INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC9LG[redacted] **Mileage:** 1,062 **Repair Date:** 03/26/2019

Prod Date: 02/11/2019 **Warranty Start Date:** 03/14/2019 **RO Number:** [redacted]

Port Options: CT, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA012 Chuck Olson KIA **Service District:** WE08

Phone: (206) 962-3418

Contact: Konstantin Ivanov **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Lighting-Ext-DRL inop # right front

Symptom: Headlights Inop

System: Body Electrical

Component: Head Lamps

Resolution: **Category:** Repair Assistance

Case History

*** 03/27/2019 08:14:51 ***
Contact = Konstantin Ivanov, Priority = Standard, Sub Status = Dispatched

*** 03/27/2019 08:14:51 ***
Web - Problem Description created on 03/27/2019 08:14:51 and created by Konstantin Ivanov

CUSTOMER STATES PASSENGER SIDE HEADLIGHT KEEPS ON GOING OUT

CUSTOMER STATES CRUISE CONTROL IS INOP

*** 03/27/2019 08:14:52 ***
Web - Diagnostics created on 03/27/2019 08:14:52 and created by Konstantin Ivanov

CONFIRMED HEAD LIGHT ISSUE.
FOUND LED RUNNING LIGHT STRIP GOING OFF 10 SECONDS AFTER TURNED ON, ALSO WHEN ON UPPER RIGHT CORNER OF THE STRIP INOP.

COULD NOT DUPLICATE AT THIS TIME FOR THE CRUISE CONTROL.
TEST DROVE AND CONFIRMED PROPER OPERATION OF THE SMART CRUISE CONTROL AND LANE KEEP ASSIST .

*** 03/27/2019 08:41:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/27/2019 08:47:00 and created by Frank Lusic ***

1: Konstantin hello
please attach a picture of the DTRL that is inop to this case

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

Please be sure to submit your warranty claim immediately after the vehicle has been repaired
Thank you.

3: regarding the cruise control you will need to open another case if you need assistance with the additional concern

*** 03/27/2019 09:04:48 ***
IMG_5884.JPG added by Konstantin Ivanov on 03/27/2019 09:04:46

*** 03/27/2019 09:05:15 ***
Web - Note created on 03/27/2019 09:05:15 and created by Konstantin Ivanov

ATTACHED A PICTURE OF THE LED UPPER CORNER OUT

*** Web - Advice created on 03/27/2019 09:28:07 and created by Frank Lusic ***
1: Thank you, please replace the head lamp assembly and retest

*** 03/27/2019 09:40:49 ***
Web - Note created on 03/27/2019 09:40:49 and created by Konstantin Ivanov

OK THANK YOU

*** Web - Advice created on 03/27/2019 10:09:54 and created by Frank Lusic ***
1: you are welcome

*** Case Escalated to CA as: 13103599 on 03/28/2019 01:07:04 (PST)

*** Case [redacted] is sent on 3/28/2019 8:55:41 by Andres De la Torre

To: adelatorre@kiausa.com

Cc:

Title: [redacted]

*** Case has been auto closed by the system on 04/12/2019 01:12:42 (PST)

Attachments

IMG_5884.JPG.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC0LG[redacted]
Mileage: 749
Repair Date: 04/11/2019
Prod Date: 03/21/2019
Warranty Start Date: 04/06/2019
RO Number: [redacted]
Port Options: CF, CN, CO
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN032 Rusty Wallace KIA
Service District: SO13
Phone: (865) 977-5422
Contact: TIM WALSH
Contact Title: Maintenance Technician
Contact Phone: (865) 385-0304

Case Details

Title: ElecSys General-AEB # C162078
Symptom: Cruise Contol Inop
System: Brakes
Component: AEB
Resolution: Damaged Component
Category: Repair Assistance

Case History

*** 04/16/2019 08:35:50 ***
Contact = TIM WALSH, Priority = Standard, Sub Status = Dispatched

*** 04/16/2019 08:35:50 ***
Web - Problem Description created on 04/16/2019 08:35:50 and created by TIM WALSH

Car came in dash warning lights on for smart cruise control. Radar has been hit by something. Mount is bent A/C condenser has a hole in it.

*** 04/16/2019 08:35:50 ***
Web - Diagnostics created on 04/16/2019 08:35:50 and created by TIM WALSH

Sales paid for repairs. Replaced condenser, bumper with radar mount and radar. When trying to cal brated SSC I get a message saying security access not allowed? Not sure where to go from here.

*** 04/16/2019 09:25:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/16/2019 09:26:41 and created by Tony Thomas ***
1: Please attach a screen shot of the message and any photos of the damage and repairs.

*** Web - Advice created on 04/16/2019 09:32:19 and created by Tony Thomas ***
2: Make sure you clear all codes before starting the radar alignment procedure.

*** 04/16/2019 10:18:43 ***
Web - Note created on 04/16/2019 10:18:43 and created by TIM WALSH

Added photos

*** 04/16/2019 10:18:46 ***
1555434902560-305564073.jpg added by TIM WALSH on 04/16/2019 10:18:44

*** 04/16/2019 10:18:47 ***
1555434963705-1514501991.jpg added by TIM WALSH on 04/16/2019 10:18:46

*** 04/16/2019 10:18:49 ***
1555435008799-90914463.jpg added by TIM WALSH on 04/16/2019 10:18:47

*** 04/16/2019 10:18:54 ***
15554350494802065425136.jpg added by TIM WALSH on 04/16/2019 10:18:49

*** Web - Advice created on 04/16/2019 10:30:37 and created by Tony Thomas ***
1: Verify variant coding was performed on the radar module first then the alignment procedure.

*** 04/16/2019 10:42:59 ***
Web - Note created on 04/16/2019 10:42:59 and created by TIM WALSH

I've triple checked the coding. Codes won't clear till its been aligned. It won't let me do the alignment . I get that warning when I try to align it

*** Web - Advice created on 04/16/2019 10:49:21 and created by Tony Thomas ***
1: Variant Coding shows Communication Fail_18000 in VDN reports.

*** 04/16/2019 11:17:01 ***
Web - Note created on 04/16/2019 11:17:01 and created by TIM WALSH

So I have cleared the code. Attempted to code and got test failure. Cycled key am restarted kds. Was able to code, test complete. I go in to calibrate and still get the same warning. I've tried multiple times with 2 tablets and et the same warning.

*** Web - Advice created on 04/16/2019 13:22:13 and created by Tony Thomas ***
1: Sent information to the engineers for review and will update once I hear back.

*** Service Alert Escalated to CA as: 13131080 on 04/17/2019 01:06:59 (PST)

*** Escalated to CA as: 13131080 on 04/17/2019 01:07:21 (PST)
*** Phone - Advice created on 04/19/2019 14:22:02 and created by Tony Thomas ***
1: Tim called for an update and I discussed with the engineer who said it is a network error and to contact the network administrator at the dealership to correct network security settings and if that fails to contact GIT Support Help Desk (888) 542-4371. Thank you.

*** 04/22/2019 13:44:08 ***
Web - Note created on 04/22/2019 13:44:08 and created by TIM WALSH

Took tablet outside of shop and was able to program AEB module.

*** 04/22/2019 13:45:06 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Programmed AEB outside of shop

Attachments

15554350494802065425136.jpg.jpg, 1555434902560-305564073.jpg.jpg, 1555434963705-1514501991.jpg.jpg, 1555435008799-90914463.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC5LG[redacted] **Mileage:** 221 **Repair Date:** 04/22/2019

Prod Date: 03/18/2019 **Warranty Start Date:** 04/22/2019 **RO Number:** [redacted]

Port Options: CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA005 Hanson KIA **Service District:** WE08

Phone: (360) 943-2120

Contact: Todd Kelley **Contact Title:** Shop Foreman **Contact Phone:** (360) 508-0249

Case Details

Title: MIL - LKAS # C126402 C186286 C169381

Symptom: Improper Operation

System: Body Electrical

Component: LDWS

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 04/22/2019 11:44:05 ***
Contact = Todd Kelley, Priority = Standard, Sub Status = Dispatched

*** 04/22/2019 11:44:05 ***
Web - Problem Description created on 04/22/2019 11:44:05 and created by Todd Kelley

customer states lane assist pushed vehicle into a center barrier on freeway

*** 04/22/2019 11:44:05 ***
Web - Diagnostics created on 04/22/2019 11:44:05 and created by Todd Kelley

No warning light illuminated at time of inspection, Scanned complete system for codes. 3 codes stored, ABSESC C126402 Steering Angle Sensor - Plausibility Error(History),
MFC C186286 Invalid Signal of SCC(History), BCW C169381 ESC Signal Error. Customer has damage of both Left Wheels and front and rear bumper. Will attach pictures.

*** 04/22/2019 11:55:17 ***
IMG_1245[1].jpg added by Todd Kelley on 04/22/2019 11:55:15

*** 04/22/2019 11:55:19 ***
IMG_1246[1].jpg added by Todd Kelley on 04/22/2019 11:55:17

*** 04/22/2019 11:55:20 ***
IMG_1247[1].jpg added by Todd Kelley on 04/22/2019 11:55:19

*** 04/22/2019 12:24:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/22/2019 12:28:37 and created by Tony Thomas ***
1: Due to the nature of the concern I have forwarded the case to Kia Consumer Affairs. While you are waiting for Kia Consumer Affairs to contact the customer and your dealership, please complete the inspections for the codes.

*** 04/24/2019 13:29:15 ***
Web - Note created on 04/24/2019 13:29:15 and created by Hubert Jeter

--I wanted to let you know that this Repair Order along with the keys have been removed from the shop and are on my desk. Vehicle will not be inspected or worked on
until consumer affairs lets us know the next step. The codes are on the vehicle as a result of driving the vehicle with a off-centered steering wheel several miles from where
the incident occurred. If you have any questions, you can call me @360-943-2120 or email me @ jeter@hansonmotors.com

Thank you, JETER -- Service Manager

*** Web - Advice created on 04/24/2019 13:35:32 and created by Tony Thomas ***
1: Thank you. The case has been sent to the engineer for review and CA is in the process of reviewing the case and will contact the customer and the dealer.

*** 04/30/2019 08:58:16 (GMT-08:00) Pacific Time (US & Canada) ***
CA case# 13142131 was escalated to an FTS. Update will be provided after this request is reviewed.

