Customer receives a check HAD (Highway driving assist) message in dash.
Actual Condition	The vehicle was started, and no MIL or warning messages were seen.
Analysis	
Investigation Results	I drove the vehicle with the MOBIS FSE. He collected CAN logs and head unit logs during the road test. The road test included city driving with several turns 25-35 MPH. The system was checked with the KDS and the code was reset several times during the test drive.
Possible Cause	The root cause was not identified during the inspection.
Corrective Action	Information was passed on to NAGC. More data was requested. I had them order a Head unit but hold off on the replacement.



File Uploads

Open	File Name	Comments
Open	IMG_3716.JPG	
Open	IMG_3717.JPG	
Open	IMG_3718.JPG	





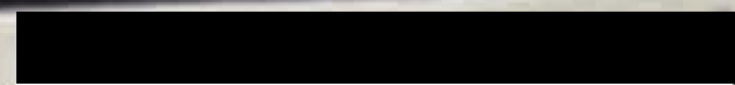
7707015

PORTAGE(QL)/2020/G 2.4
ilt Co



VDN : B28V

Year	
2022	K
Vehicle Ident	





Field Product Quality Report

* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	EA05	Report Create	06/04/2021
Dealer*	[NY123] 1581 Hylan Blvd. AUTO, LLC	Dealer City, State	STATEN ISLAND, NY
Name	Lundgren, Daniel - FTS	Attached	
Model Number	M4282	Model	2022 Carnival Auto
VIN*	KNDWESH30M[REDACTED]	Production Date	01/29/2021
Engine No	G6DTMA591691	Delivery Date	04/19/2021
Trans No	LP9UJH034512	FTS Visit Date	06/01/2021
Trans Type	Auto	RO Open Date	04/28/2021
Mileage In	586	Mileage Out	596
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	[REDACTED]		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause


Condition	
Customer Complaint	Customer receives a check HAD (highway driving assist) message in dash. Second visit to vehicle.
Actual Condition	The vehicle was started, and no MIL or warning messages were seen.
Analysis	
Investigation Results	<p>I supported MOBIS data collection. The vehicle was scanned and some DTCs were found. Some codes were related to the components being unplug to set up the data collection. The codes were cleared. I drove the vehicle with the MOBIS FSE. He collected CAN logs and head unit logs during the road test. The road test included city driving with several turns 25-35 MPH. The system was checked with the KDS and the code was read several times during the test drive. The cluster warning message that was reported by the customer on the RO was not experienced during the inspection. The DTC would set in the Multi function camera module (C183186) The code would be cleared and then would reset during the driving.</p> <p>The vehicle was fueled and the test drive was continued. We attempted to identify to locate areas, signage or driving styles that would set the DTC.</p> <p>After the data was collected I check circuit connections and found no concerns. I compared module variant coding to a like vehicle that had not set the DTC during a test drive. No coding issues were identified.</p> <p>I look call from NAOC and collect information to help with the investigation.</p>
Possible Cause	The root cause was not identified during the inspection.
Corrective Action	Information was passed on to NAOC.



File Uploads

Open	File Name	Comments
Open	IMG_3752 1st scan.JPG	
Open	IMG_3761 VC.JPG	
Open	IMG_3762 VC.JPG	
Open	IMG_3766 conn.JPG	
Open	IMG_3771 conn.JPG	
Open	IMG_3772 HU.JPG	
Open	IMG_3774 conn.JPG	

M A

 HOME

[REDACTED]