*** 04/30/2019 09:46:18 ***
An FTS is scheduled to inspect this VIN on 05/01/2019 at WA005.

*** 05/06/2019 08:13:12 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Field Rep came out and found no problems

Attachments

IMG_1245[1].jpg.jpg, IMG_1246[1].jpg.jpg, IMG_1247[1].jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC6LG[redacted] **Mileage:** 113 **Repair Date:** 04/25/2019

Prod Date: 04/03/2019 **Warranty Start Date:** 05/25/2019 **RO Number:** [redacted]

Port Options: WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KY015 Don Franklin Somerset KIA **Service District:** CE03

Phone: (606) 679-1177

Contact: anthony clark **Contact Title:** Exclusive Kia Technician **Contact Phone:** (606) 425-0288

Case Details

Title: MIL - No communication # C161600 - B261800

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: Elec Open Circuit **Category:** Repair Assistance

Case History

*** 04/25/2019 10:15:13 ***
Contact = anthony clark, Priority = Standard, Sub Status = Dispatched

*** 04/25/2019 10:15:14 ***
Web - Problem Description created on 04/25/2019 10:15:13 and created by anthony clark

customer states mulitple lights on in dash found b261800 and c161600 both active

*** 04/25/2019 10:15:14 ***
Web - Diagnostics created on 04/25/2019 10:15:14 and created by anthony clark

found b261800 and 161600 both active codes

*** 04/25/2019 10:54:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/25/2019 11:01:20 and created by Frank Lusic ***
1: Hello Anthony
Prior to opening this case what diagnostic work has been performed? please be detailed with your answer
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

Please be sure to submit your warranty claim immediately after the vehicle has been repaired
Thank you.

*** 04/25/2019 11:15:48 ***
Web - Note created on 04/25/2019 11:15:48 and created by anthony clark

So far have just checked to make sure connectors are tight. The speedometer is not working, no temperature being displayed, almost every light that is on the cluster is illuminated, epb, steering, abs, lane departure, smart cruise control warning on, airbag light on, temp gauge is pegged to hot, tach and speedo do not sweep when pushing on, fuel gauge is working,

*** Web - Advice created on 04/25/2019 11:49:10 and created by Frank Lusic ***
1: What module is the C161600 code in ?

*** 04/25/2019 11:58:31 ***
Web - Note created on 04/25/2019 11:58:31 and created by anthony clark

It was scanned in the ICU area with the KDS. Dome lights not working either, starting to mess with the IPM/fuse box and the door chime started to work but quit? Any suggestions?

*** 04/25/2019 12:22:57 ***
Web - Note created on 04/25/2019 12:22:57 and created by anthony clark

Swapped with another ICU/IPM, still doing same thing, nothing changed.

*** Web - Advice created on 04/25/2019 12:59:49 and created by Frank Lusic ***
1: Thank you
1, Please use your VMI and graph the CAN line signals both high and low at pins 29 and 30 at the ICU junction Block connector ICU-F , (PLUGGED IN) They should mimic each other, Then take a screen shot and attach it to the case,
2,with the battery disconnected
Using your DVOM measure the resistance the resistance of the CAN circuit with the ignition off
Using your DVOM measure the resistance the resistance of the CAN circuit between pins at pins 29 and 30 at the ICU junction Block connector ICU-F (PLUGGED IN)

*** 04/26/2019 05:34:01 ***
Web - Note created on 04/26/2019 05:34:00 and created by anthony clark

Attachments added channel a is pin 29 in this pic no activity

*** 04/26/2019 05:34:01 ***
Screenshot_20190426-083152.png added by anthony clark on 04/26/2019 05:34:01

*** 04/26/2019 05:34:02 ***
Screenshot_20190426-083144.png added by anthony clark on 04/26/2019 05:34:01

*** Web - Advice created on 04/26/2019 06:48:00 and created by Frank Lusic ***
1: Thank you , please check pin fit and add Stabilant at the following connectors and pins
MF11, 48-49-
MR11 5-17-21-33
EM21 25-26
EF11 , 17-18
then perform resistance test again , clear the codes and retest for proper operation

*** 04/26/2019 07:58:31 ***
Web - Note created on 04/26/2019 07:58:31 and created by anthony clark

Checked those connectors pins correct added sta blant reads are .592kOhms battery connected key off
12.0-.18 k ohms key on at system check after all codes cleared

*** Web - Advice created on 04/26/2019 08:38:10 and created by Frank Lusic ***
1: Thank you for trying ,
1. disconnect the battery
2, disconnect EM21 under the right kick panel
3, using your DVOM check the resistance between pins between pins 25-26 on both the male and female sides

*** 04/26/2019 10:32:04 ***
Web - Note created on 04/26/2019 10:32:03 and created by anthony clark

Em21 pin 25&26 female connector going to dash 219.6 ohms
Male side in body 102.6 ohms both with battery unhooked

*** Web - Advice created on 04/26/2019 10:49:11 and created by Frank Lusic ***
1: thank you plug EM21 back in and unplug the cluster connector M08

then check the resistance between pins 32-33 on the cluster and on harness too

*** 04/26/2019 11:03:58 ***
Web - Note created on 04/26/2019 11:03:57 and created by anthony clark

Harness 103.4 ohms
Cluster 220.4 ohms battery unhooked

*** Web - Advice created on 04/26/2019 11:28:09 and created by Frank Lusic ***
1: The proper resistance on both sides should be 120 ohms
the 220 is too high
and the 103 is a little low but let start with the high reading
please replace the cluster and retest

*** 04/26/2019 12:06:22 ***
Web - Note created on 04/26/2019 12:06:22 and created by anthony clark

Have already tried known good cluster icu and switch panel on left of dash same results

*** Web - Advice created on 04/26/2019 14:14:17 and created by Frank Lusic ***
1: unfortunately the engineer is off today to double check but my understanding is that the terminating resistors are 120ohms each
try a different meter and test leads just to double check your readings on pins 32-33

recheck to see if you are on the correct pins

*** 04/29/2019 04:36:47 ***
Web - Note created on 04/29/2019 04:36:47 and created by anthony clark

Used the vmi for all readings double checked them same results

*** Web - Advice created on 04/29/2019 07:10:16 and created by Frank Lusic ***
1: 1, please take a picture of the pins that you are testing on the cluster side and then a quick video of your test leads attached to the T connectors and your meter reading 220 ohms

*** 04/29/2019 08:01:40 ***
20190429_105742.mp4 added by anthony clark on 04/29/2019 08:01:28

*** 04/29/2019 08:01:41 ***
20190429_105429.jpg added by anthony clark on 04/29/2019 08:01:40

*** 04/29/2019 08:02:04 ***
Web - Note created on 04/29/2019 08:02:04 and created by anthony clark

Attached requested photos

*** Web - Advice created on 04/29/2019 09:21:05 and created by Frank Lusic ***
1: Thank you, it does appear that you are on the correct pin but I need you to use an actual DVOM not the GDS, I also need to see the screen of the DVOM showing 220 ohms

*** 04/29/2019 10:21:43 ***
Web - Note created on 04/29/2019 10:21:42 and created by anthony clark

Added new pic

*** 04/29/2019 10:21:45 ***
20190429_132008.jpg added by anthony clark on 04/29/2019 10:21:43

*** Web - Advice created on 04/29/2019 11:21:16 and created by Frank Lusic ***
1: This is the correct resistance values 120 is correct
please use you DVOM from now on
1, now then check the resistance between pins 32-33 on the harness connector too too

*** 04/29/2019 12:04:27 ***
Web - Note created on 04/29/2019 12:04:27 and created by anthony clark

Added

*** 04/29/2019 12:04:29 ***
155656458892611506641 49.jpg added by anthony clark on 04/29/2019 12:04:27

*** Web - Advice created on 04/29/2019 13:03:40 and created by Frank Lusic ***
1: Thank you , the proper resistance reading should be 120 ohms
1, leave M08 disconnected and unplug ICU-F and measure the resistance between pins 29-30

*** 04/29/2019 13:10:00 ***

Web - Note created on 04/29/2019 13:10:00 and created by anthony clark

Getting 1.8ohms at 29 and 30 of icu-f

*** Web - Advice created on 04/29/2019 14:14:25 and created by Frank Lusic ***
1: 1.plug both connectors back in ICU-F and M08
2, disconnect EM21 and check the resistance between pins 25-26 on both the male and female sides

*** 04/30/2019 05:04:37 ***
Web - Note created on 04/30/2019 05:04:37 and created by anthony clark

Em21 female 118.8ohms
Male 2.1 ohms

*** Web - Advice created on 04/30/2019 05:56:46 and created by Frank Lusic ***
1: Thank you , be sure the battery is disconnected
1, plug EM21 back together
2, unplug EF11 under the left kick panel and using your DVOM check the resistance between pins 17-18 both sides male and female

*** 04/30/2019 06:57:53 ***
Web - Note created on 04/30/2019 06:57:53 and created by anthony clark

Ef11 pin 17&18 female 118.5ohms male 1.8ohms

*** Web - Advice created on 04/30/2019 07:50:03 and created by Frank Lusic ***
1: Thank you
Please refer to diagram SD200-2
1, disconnect MF11 and retest the resistance at EF11 pin 17-18 male side

*** 04/30/2019 07:58:01 ***
Web - Note created on 04/30/2019 07:58:01 and created by anthony clark

2.5ohms

*** Web - Advice created on 04/30/2019 09:39:58 and created by Frank Lusic ***
1: Please refer to diagram SD200-2
1, disconnect the following connectors one at a time and then retest the resistance between pins 17-18 EF11
FR11
FF11
FF01

*** 04/30/2019 10:41:10 ***
Web - Note created on 04/30/2019 10:41:09 and created by anthony clark

Unplugged individually reading never changed stayed at 1.6 ohms

*** Web - Advice created on 04/30/2019 11:29:43 and created by Frank Lusic ***
1: then if everything is disconnected and you are not reading OL then the harness is shorted, please replace this section of harness with the approval of your DPSM

*** 04/30/2019 11:36:57 ***
Web - Note created on 04/30/2019 11:36:57 and created by anthony clark

Only thing disconnected is the ef11 and battery and then fr11 and ff11 and ff011 when getting 1.6ohm.. what harness needs replaced floor?

*** Web - Advice created on 04/30/2019 14:02:07 and created by Frank Lusic ***
1: yes it does look like the floor harness,
I would like you to access joint connector JF03 over the left rear wheel well
open the joint connector so you can see the shorting bar to see if it is placed properly or if there is any damage,
attach pictures of your findings

*** 05/01/2019 06:17:37 ***
Web - Note created on 05/01/2019 06:17:37 and created by anthony clark

Pic added

*** 05/01/2019 06:17:39 ***
1556716560320143156986 5.jpg added by anthony clark on 05/01/2019 06:17:37

*** Web - Advice created on 05/01/2019 07:28:21 and created by Frank Lusic ***
1: did you see any indication that the harness has been damaged at all ?

*** 05/01/2019 08:18:30 ***
Web - Note created on 05/01/2019 08:18:29 and created by anthony clark

No preformed a Visual of harness up both sides of vehicle and behind both rear panels no damage found

*** Web - Advice created on 05/01/2019 09:00:31 and created by Frank Lusic ***
1: Thank you for checking
with the approval of your DPSM please replace the floor harness
be sure to have your parts department return the harness

*** 05/06/2019 05:19:01 ***
Web - Note created on 05/06/2019 05:19:01 and created by JIMMIE CAUDILL

5/6 Parts have been ordered and are on E and UPER.

*** Web - Advice created on 05/06/2019 06:56:03 and created by Frank Lusic ***
1: Thank you for the update

*** 05/17/2019 05:07:36 ***
Web - Note created on 05/17/2019 05:07:35 and created by JIMMIE CAUDILL

Parts arrived will be installing harness next Wed May 22.

*** Web - Advice created on 05/17/2019 06:55:41 and created by Frank Lusic ***
1: Great thank you for the update

*** 05/24/2019 08:10:56 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: replaced floor harness

Attachments

Screenshot_20190426-083152.png.png, Screenshot_20190426-083144.png.png, 20190429_105742.mp4.mp4, 20190429_105429.jpg.jpg, 20190429_132008.jpg.jpg, 1556564588926115066414 9.jpg.jpg, 1556716560320143156986 5.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC6LG[redacted] **Mileage:** 100 **Repair Date:** 05/03/2019

Prod Date: 03/12/2019 **Warranty Start Date:** 04/02/2019 **RO Number:** [redacted]

Port Options: CF, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL106 Greenway KIA East **Service District:** SO03

Phone: (407) 678-1717

Contact: Ebert Rabel **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Electrical System - General # Missing SCC Radar from Factory

Symptom: General Information

System: Body Electrical

Component: MFC

Resolution: Manufacturing Defect **Category:** Quality Review

Case History

*** 05/21/2019 13:22:49 ***
Contact = Ebert Rabel, Priority = Standard, Sub Status = Dispatched

*** 05/21/2019 13:22:49 ***
Web - Problem Description created on 05/21/2019 13:22:49 and created by Ebert Rabel

monroney sticker states vehicle has FCA, however vehicle wasn't manufactured correctly.
Vehicle does not have front grill camera for FCA

*** 05/21/2019 13:22:50 ***
Web - Diagnostics created on 05/21/2019 13:22:49 and created by Ebert Rabel

monroney sticker states vehicle has FCA, however vehicle wasn't manufactured correctly.
Vehicle does not have front grill camera for FCA

*** 05/21/2019 14:12:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/21/2019 14:20:40 and created by Eric Patterson ***
1: This vehicle is supposed to have smart cruise control as well.
2: Please add a video and or a few pictures of where its supposed to be mounted to the case, thank you
3: We need to see if the bracket is there as well. TY

*** Web - Advice created on 05/22/2019 10:17:28 and created by Brian Lall ***
1: Ebert, does the vehicle have SCC and is the radar in place. The FCA does not use the camera in the grill it uses the MFC and SCC radar. The camera on the grill is for SVM only and I do not think this vehicle is equipped with SVW. Please confirm if all systems and functions work as designed. Thanks.

*** 05/30/2019 10:17:14 ***
Web - Note created on 05/30/2019 10:17:14 and created by Ebert Rabel

the vehicle has scc and the radar is in place. please see attached. KGIS chart states FCA needs front radar and front camera. pictures show no front camera or no MFC. it only has front view camera.

*** 05/30/2019 10:17:15 ***
tell1.jpg added by Ebert Rabel on 05/30/2019 10:17:14

*** 05/30/2019 10:17:18 ***
tell2.jpg added by Ebert Rabel on 05/30/2019 10:17:16

*** 05/30/2019 10:17:20 ***
tell3.jpg added by Ebert Rabel on 05/30/2019 10:17:18

*** 05/30/2019 10:17:23 ***
tell4.jpg added by Ebert Rabel on 05/30/2019 10:17:20

*** 05/30/2019 10:17:24 ***
tell5.jpg added by Ebert Rabel on 05/30/2019 10:17:23

*** Web - Advice created on 05/30/2019 16:41:56 and created by Eric Patterson ***
1: Is the system operating SCC working?

*** 06/03/2019 09:31:32 ***
Web - Note created on 06/03/2019 09:31:32 and created by Ebert Rabel

yes

*** 06/03/2019 09:36:45 ***
Web - Note created on 06/03/2019 09:36:45 and created by Ebert Rabel

smart cruise control is working. however the customers concern is that FCA does not work in stop and go traffic. ALTHOUGH his monroney sticker states otherwise.
He is on the verge on getting a lawyer for the misleading monroney. Can we get to some sort of resolution today? Everything is operational and functioning however as attached FCA requires a front camera which this vehicle DOES NOT HAVE.

*** Web - Advice created on 06/03/2019 13:24:03 and created by Eric Patterson ***
1: You have looked on the windshield for the Camera correct. The camera Is located next to the re view mirror. Please see KGIS for the information. Please let me know if its mot on the windshield.

*** 06/03/2019 14:39:10 ***
Web - Note created on 06/03/2019 14:39:09 and created by Ebert Rabel

The camera that is by the rear view mirror is the front view camera.
However KGIS states FCA requires front camera and front radar NOT front view camera.
Please review attachments from 5/30 and notes history on this case.

*** 06/04/2019 08:14:32 ***
Web - Note created on 06/04/2019 08:14:32 and created by Ebert Rabel

any updates?

*** 06/04/2019 08:27:22 ***
Web - Note created on 06/04/2019 08:27:22 and created by Ebert Rabel

attached monroney and picture of front view camera description on part.

*** 06/04/2019 08:27:24 ***
monroney sticker.jpg added by Ebert Rabel on 06/04/2019 08:27:22

*** 06/04/2019 08:27:24 ***
front view camera.jpg added by Ebert Rabel on 06/04/2019 08:27:24

*** Phone - Advice created on 06/04/2019 08:50:52 and created by Eric Patterson ***
1: Called Service Manger Spoke with Gina on the case. The front view camera is correctly installed on the windshield. The LKAS and the FCA and the SCC Cruise are working correctly. I believe the discrepancy lays in the description of the camera. They are both called front view camera's in the EPC. The surround view monitoring uses the grill mounted front view camera

The FCA and the LKAS uses the windshield mounted front view camera.
2: 99250-S9000 Unit Assy Front View Camera (Grill Camera)
99211-S9100 Unit Assy Front View Camera (Windshield Mounted LKAS FCA Camera)
3: Advised there is not test for the FCA but to increase the sensitivity in the cluster settings and the Customer will see the warnings faster.

*** Case has been auto closed by the system on 06/20/2019 01:09:37 (PST)

Attachments

tell1.jpg.jpg, tell2.jpg.jpg, tell3.jpg.jpg, tell4.jpg.jpg, tell5.jpg.jpg, monroney sticker.jpg.jpg, front view camera.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC8LG[redacted] **Mileage:** 4,188 **Repair Date:** 05/30/2019

Prod Date: 01/23/2019 **Warranty Start Date:** 03/10/2019 **RO Number:** [redacted]

Port Options: CT, WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH082 Bill Doraty KIA **Service District:** CE02

Phone: (330) 721-9500

Contact: Kevin Perdue **Contact Title:** Exclusive Kia Technician **Contact Phone:** (330) 416-4199

Case Details

Title: MIL - Smart Cruise Control # C160C87 - C180487 - BSD # C166A87 - Cluster #

Symptom: Warning Light On

System: Body Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 05/30/2019 11:29:40 ***
Contact = Kevin Perdue, Priority = Standard, Sub Status = Dispatched

*** 05/30/2019 11:29:40 ***
Web - Problem Description created on 05/30/2019 11:29:40 and created by Kevin Perdue

Customer states anti collision and lane departure lights on and cruise inop

*** 05/30/2019 11:29:40 ***
Web - Diagnostics created on 05/30/2019 11:29:40 and created by Kevin Perdue

Verified concern, Initial code scan retrieved 30 codes mainly can time out codes, cleared codes and found scc codes C180487,C160C87 , bcw C166A87 and clu B104052. reseated connections at multifunction camera no change, please advise. I will check other connections MR11 EM21 EE11.

*** 05/30/2019 12:29:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/30/2019 12:35:57 and created by Jerry Gossling ***
1: Kevin,
Thank you for the information. I strongly recommend to thoroughly check connector MR11 for bent or damaged pins or loose pin fit tension.
Check the pin fit tension with the new SST 062 tool. review the TSB for the correct size pin fit tool.
Thank you

*** 05/30/2019 14:08:03 ***
Web - Note created on 05/30/2019 14:08:03 and created by Kevin Perdue

sending pictures of connector MR11 please advise

*** 05/30/2019 14:08:08 ***
20190530_170110.jpg added by Kevin Perdue on 05/30/2019 14:08:03

*** 05/30/2019 14:08:11 ***
20190530_170226 (1).jpg added by Kevin Perdue on 05/30/2019 14:08:08

*** Case Escalated to CA as: 13198974 on 05/31/2019 01:09:12 (PST)

*** Web - Advice created on 05/31/2019 06:58:54 and created by Jerry Gossling ***
1: Kevin,
Please thoroughly inspect the vehicle for water leaks by running water over the outside of the vehicle while watching to see if water inters the vehicle in the location around MR11.

Note, Both sides of the wire harness will need to be replaced with authorization from the DPSM.
Note have the part manager set the wire harness aside as they will be requested back by Kia.
Please list the parts managers name and contact information.
Thank you

*** 05/31/2019 07:09:16 ***
Web - Note created on 05/31/2019 07:09:16 and created by Kevin Perdue

Just so I understand correctly I am replacing both complete harnesses.