ed Driver Assistance

ew Camera

n

Systems

Integrated Body Co

Integrated Body Co





Part No





Field Product Quality Report

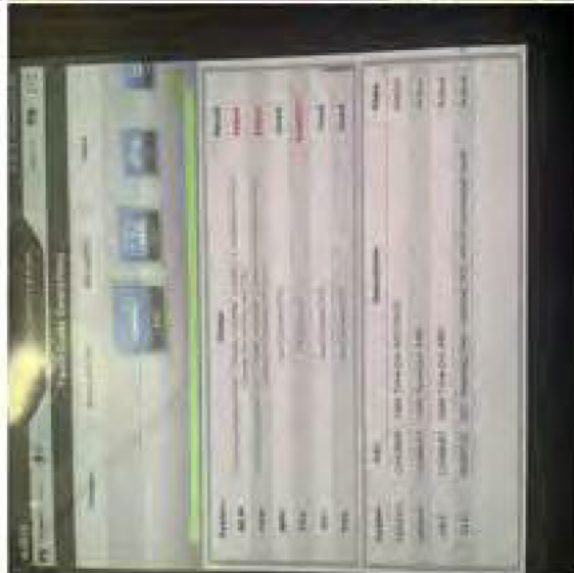
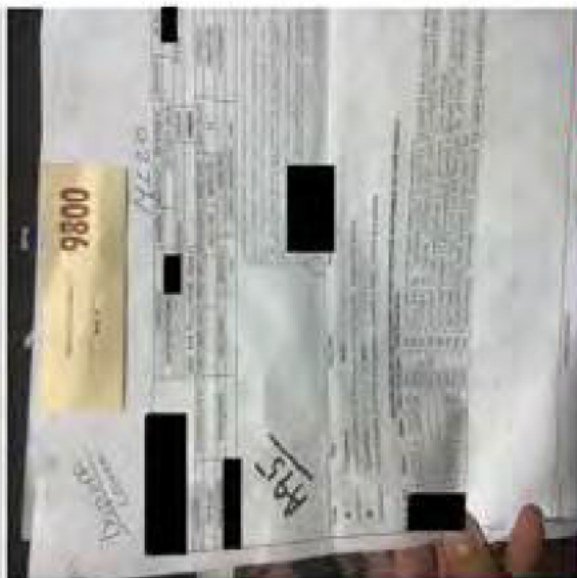
* Required Fields

Distributor	KUS	Report #	[REDACTED]
Region	EA12	Report Create	07/29/2021
Dealer*	[N073] RMD MOTORCARS, LLC	Dealer City, State	RAMSEY, NJ
Name	Lundgren, Daniel [KUS] - FTS	Attached	
Model Number	J442	Model	2021 TELLURIDE
VIN*	5XYP3DHCS9K [REDACTED]	Production Date	07/31/2020
Engine No	G6DNLS150168	Delivery Date	08/22/2020
Trans No	LDLVAAS40316	FTS Visit Date	07/27/2021
Trans Type	Auto	RO Open Date	07/12/2021
Mileage In	14620	Mileage Out	14620
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	[REDACTED]		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition	
Customer Complaint	Customer states cruise control is inop. Check and advise. Pre collision system is inop check and advise.
Actual Condition	The vehicle came in for front radar unit DTCs. (see attached) I turned on the vehicle KOEO and the cluster had a number of MIL come on (see photo). When I attempted to use the KDS to scan for DTCs the tool could not auto VIN. The vehicle was selected, and the vehicle scanned and a number of DTCs were set and a number of modules did not communicate that should (see eReports and attached)
Analysis	
Investigation Results	A checked for resistance across the C-CAN lines from the E51, which showed an open on the circuit. It was found that the JE02 had a soft set connection. Auto VIN with the KDS was reestablished and the codes that the vehicle came in with were found (see attached KDS screen shot). Could not communicate with the front radar unit when using the KDS. Pin tension at E51 (4 pins) and EE11 was found to be loose (see video and photos). For testing purposes the E51 connector and pins at the EE11 were replaced. The vehicle was scanned and no DTCs were found. During checks it was found the codes returned. A number of modules were not communicating including the front radar. Pin tension at the JE02 was loose. Further checks showed a C-CAN issue at EM21 (see photos and video). The connections were repaired and all modules communicated. During wiggle testing the front radar issue returned. The issue was at the EE11 harness.
Possible Cause	Multiple connection issues on the C-CAN
Corrective Action	It was recommended the engine and the bumper harness be exchanged and the vehicle test driven. Report the finding to the FTS.





File Uploads

Open	File Name	Comments
Open	IMG_4056 RO.JPG	
Open	IMG_4057 dash KOEO.JPG	
Open	IMG_4058 soft set joint connector cover.JPG	
Open	IMG_4061 original issue.JPG	
Open	IMG_4062 loose pins at E51.JPG	
Open	IMG_4063 e51 pin tension.MOV	
Open	IMG_4067 pins at EE11.JPG	
Open	IMG_4073 replaced pins EE11.JPG	
Open	IMG_4109 Loose pins at EM21.MOV	
Open	IMG_4112 grease EM21.JPG	
Open	IMG_4115 connection issue EE11.MOV	
Open	IMG_4118 codes after joint connection fix.JPG	
Open	IMG_4119 codes 1st scan.JPG	

~~Drop out~~
same





HOME

Online

Rescan





PTG

FOLIO CODES

WPC

CLU

ICU

PTG