*** Web - Advice created on 05/31/2019 12:02:17 and created by Jerry Gossling ***
1: Yes,
Thank you

*** 06/11/2019 10:48:28 ***
Web - Note created on 06/11/2019 10:48:28 and created by Kevin Perdue

Waiting on parts. have not seen any water leaks. Vehicle has been outside and it has rained really heavy a few times and no sign of water intrusion.

*** Web - Advice created on 06/12/2019 05:18:47 and created by Jerry Gossling ***
1: Thank you for the update.

*** Case has been auto closed by the system on 06/28/2019 01:09:32 (PST)

Attachments

20190530_170110.jpg.jpg, 20190530_170226 (1).jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC0LG[redacted] **Mileage:** 1,522 **Repair Date:** 06/10/2019

Prod Date: 05/07/2019 **Warranty Start Date:** 05/16/2019 **RO Number:** [redacted]

Port Options: CF, WL, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL028 Riverchase KIA **Service District:** SO01

Phone: (205) 987-6518

Contact: Troy Smith **Contact Title:** Exclusive Kia Technician **Contact Phone:** (205) 504-1822

Case Details

Title: MIL - AEB # C160C88 - C160C87 - C163881 - C153215 - B181000

Symptom: Warning Light On

System: Body Electrical

Component: BCM

Resolution: **Category:** Repair Assistance

Case History

*** 06/10/2019 08:36:11 ***
Contact = Troy Smith, Priority = Standard, Sub Status = Dispatched

*** 06/10/2019 08:36:11 ***
Web - Problem Description created on 06/10/2019 08:36:11 and created by Troy Smith

History codes in SCC c160a88, c160c87 c163881. History codes MFC c160a87, c153215. History codes IBU-BCM b181000. Cleared codes and not acting up at this time when it does the scc ldw and all that has to do with radar starts flashing beeping and going crazy. Has no external damage on vehicle or under vehicle. This is one of our employees cars.

*** 06/10/2019 08:36:12 ***
Web - Diagnostics created on 06/10/2019 08:36:11 and created by Troy Smith

None other than scanning and doing a visual check for damage or obstructions.

*** 06/10/2019 09:45:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/10/2019 09:52:05 and created by Chris Schang ***
1: Troy,
I would start with checking the MR11 connector and make sure that it is fully seated and latched.

*** 06/10/2019 11:39:28 ***

Web - Note created on 06/10/2019 11:39:28 and created by Troy Smith

Checked mr11 it is good and tight no wires loose and did not act up with wiggling wires or connector

*** 06/10/2019 11:48:38 ***
Web - Note created on 06/10/2019 11:48:38 and created by Troy Smith

now its setting a c181887 in abs/esc active will not clear

*** 06/10/2019 14:12:08 ***
Web - Note created on 06/10/2019 14:12:08 and created by Troy Smith

was just informed and given a picture of water intrusion on left front a piller where connector mr11 is checked for leak none found having an outside company come over and leak check.

*** 06/10/2019 14:12:09 ***
123951.jpg added by Troy Smith on 06/10/2019 14:12:09

*** Web - Advice created on 06/10/2019 14:36:20 and created by Chris Schang ***
1: Troy,
Did any of the water make it down to the IBU?

*** Case Escalated to CA as: 13214702 on 06/11/2019 01:11:18 (PST)

*** Case has been auto closed by the system on 06/26/2019 01:10:56 (PST)

Attachments

123951.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC8LG[redacted] **Mileage:** 1,375 **Repair Date:** 06/10/2019

Prod Date: 04/11/2019 **Warranty Start Date:** 05/07/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL064 Bob Rohrman Schaumburg KIA **Service District:** CE01

Phone: (847) 908-0502

Contact: Bobby Kroman **Contact Title:** Exclusive Kia Technician **Contact Phone:** (630) 337-1063

Case Details

Title: MIL - ABS/ESP # C241613 C136081 C186286

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: Loose, Poor Fit **Category:** Quality Review

Case History

*** 06/10/2019 10:43:09 ***
Contact = Bobby Kroman, Priority = Standard, Sub Status = Dispatched

*** 06/10/2019 10:43:09 ***
Web - Problem Description created on 06/10/2019 10:43:09 and created by Bobby Kroman

esc light and scc light and ebrake light are on. scan and found c241613 , c136081 , and c186286 inspected connections and found the left rear electric motor caliper was unplugged and bouncing around on the rim. re secured connector and r/d tested and everything is working properly now. drove car 19 miles.

*** 06/10/2019 10:43:10 ***
Web - Diagnostics created on 06/10/2019 10:43:10 and created by Bobby Kroman

re secure l/r caliper motor

*** 06/10/2019 10:45:40 ***
20190610_103325.jpg added by Bobby Kroman on 06/10/2019 10:45:39

*** 06/10/2019 12:17:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/10/2019 12:23:19 and created by Eric Patterson ***
1: Perfect, Thank you for the information added into the case.
I appreciate the picture as well. Looks like connector F63 was the cause

2: Please submit the warranty claim asap during the EWR and close the case.

*** 06/12/2019 12:32:56 ***
Case Closed with Resolution Code: Loose, Poor Fit
Resolution Summary: caliper connector on LH rear caliper was loose, re secured, DTC's did not returnConnector F63

Attachments

20190610_103325.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP6DHCXLG[redacted]
Mileage: 2,646
Repair Date: 07/01/2019
Prod Date: 04/10/2019
Warranty Start Date: 05/17/2019
RO Number: [redacted]
Port Options: CN, CF, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ068 Gateway KIA of Denville
Service District: EA12
Phone: (973) 361-0400
Contact: Ross Gilson
Contact Title: Exclusive Kia Technician
Contact Phone: (732) 930-3656

Case Details

Title: MIL - ABS/ESP # C241613 MFC 186286 -SCC # C136081
Symptom: Warning Light On
System: Brakes
Component: Wheel Speed Sensor
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 07/01/2019 10:57:27 ***
Contact = Ross Gilson, Priority = Standard, Sub Status = Dispatched

*** 07/01/2019 10:57:27 ***
Web - Problem Description created on 07/01/2019 10:57:27 and created by Ross Gilson

c/s Cruise control inop

Please note epb light on, auto hold light on,

no cruise error until buttong for cruise is pushed on steering wheel, then dash says service cruise system
c241613 Motor Short/open LH (Stored - Active - in ESC system)
c136081 ESP Irreversible Error (Stored - Active - SCC System)
c186286 Invalid Signal of SCC (Stored - Active - MFC System)

Code print out attached

Only performed basic fuse checking as part of a prelimary diagnostic, all fuses in engine compartment ok

*** 07/01/2019 10:57:27 ***
Web - Diagnostics created on 07/01/2019 10:57:27 and created by Ross Gilson

c/s Cruise control inop

Please note epb light on, auto hold light on,

no cruise error until buttong for cruise is pushed on steering wheel, then dash says service cruise system
c241613 Motor Short/open LH (Stored - Active - in ESC system)
c136081 ESP Irreversible Error (Stored - Active - SCC System)
c186286 Invalid Signal of SCC (Stored - Active - MFC System)

Code print out attached

Only performed basic fuse checking as part of a prelimary diagnostic, all fuses in engine compartment ok

*** 07/01/2019 10:58:58 ***
156200391020538153732449666878 4.jpg added by Ross Gilson on 07/01/2019 10:58:56

*** 07/01/2019 12:10:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2019 12:27:17 and created by Jerry Gossling ***
1: Ross,
Please check the pin fit tension & condition at connectors EE11, E51 SCC module Review the ETM SCC system page SD964-1. Next the ESC module E02, EF11, FF16, F63, EF21, FF17 & F64, Review the ETM ESC with EPB page SD588-5. Review the new SST062 for the correct size pin fit tool.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

2: Follow the DTC trouble shooting for C241613 & for C136081.
Please list the results when done.
Thank you

*** Case Escalated to CA as: 13246520 on 07/02/2019 01:13:24 (PST)

*** 07/03/2019 06:51:55 ***
Web - Note created on 07/03/2019 06:51:55 and created by Ross Gilson

upon inspection found F63 unplugged/open

Sorry for the delay, i was off yesterday

*** 07/03/2019 06:51:56 ***
20190703_094336[1].jpg added by Ross Gilson on 07/03/2019 06:51:55

*** Web - Advice created on 07/03/2019 09:56:12 and created by Jerry Gossling ***
1: Ross,
Thank you for the update. Did reconnecting F63 resolved the concern?
Thank you

*** Web - Advice created on 07/03/2019 09:57:44 and created by Jerry Gossling ***
1: Ross,
If reconnecting the connector resolved the concern then please close the case.
Thank you

*** 07/03/2019 10:01:30 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: reconnected f63

Attachments

156200391020538153732449666878 4.jpg.jpg, 20190703_094336[1].jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HCXLG[redacted] **Mileage:** 5,348 **Repair Date:** 07/30/2019

Prod Date: 02/27/2019 **Warranty Start Date:** 03/11/2019 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX028 Kelly Grimsley KIA **Service District:** SW06

Phone: (432) 332-0441

Contact: Milton Williams **Contact Title:** Shop Foreman **Contact Phone:** (928) 897-9243

Case Details

Title: ElecSys General-Smart Cruise # brakes activate

Symptom: Improper Operation

System: Cruise Control

Component: Cruise Control Module

Resolution: loose Poor Fit **Category:** Repair Assistance

Case History

*** 07/30/2019 07:43:04 ***
Contact = Milton Williams, Priority = Standard, Sub Status = Dispatched

*** 07/30/2019 07:43:04 ***
Web - Problem Description created on 07/30/2019 07:40:13 and created by Milton Williams

Customer states while driving on highway with no other vehicles around, vehicle slams on brakes, deactivates cruise control , then when trying to reactivate it, message says Cruise Conditions Not Met.....

*** 07/30/2019 07:43:05 ***
Web - Diagnostics created on 07/30/2019 07:40:14 and created by Milton Williams

Scanned all modules-no codes present... I test drove it on highway (in traffic) for 34 miles, SCC worked flawlessly.... It maintained perfect distance from lead car, test with slower & faster traffic on both side lanes....

*** 07/30/2019 09:41:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/30/2019 09:48:19 and created by Frank Lusic ***
1: Hello Milton
I talked to the engineer and he said to start be calibrating the system and retest for proper operation

*** Web - Advice created on 07/30/2019 11:08:06 and created by Frank Lusic ***

1: Milton called in and said that the service manager and the DPSM that they did not want the system calibrated but I told him that I had talked to the engineer and he said to calibrate the system event though the concern was not duplicated

*** 07/30/2019 13:56:51 ***
Web - Note created on 07/30/2019 13:56:51 and created by Milton Williams

Frank, i just e-mailed you 3 pictures of front license plate.... They just moved here from out-of-state.... Factory kia bracket is not installed... License plate is covering entire radar, is this right??? TY

*** Web - Advice created on 07/30/2019 14:05:45 and created by Frank Lusic ***
1: Nice catch Milton !! I smell a pit stop thank you
reattach the license plate in the correct location and retest

*** 07/31/2019 05:54:19 ***
Web - Note created on 07/31/2019 05:54:19 and created by Milton Williams

Frank, I didn't know what to close this case under, can you???? It is fixed & I did give you a good survey.... Ty

*** Web - Advice created on 07/31/2019 06:34:47 and created by Frank Lusic ***
1: great thank you

*** 07/31/2019 06:36:13 ***
Case closed by Frank Lusic with Resolution Code : loose Poor Fit
[Resolution Summary]

Attachments

IMG_2975.JPG, IMG_2976.JPG, IMG_2977.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC5LG[redacted] **Mileage:** 383 **Repair Date:** 08/07/2019

Prod Date: 07/25/2019 **Warranty Start Date:** 08/02/2019 **RO Number:** [redacted]

Port Options: CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IN008 Evansville KIA **Service District:** CE09

Phone: (812) 473-0215

Contact: JEFFREY WITTGEN **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - No communication #

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 08/07/2019 07:26:17 ***
Contact = JEFFREY WITTGEN, Priority = Standard, Sub Status = Dispatched

*** 08/07/2019 07:26:18 ***
Web - Problem Description created on 08/07/2019 07:26:17 and created by JEFFREY WITTGEN

INTERMITTENLY BCW TURNED ALL THE WARNING LIGHTS ON, CRUISE QUIT WORKING WHENIT HAPPENED. HAS HAPPENED 2 TIMES, GENERAL MANAGER SAW IT 2ND TIME IT HAPPENED.

*** 08/07/2019 07:26:18 ***
Web - Diagnostics created on 08/07/2019 07:26:18 and created by JEFFREY WITTGEN

KDS, HISTORY CODES: ABS/ESC, C121002, WHEEL SPEED SENSOR REAR-RH RANGE PERFORMANCE/INTERMITTENT, SCC,C121181, WHEEL SPEED SENSOR REAR-RH INVALID/NO SIGNAL, MFC, C186286, INVALID SIGNAL OF SCC, BCW,C169381 ESC SIGNAL ERROR, C1675811 SIGNAL WHEELFL OR WHEEL FR OR WHEELRL OR WHEEL RR NOT VALID. TEST DROVE 6 MILES FUNCTIONING PROPERLY AT THIS TIME.

*** 08/07/2019 09:46:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/07/2019 09:49:07 and created by Frank Lusic ***
1: Hello Jeffrey
1,Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, aftermarket HID headlights, neon or LED lights, aftermarket or add on radio equipment, or anything connected to the DLC or DLC wiring, or trailer wiring? I have even seen a Y

cable connected to the DLC with an aftermarket connector for the DLC that looks identical. Please refer to PS 399. Does the vehicle have any signs of damage or having been in an accident and repaired?
2, Thank you, please check pin fit and add Stabilant to the male pins at the following connectors and pins
MF11, 48-49-
MR11, 5-17-21-33
EM21, 25-26
EF11, 17-18, then retest for proper operation
we have seen pin fit issue at connector MR11, start be graphing the C-CAN signals at pins 48-49 at connector MF11
and then under the A pillar wiggle all of the wires while watching the CAN signals to see if the is a glitch pay close attention to pins 5-17-21-33

*** 08/07/2019 11:48:11 ***
Web - Note created on 08/07/2019 11:48:11 and created by JEFFREY WITTGEN

NO AFTER MARKET OR PORT INSTALLED SYSTEMS, NOTHING IN DLC. SINCE I HAVE HISTORY CODES FOR THE RIGHT REAR WHEEL SPEED SENSOR SHOULDN'T I BE LOOKING AT THEEF21 AND FF17 CONNECTORS?

*** Web - Advice created on 08/07/2019 11:56:55 and created by Frank Lusic ***
1: yes you can start there I was just listing all of the pins that I had seen problems with on other Telluride's

*** 08/07/2019 13:15:07 ***
Web - Note created on 08/07/2019 13:15:07 and created by JEFFREY WITTGEN

OK,THANKS.

*** Web - Advice created on 08/07/2019 13:16:45 and created by Frank Lusic ***
1: you are welcome

*** Case Escalated to CA as: 13300234 on 08/08/2019 01:07:06 (PST)

*** 08/08/2019 12:44:04 ***
Web - Note created on 08/08/2019 12:44:03 and created by JEFFREY WITTGEN

I've checked the pin fit of all the connectors you asked to check and I also checked pin fit at the hecu connector for the right rear wheel speed sensor and added sibilant 22, pin fits were good. I've driven it another 20 miles with the cruise set, so far it's operating as designed.

*** Web - Advice created on 08/08/2019 12:54:48 and created by Frank Lusic ***
1: that is good news
have the vehicle driven two more times and if the concern does not return release the vehicle

*** 08/09/2019 07:46:56 ***
Web - Note created on 08/09/2019 07:46:56 and created by JEFFREY WITTGEN

TEST DROVE VEHICLE 2 MORE TIMES, I'VE PUT A TOTAL OF 76 MILES ON IT AND IT'S STILL OPERATING AS DESIGNED. I'M GOING TO RELEASE IT TO THE CUSTOMER, THANKS FOR THE HELP.

*** Web - Advice created on 08/09/2019 08:01:25 and created by Frank Lusic ***
1: That is good news, Thank you for all of your hard work to resolve this concern, Please close this case when the vehicle is finished and do not forget to take the survey for a chance to win $500, I would appreciate a good rating if you think that I deserve it, If not then please let me know how I could have done better,
Thanks again,
Frank L.

*** 08/09/2019 08:54:31 ***
Web - Note created on 08/09/2019 08:54:31 and created by JEFFREY WITTGEN

GOOD JOB!

*** 08/09/2019 09:06:24 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: CHECKED PIN FIT, ADDED STABILENT 22

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC9LG[redacted] **Mileage:** 15,219 **Repair Date:** 09/11/2019

Prod Date: 02/14/2019 **Warranty Start Date:** 03/02/2019 **RO Number:** [redacted]

Port Options: CT, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL138 Rountree-Moore KIA **Service District:** SO04

Phone: (386) 438-8900

Contact: STEVEN VOGT **Contact Title:** Exclusive Kia Technician **Contact Phone:** (904) 263-0629

Case Details

Title: Cruise control - Inop # radar blocked message

Symptom: Cruise Contol Inop

System: Body Electrical

Component: Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 09/11/2019 06:45:31 ***
Contact = STEVEN VOGT, Priority = Standard, Sub Status = Dispatched

*** 09/11/2019 06:45:32 ***
Web - Problem Description created on 09/11/2019 06:45:32 and created by STEVEN VOGT

cruise control & forward collision warnings come up. cruise only works intermittently.

*** 09/11/2019 06:45:32 ***
Web - Diagnostics created on 09/11/2019 06:45:32 and created by STEVEN VOGT

checked for dtc's none found, road tested vehicle with cruise control on, worked fine till faster traffic passed me. the cruise control cut off & radar blocked message came up. reset & tried again & cruise control worked & when coming up on traffic forward collision warning message came up radar blocked. checked front of vehicle no damage other then some nicks in bumper.

*** 09/11/2019 08:27:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/11/2019 08:31:09 and created by Frank Lusic ***
1: Hello Steven
please attach 2 pictures
one taken of the front of the vehicle at bumper level
the other one taken from the front of the windshield area in the center

*** 09/11/2019 09:08:55 ***
Web - Note created on 09/11/2019 09:08:54 and created by STEVEN VOGT

here are some pictures, also included aftermarket camera

*** 09/11/2019 09:08:58 ***
teeluride 002.JPG added by STEVEN VOGT on 09/11/2019 09:08:55

*** 09/11/2019 09:09:01 ***
teeluride 006.JPG added by STEVEN VOGT on 09/11/2019 09:08:58

*** 09/11/2019 09:09:06 ***
teeluride 007.JPG added by STEVEN VOGT on 09/11/2019 09:09:01

*** Web - Advice created on 09/11/2019 09:21:22 and created by Frank Lusic ***
1: Thank you, I do not see anything blocking the radar unit, please perform the cal bration of the system be sure to check for any impact damage that could have knocked the system out of calibration

*** 09/11/2019 11:00:08 ***
Web - Note created on 09/11/2019 11:00:08 and created by STEVEN VOGT

calibrated unit, but still does the same thing. failed 2 times before it finally calibrated.

*** Web - Advice created on 09/11/2019 11:25:50 and created by Frank Lusic ***
1: did you use the special service tool to check the vertical alignment of the radar unit before you proceeded with the calibration ?

*** 09/11/2019 11:57:18 ***
Web - Note created on 09/11/2019 11:57:18 and created by STEVEN VOGT

no I could not find it. I calibrated it using drive mode.

*** 09/11/2019 11:58:14 ***
Web - Note created on 09/11/2019 11:58:14 and created by STEVEN VOGT

i did remove the bumper to check for any damage, but didn't see any. i used the drive mode to calibrate it.

*** 09/11/2019 12:29:34 ***
Web - Note created on 09/11/2019 12:29:34 and created by STEVEN VOGT

Frank I found the kit so I will remove the front bumper & check the vertical alignment.. then recalibrate it.

*** Web - Advice created on 09/11/2019 13:21:29 and created by Frank Lusic ***
1: great thank you

*** 09/11/2019 13:38:53 ***
Web - Note created on 09/11/2019 13:38:53 and created by STEVEN VOGT

ok removed bumper & checked & adjusted vertical alignment., but still keeps coming up failure.

*** Web - Advice created on 09/11/2019 13:53:27 and created by Frank Lusic ***
1: Thank you for trying please replace the module and retest

*** 09/20/2019 07:30:58 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace radarunit

Attachments

teeluride 002.JPG.JPG, teeluride 006.JPG.JPG, teeluride 007.JPG.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC1LG[redacted] **Mileage:** 2,869 **Repair Date:** 10/08/2019

Prod Date: 07/11/2019 **Warranty Start Date:** 08/09/2019 **RO Number:** [redacted]

Port Options: CF, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA103 Jim Shorkey KIA Wexford **Service District:** EA10

Phone: (724) 741-1197

Contact: jonathan young **Contact Title:** Exclusive Kia Technician **Contact Phone:** (412) 618-7985

Case Details

Title: InstrCluster-Warning light on#

Symptom: Warning Light On

System: Non System Related

Component: No Repairs Performed

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 10/08/2019 08:22:55 ***
Contact = jonathan young, Priority = Standard, Sub Status = Dispatched

*** 10/08/2019 08:22:55 ***
Web - Problem Description created on 10/08/2019 08:16:00 and created by jonathan young

Customer States every light on the dashboard is on.

*** 10/08/2019 08:22:55 ***
Web - Diagnostics created on 10/08/2019 08:16:00 and created by jonathan young

vehicle came in had every light on scanned for codes found 35 codes in history: (ABSESC) C161608, C162308, C181887, (AIRBAG) B261300, B261700, B261800, (EPS) C161688, (SCC) C162587, C162887, C162387, C181287, C180487, C128381, C136081, C164282, C174181, C180581, (MFC) C164286, C162387, C168787, C162587, C166787, C162887, C181287, C16B687, (BWW) C161688, C181287, (ICU) B164400, C162800, C165100, C162500, C181800, C166A00, C168700, C161600

Most of these codes are duplicates but under different systems. Vehicle went into limp mode and the back up camera came on and stayed on. Has this come up in any other cases and any ideas what could be causing this

*** 10/08/2019 09:32:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 10/08/2019 09:36:13 and created by Jay Jurado ***
1: Is there any aftermarket equipment installed or signs of a recent accident or body work present on the vehicle?

*** 10/08/2019 10:17:53 ***
Web - Note created on 10/08/2019 10:17:53 and created by jonathan young

No there is nothing aftermarket installed on the vehicle and the vehicle has not been in a accident

*** Web - Advice created on 10/08/2019 12:42:43 and created by Tony Thomas ***
1: Jonathan called in. Everything is working now and all codes are in history. Advised to use the topography map on the first page of the data link details in the ETM and wiggle bu k connectors in the kick panels and BSD harness to see if the dash lights will come on indicating the area of the connection issue.

*** Case Escalated to CA as: 13385830 on 10/09/2019 01:09:28 (PST)

*** 10/10/2019 07:54:47 ***
Web - Note created on 10/10/2019 07:54:47 and created by jonathan young

Removed kick panel checked all wires in all connectors unable to duplicate lights on the dash. Found wire in connector MF11 Pin 59, wire appears to be bent sheilding is white at bend not sure if this is an issue does not seem to cause lights when moving wire around.

*** Web - Advice created on 10/11/2019 05:44:56 and created by Jay Jurado ***
1: Please perform a couple drive cycles and see if you are able to duplicate the customer's concern again.

*** 10/18/2019 05:36:11 ***
Web - Note created on 10/18/2019 05:36:11 and created by jonathan young

Performed a couple drive cycles no issues found performed wiggle test on wires no issues found at this time

*** Web - Advice created on 10/18/2019 07:19:36 and created by Jay Jurado ***
1: If you are unable to duplicate the customer's concern, no repairs are recommended at this time. Thanks.

*** 10/18/2019 13:11:26 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: can not duplicate

*** Service Alert Escalated to CA as: 13385830 on 10/19/2019 01:03:41 (PST)
*** 10/31/2019 06:38:13 ***
Case Number: [redacted] Reopen Requested by jonathan young.
Reason: [Vehicle returned with all lights on the dash and vehicle would not move. requesting field tech for assitance]

*** 10/31/2019 07:00:36 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/31/2019 07:04:02 and created by Jay Jurado ***
1: Is it the same set of fault codes as before?

*** 10/31/2019 09:36:48 ***
Web - Note created on 10/31/2019 09:36:48 and created by Timothy Ferraro

vehicle has the same stored codes as before. When getting the codes the vehicle was fine till the LKA faulted with dtc code of MFC LKAS SWITCH FAILURE C153215
then started road test the dash started flashing lane departure , tpms system, forward collision, smart cruise tach speedo and temp gauge stopped working. cluster would state to ship to park for cluster settings. the shifter you could move from park to drive but the gear shifter selector would show in park. both videos attached

when vehicle was acting up the active codes are listed
mfc c153215
absesc c162308, c183786
scc c136081, c174181
scanned different times
absesc c168708, c163808, c16b387, c164308, c162308, c183786
icu b164400, c162800 c165100, c162500, c151800,
absesc c161608

*** 10/31/2019 09:36:49 ***
tell1.mp4 added by Timothy Ferraro on 10/31/2019 09:36:48

*** 10/31/2019 09:36:50 ***
tellu2.mp4 added by Timothy Ferraro on 10/31/2019 09:36:49

*** Web - Advice created on 10/31/2019 10:30:51 and created by Jay Jurado ***
1: Does the condition still occur if you disconnect the MFC?

*** 11/04/2019 12:00:34 ***
Inspection requested by Jay

Request Code: TL-PA103-[redacted]11419
Request Details: Reason for escalation or additional details: Time down.

*** 11/04/2019 15:23:26 ***
An FTS is scheduled to inspect this VIN on 11/14/2019 at PA103.

*** 11/11/2019 04:46:33 ***
Web - Note created on 11/11/2019 04:46:33 and created by jonathan young

ok thank you

*** Web - Advice created on 11/11/2019 10:57:01 and created by Jay Jurado ***
1: Does the condition still occur if you disconnect the MFC?

*** 11/14/2019 09:08:35 ***
Web - Note created on 11/14/2019 09:08:35 and created by jonathan young

Just went over vehicle with FTS Pete and found MR11 connector in the A pillar corroted in the main harness side and the roof harness side. Also found the upper corner on the drivers side leaking water. Windshield needs resealed and both wire harnesses would need replaced

*** Web - Advice created on 11/14/2019 09:35:30 and created by Jay Jurado ***
1: Thanks for the update. Please get DPSM approval to do both. Thanks.

*** Case has been auto closed by the system on 11/30/2019 01:08:59 (PST)

Attachments

tellu2.mp4.mp4, tell1.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC9LG[redacted] **Mileage:** 12,090 **Repair Date:** 10/14/2019

Prod Date: 04/16/2019 **Warranty Start Date:** 05/15/2019 **RO Number:** [redacted]

Port Options: CN, CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA084 Bulldog KIA **Service District:** SO13

Phone: (706) 612-1200

Contact: Baoxian Sun **Contact Title:** Maintenance Technician **Contact Phone:** (706) 247-6005

Case Details

Title: Cruise control - Inop #

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 10/16/2019 07:05:42 ***
Contact = Baoxian Sun, Priority = Standard, Sub Status = Dispatched

*** 10/16/2019 07:05:42 ***
Web - Problem Description created on 10/16/2019 06:59:41 and created by Baoxian Sun

customer states cruise control wont work and FCC is blocked

*** 10/16/2019 07:05:42 ***
Web - Diagnostics created on 10/16/2019 06:59:41 and created by Baoxian Sun

customer driving on cruise driving, when the meter shows (smart cruise control disabled radar blocked)Perform all system scans using scanner equipment without any fault codes

*** 10/16/2019 09:45:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 10/16/2019 09:47:56 and created by Jay Jurado ***
1: Are there any transponders or reflective stickers placed near the MFC?

*** 10/16/2019 11:29:25 ***
15712504536901952664998.jpg added by Baoxian Sun on 10/16/2019 11:29:24

*** 10/16/2019 11:29:32 ***
Web - Note created on 10/16/2019 11:29:32 and created by Baoxian Sun

I didn't find any transponders or reflective stickers placed near the MFC? but just a small one put the Below the driving position

*** Web - Advice created on 10/16/2019 13:12:24 and created by Jay Jurado ***
1: That should not be an issue. Please inspect the MFC connector for any loose pin fit issues, and see if the condition is still present.

*** 10/16/2019 13:48:26 ***
3B623993-6BF7-43CB-BFCC-AE8BEBB94034.jpeg added by Baoxian Sun on 10/16/2019 13:48:24

*** 10/16/2019 13:53:12 ***
Web - Note created on 10/16/2019 13:53:12 and created by Baoxian Sun

MFC connector pin is no loose and The customer sent a picture of the symptom

*** Web - Advice created on 10/16/2019 14:41:12 and created by Jay Jurado ***
1: Ok, please replace the MFC per KGIS workshop procedures, and update the case with your results. If the repair cost exceeds $1000 then please contact your DPSM for approval.

*** 10/17/2019 05:48:57 ***
Web - Note created on 10/17/2019 05:48:57 and created by Baoxian Sun

ok thankyou

*** Web - Advice created on 10/17/2019 06:00:15 and created by Jay Jurado ***
1: You are welcome.

*** Case has been auto closed by the system on 11/02/2019 01:11:59 (PST)
*** 11/14/2019 05:25:33 ***
Case Number: [redacted] Reopen Requested by Baoxian Sun.
Reason: [I replaced the MFC, but it still hasn't solved the problem. I don't know what to do next. I hope you can give me some advice. Thank you]

*** 11/14/2019 07:02:37 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/14/2019 07:05:42 and created by Jay Jurado ***
1: Please verify that you have good voltage at the radar (E51 pin 6). Please also verify that you have a good ground at GE11. Also recommend checking pin fit across all terminals in E51.

*** Service Alert Escalated to CA as: 13436921 on 11/15/2019 01:06:22 (PST)

*** 11/25/2019 14:15:18 ***
Web - Note created on 11/25/2019 14:15:18 and created by Baoxian Sun

Contacting customer back for check this

*** Web - Advice created on 11/26/2019 11:20:49 and created by Jay Jurado ***
1: Ok, please keep me posted. Thanks.

*** 11/27/2019 10:02:00 ***
Web - Note created on 11/27/2019 10:02:00 and created by Baoxian Sun

ok

*** Web - Advice created on 11/27/2019 13:53:32 and created by Jay Jurado ***
1: .

*** Case has been auto closed by the system on 12/13/2019 01:12:50 (PST)
*** 01/07/2020 12:21:16 ***
Case Number: [redacted] Reopen Requested by Baoxian Sun.
Reason: [The customer is back check radar (E51 pin 6)have 12 volt and ground at GE11 OK E51PIN GOOD]

*** 01/07/2020 13:04:00 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/07/2020 13:05:14 and created by Jay Jurado ***
1: Did the vehicle set any other fault codes?

*** 01/08/2020 05:29:50 ***
Web - Note created on 01/08/2020 05:29:49 and created by Baoxian Sun

only have C174686 HDA CODING AVN/NAVI option mismatch ACTIVE code but i recoding this one This code is gone

*** Web - Advice created on 01/08/2020 09:36:01 and created by Jay Jurado ***
1: Just to clarify, have you then checked to see if the cruise control works after coding the new MFC?

*** 01/08/2020 12:32:37 ***
Web - Note created on 01/08/2020 12:32:36 and created by Baoxian Sun

The cruise system is working normall just Sometimes this information is displayed
y (smart cruise control disabled radar blocked)

*** Web - Advice created on 01/09/2020 07:44:02 and created by Jay Jurado ***
1: Please verify front radar alignment. Check whether the radar cover of the bumper is dirty. After starting engine, check the warning message on the cluster and DTC code.

*** 01/09/2020 08:11:29 ***
Web - Note created on 01/09/2020 08:11:29 and created by Baoxian Sun

front radar alignment OK . Check whether the radar cover of the bumper is CLEAN . After starting engine, NO message on the cluster and NO DTC code

*** 01/09/2020 08:14:56 ***
1D6BD6DD-F8B1-489A-94A0-F71DFC5CA804.jpeg added by Baoxian Sun on 01/09/2020 08:14:54

*** 01/09/2020 08:14:58 ***
38A52B80-0A0D-4591-BADC-454D4DDF4754.jpeg added by Baoxian Sun on 01/09/2020 08:14:56

*** 01/09/2020 08:14:59 ***
5BA4FAC1-1053-42CC-BCA1-A067A40AE170.jpeg added by Baoxian Sun on 01/09/2020 08:14:58

*** 01/09/2020 08:15:01 ***
BC54A100-56D4-43DC-A741-589AD4791D58.jpeg added by Baoxian Sun on 01/09/2020 08:14:59

*** Web - Advice created on 01/09/2020 13:16:47 and created by Jay Jurado ***
1: That is just the bumper cover. The actual radar sensor is behind it. It needs to be inspected.

*** 01/09/2020 13:57:56 ***
Web - Note created on 01/09/2020 13:57:56 and created by Baoxian Sun

I Visual inspection the radar sensor. I couldn't see any damage

*** Web - Advice created on 01/10/2020 08:41:08 and created by Jay Jurado ***
1: Let me know what your results are after you perform the Inspection/correction of the front-radar mounting angle (FCA/SCC) on the KDS. Thanks.

*** 01/10/2020 14:48:55 ***
Web - Note created on 01/10/2020 14:48:55 and created by Baoxian Sun

I just had four one more time of radar sensors inspection correction of the front radar mounting angle do the/t after Adjusted the radar sensor by hand A bit of up .and test drive 10 mil all is well I want the customer to test drive together. Hope the customer is OK I'll give you my feedback thank you

*** Web - Advice created on 01/10/2020 15:41:14 and created by Jay Jurado ***
1: Sounds good. Thanks for the update.

*** 01/17/2020 14:23:12 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: adjust the sensor

Attachments

15712504536901952664998.jpg.jpg, 3B623993-6BF7-43CB-BFCC-AE8BEBB94034.jpeg.jpeg, 1D6BD6DD-F8B1-489A-94A0-F71DFC5CA804.jpeg.jpeg, 38A52B80-0A0D-4591-BADC-454D4DDF4754.jpeg.jpeg, 5BA4FAC1-1053-42CC-BCA1-A067A40AE170.jpeg.jpeg, BC54A100-56D4-43DC-A741-589AD4791D58.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP6DHC7LG[redacted]
Mileage: 7,450
Repair Date: 10/16/2019
Prod Date: 02/25/2019
Warranty Start Date: 03/20/2019
RO Number: [redacted]
Port Options: WL, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO004 Tynan's KIA
Service District: SW08
Phone: (970) 377-6900
Contact: Joe Kirk
Contact Title: Exclusive Kia Technician
Contact Phone: (270) 305-3731

Case Details

Title: Cruise control - Inop # SCC - radar blocked
Symptom: Improper Operation
System: Brakes
Component: AEB
Resolution: Improper Adjustment
Category: Repair Assistance

Case History

*** 10/16/2019 09:26:59 ***
Contact = Joe Kirk, Priority = Standard, Sub Status = Dispatched

*** 10/16/2019 09:26:59 ***
Web - Problem Description created on 10/16/2019 09:04:06 and created by Joe Kirk

driving down the road with smart cruise control actuated everything is working just fine then the cruise will cut out message on the dash reads radar blocked. keep driving for 2 or 3 minutes and it will start working again.

*** 10/16/2019 09:27:00 ***
Web - Diagnostics created on 10/16/2019 09:04:06 and created by Joe Kirk

checked for codes and i have no codes in history or active. inspected front bumper and everything is aligned properly. pulled bumperand test drove and it still happens.

*** 10/16/2019 12:34:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 10/16/2019 12:41:26 and created by Chris Schang ***
1: Joe,
With the front bumper removed, have you tried recalibrating the SCC system?

*** 10/18/2019 07:32:39 ***

Web - Note created on 10/18/2019 07:32:39 and created by Joe Kirk

recalibration worked thank you

*** 10/18/2019 07:33:30 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: recalibrated scc

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2LG[redacted] **Mileage:** 6,200 **Repair Date:** 10/30/2019

Prod Date: 05/13/2019 **Warranty Start Date:** 05/30/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IA013 Finnin KIA **Service District:** CE01

Phone: (563) 583-8825

Contact: Terry Werner **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Eng-Hesitate/LackThrottleResp# could not duplicate

Symptom: Erratic Shift

System: Automatic Transmission

Component: Trans Control Module (TCM)

Resolution: Information Taken **Category:** Quality Review

Case History

*** 11/01/2019 06:31:43 ***
Contact = Terry Werner, Priority = Standard, Sub Status = Dispatched

*** 11/01/2019 06:31:43 ***
Web - Problem Description created on 11/01/2019 06:12:12 and created by Terry Werner

Customer has numerous complaints
Customer words
1. unpredictable acceleration
sometimes rapid shifting
sometimes delayed shifts after reaching 4-5000 rpms
2. unpredictable deceleration
judgement of speed and distance for stopping is interrupted by engine braking in quicker slow down than anticipated
possibly better if the engine shut off feature is disabled
2. sometimes a lag when quick acceleration is needed

*** 11/01/2019 06:31:44 ***
Web - Diagnostics created on 11/01/2019 06:12:13 and created by Terry Werner

My self and managers have not been able to experience anything different than any other vehicle
Complaint no 2, I believe she is referring to the smart cruise operation.
I am starting this case at the request from the dealer principle and the KIA Rep.
The customer just does not like the vehicle.

*** 11/01/2019 06:36:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/01/2019 06:42:55 and created by Brian Lall ***
1: Terry, thanks for letting me know about the customer concerns. I know you have already, but please compare the operation and feel of the shifting, acceleration, and deceleration to a known good vehicle in the same drive mode, then in the other drive modes as well. If the operation is the same or very similar to the known good like vehicle, then no repair can be advised but the customer may want to choose a different drive mode such as comfort to find operation that better suit their needs. Please also educate the customer about the user settings in the cluster related to the SCC and other vehicle features. Thanks.

*** 11/08/2019 09:06:36 ***
Case Closed with Resolution Code: Information Taken
Resolution Summary: No Repair

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC9LG[redacted] **Mileage:** 13,041 **Repair Date:** 11/11/2019

Prod Date: 03/01/2019 **Warranty Start Date:** 04/05/2019 **RO Number:** [redacted]

Port Options: MUG, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO031 Hw KIA of West County **Service District:** CE04

Phone: (636) 591-2900

Contact: Robert Biggs **Contact Title:** Exclusive Kia Technician **Contact Phone:** (410) 320-8676

Case Details

Title: Instr Cluster-Speedo inop #

Symptom: Speedo Inop

System: Body Electrical

Component: Meter Set (Gauge Cluster)

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 11/11/2019 08:26:53 ***
Contact = Robert Biggs, Priority = Standard, Sub Status = Dispatched

*** 11/11/2019 08:26:53 ***
Web - Problem Description created on 11/11/2019 08:19:20 and created by Robert Biggs

this vehicle has 4 concerns. 3 i would guess are related.
first. customer states radio display will not turn on when vehicle is started, it just stays black. at random times during the car ride it will come on and work fine.
second. customer states speedometer showed 0mph and was traveling around 70mph down the highway.
third. customer states set smart cruise control to 20mph while speedo was reading 0mph and vehicle kept rapidly accelerating like you had throttle to the floor
fourth. customer states lane keep assist would not work while all of these issues were occurring

*** 11/11/2019 08:26:54 ***
Web - Diagnostics created on 11/11/2019 08:26:54 and created by Siebel eSupport

i did full system scan and there is no current, pending or history codes in any system.
the customer said the drive ability concerns happened one time but the radio concerns happens pretty often.
none of these concerns are present at this time.

*** 11/11/2019 08:43:49 ***
IMG_5715.mov added by Robert Biggs on 11/11/2019 08:43:44

*** 11/11/2019 08:43:49 ***
42F27154-9BCA-4DF1-8B55-19076989A2E4.jpeg added by Robert Biggs on 11/11/2019 08:43:49

*** 11/11/2019 08:44:38 ***
Web - Note created on 11/11/2019 08:44:38 and created by Robert Biggs

attached a picture and video

*** 11/11/2019 09:13:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/11/2019 09:20:36 and created by Tony Thomas ***
1: Please check for any aftermarket, port or dealer installed devices, alarms, remote start, trailer harness, insurance tracker, USB or 12 volt chargers, or any other aftermarket devices may be installed on this vehicle. Monitor wheel speed sensors and vehicle speed in current data during the speedometer fault. You will need to duplicate this first. Techline can only address one concern per Techline case due to Federal TREAD reporting guidelines. You will need to open a new repair assistance (RA) case if you require assistance for each concern. The speedometer and cruise should be related. The radio concern would be separate. Thank you.

*** Service Alert Escalated to CA as: 13440811 on 11/19/2019 01:06:44 (PST)

*** Case has been auto closed by the system on 11/27/2019 01:12:12 (PST)

Attachments

IMG_5715.mov.mov, 42F27154-9BCA-4DF1-8B55-19076989A2E4.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC2LG[redacted] **Mileage:** 735 **Repair Date:** 11/15/2019

Prod Date: 10/07/2019 **Warranty Start Date:** 10/23/2019 **RO Number:** [redacted]

Port Options: TO, CO, CTS, WL, IL, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX108 Fredy KIA **Service District:** SW01

Phone: (713) 941-3600

Contact: ALEJANDRO SANCHEZ **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C160649 - SCC # C180581

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 11/15/2019 08:22:38 ***
Contact = ALEJANDRO SANCHEZ, Priority = Standard, Sub Status = Dispatched

*** 11/15/2019 08:22:39 ***
Web - Problem Description created on 11/15/2019 08:22:38 and created by ALEJANDRO SANCHEZ

Warning lightsigns on dash.

*** 11/15/2019 08:22:39 ***
Web - Diagnostics created on 11/15/2019 08:22:39 and created by ALEJANDRO SANCHEZ

Has code C180581 on scc system and a c160649 on the mfc system.

*** 11/15/2019 08:22:41 ***
1573834788332-637413597.jpg added by ALEJANDRO SANCHEZ on 11/15/2019 08:22:39

*** 11/15/2019 09:04:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/15/2019 09:10:32 and created by Jerry Gossling ***
1: Alejandro,
Thoroughly check the connection and pin fit tension at the MFC camera and make sure the camera itself is mounted correctly.
Review SST 062 so you can determine the correct size pin fit tool.
Thank you

*** 11/15/2019 10:45:12 ***
Web - Note created on 11/15/2019 10:45:12 and created by ALEJANDRO SANCHEZ

Verified that the camera is installed correctly and checked pin tension at connector and found good

*** Phone - Advice created on 11/15/2019 11:44:41 and created by Aldo Parada ***
1: Tech called in, advised based on his diagnosis it appears camera might be faulty, however Jerry is not here and we will need his input on this issue. Tech stated customer is waiting, I asked if he had camera in stock, he replied no. In other words no repairs can be performed at this time regardless of decision. Tech also stated he does not get paid for removing things and putting them back together, after that tech hung up.

*** Case Escalated to CA as: 13438513 on 11/16/2019 01:10:21 (PST)

*** 11/18/2019 13:51:31 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Nothing

*** 11/21/2019 09:18:34 ***
Reopened with Sub Status of Working

*** Note - Advice created on 11/21/2019 09:19:25 and created by Tony Thomas ***
1: *** Duplicate Case ***
Web - Diagnostics created by ALEJANDRO SANCHEZ
I am trying to do the variant coding and it does not let me program it to a US model. Only goes to Europe model.

*** 11/21/2019 09:23:38 ***
Assigned to WIPBin default of Jerry Gossling by Tony Thomas
Reason: Web - Diagnostics created by ALEJANDRO SANCHEZ

*** Web - Advice created on 11/21/2019 09:29:15 and created by Tony Thomas ***
1: The camera is coded in MFC and is automatic if you are connected to the Internet. Please verify you are in the correct module and have good wifi connection or connect to a hot spot and retry the variant coding.

*** 11/21/2019 11:24:20 ***
Web - Note created on 11/21/2019 11:24:20 and created by ALEJANDRO SANCHEZ

Pictures submitted of what the tablet is pulling up. The new one has the same part number as the old one.

*** 11/21/2019 11:24:22 ***
1574363832888-2133706991.jpg added by ALEJANDRO SANCHEZ on 11/21/2019 11:24:20

*** 11/21/2019 11:24:24 ***
1574363882401-73027810.jpg added by ALEJANDRO SANCHEZ on 11/21/2019 11:24:23

*** 11/21/2019 11:24:26 ***
1574363930102-1468422676.jpg added by ALEJANDRO SANCHEZ on 11/21/2019 11:24:25

*** Web - Advice created on 11/21/2019 13:56:36 and created by Jerry Gossling ***
1: Alejandro,
The MFC should automatically variant code if the KDS is connected to the internet.
Did you make sure the KDS is connected to the internet??
Thank you

*** 12/03/2019 06:43:28 ***
Web - Note created on 12/03/2019 06:43:28 and created by ALEJANDRO SANCHEZ

Vehicle had left dealer and came back in this morning, and yes the kds is connected to the Internet and still does the same thing as last time

*** Web - Advice created on 12/03/2019 09:14:34 and created by Jerry Gossling ***
1: Alejandro,
With the ignition switch turned off, Check the CAN resistance between pins 4 & 12 of connector R14 wire harness side then list the results.
Thank you

*** 12/03/2019 14:34:29 ***
Web - Note created on 12/03/2019 14:34:28 and created by ALEJANDRO SANCHEZ

My meter jumps from 145 k ohms to 180 k ohms

*** Service Alert Escalated to CA as: 13458886 on 12/04/2019 01:06:44 (PST)

*** Web - Advice created on 12/04/2019 04:40:59 and created by Jerry Gossling ***
1: Alejandro,
This appears excessive. Please compare the reading to a known good 2020 Telluride.
Thank you

*** 12/04/2019 11:33:24 ***
Web - Note created on 12/04/2019 11:33:24 and created by ALEJANDRO SANCHEZ

Pulled a good known Telluride and it reads 160-190 K OHMS

*** Web - Advice created on 12/04/2019 12:25:37 and created by Jerry Gossling ***
1: Alejandro,
Please see if you can variant code the MFC camera on the known good Telluride.
Just make sure the vehicles are the same exact trim level and have the same features.
If it works then put the MFC on the customer's vehicle and thoroughly drive it 25 miles to ensure the concern is resolved.
Thank you

*** 12/04/2019 13:36:32 ***
Web - Note created on 12/04/2019 13:36:32 and created by ALEJANDRO SANCHEZ

The Telluride that we have is a EX and the one with a problem is a SX. Cannot use it for variant coding.

*** Web - Advice created on 12/04/2019 13:53:51 and created by Jerry Gossling ***
1: Alejandro,
Please list your cell phone number so I can call you tomorrow to discuss this case.
Thank you

*** 12/06/2019 06:58:48 ***
Web - Note created on 12/06/2019 06:58:48 and created by ALEJANDRO SANCHEZ

8323736849

*** 12/09/2019 13:47:25 ***
Web - Note created on 12/09/2019 13:47:25 and created by MIKE SOLIS

can we please get someone to call alejandro!! this vehicle has been here since 11-15-19!!!!! if you do not get an answer please call me at 832-545-3536. if we still have no repair info then lets get field tech dispatched.

*** Web - Advice created on 12/09/2019 14:19:39 and created by Jay Jurado ***
1: Tech called in. Advised to verify that there is no aftermarket equipment installed. Make sure the front bumper radar sensor is cal brated, and then try MFC variant coding process again. If no change, try another KDS and see if variant coding will then complete.

*** 12/10/2019 14:07:47 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Unplugged aftermarket GPS system and was able to code to vehicle

Attachments

1573834788332-637413597.jpg.jpg, 1574363832888-2133706991.jpg.jpg, 1574363882401-73027810.jpg.jpg, 1574363930102-1468422676.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP6DHC6LG[redacted]
Mileage: 5,779
Repair Date: 12/23/2019
Prod Date: 04/26/2019
Warranty Start Date: 05/29/2019
RO Number: [redacted]
Port Options: CO, WL, CN, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WI016 Russ Darrow Madison KIA
Service District: CE07
Phone: (608) 275-7700
Contact: Er k Filipowicz
Contact Title: Shop Foreman
Contact Phone: (608) 213-6888

Case Details

Title: MIL - LKAS # C162078
Symptom: Warning Light On
System: Brakes
Component: Please Specify
Resolution:
Category: Repair Assistance

Case History

*** 12/23/2019 10:58:48 ***
Contact = Er k Filipowicz, Priority = Standard, Sub Status = Dispatched

*** 12/23/2019 10:58:48 ***
Web - Problem Description created on 12/23/2019 10:58:48 and created by Er k Filipowicz

C/S cluster says "check cruise control system".

*** 12/23/2019 10:58:48 ***
Web - Diagnostics created on 12/23/2019 10:58:48 and created by Erik Filipowicz

Confirmed. Ran full system dtc scan. Found SCC C162078 Active and MFC C186286 History
Cleared. DTC's. C162078 came right back. No signs of impact or repairs on the front bumper. Removed bumper, checked radar sensor. Looks good. Vert alignment is at -1.0 deg. Within spec. Completed variant coding and sensor alignment with KDS. Test drove. sometimes it will see a car sometimes it will just keep going.
Current data for "distance to relevant object" pulled up on test drive.
I can see it switch from 11m to 204 falling the same car at the same speed on a flat road. Then go back.
My thoughts are to put a new front radar in this but want to ta k with you before doing so because of the major problems this problem could cause on the road.

*** 12/23/2019 11:06:58 ***
Web - Note created on 12/23/2019 11:06:57 and created by Er k Filipowicz

I added a screen shot following one car around 25 mph one a flat road, no turns. Added a flight recording of my test drive. It only has distance to

relevant object on it. I can do another test drive with more info if requested.

*** 12/23/2019 11:06:58 ***
Telluride(ON)_20191223_122542.jpg added by Erik Filipowicz on 12/23/2019 11:06:58

*** 12/23/2019 11:06:59 ***
Telluride(ON)_SCC_191223-122616.GSR added by Er k Filipowicz on 12/23/2019 11:06:58

*** 12/23/2019 12:36:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/23/2019 13:12:02 and created by Steven Okimura ***
1: Erik, this may be poor alignment of the radar. Please verify the radar is not loose, verify its perfectly aligned, see KGIS under Smart cruise control radar unit alignment.

*** 12/23/2019 13:22:53 ***
Web - Note created on 12/23/2019 13:22:52 and created by Er k Filipowicz

I have removed the bumper and checked the alignment on a flat surface. To the best of my knowledge, the sensor is in alignment. When this happens, it does not act l ke a alignment issue. As in, it will act up for a extended period of time behind several different cars, then it will start to see them again. Up or down hill, turning left or right seem to have NO effect on getting it to act up or go back to normal.

*** Web - Advice created on 12/27/2019 07:28:17 and created by Steven Okimura ***
1: Erik, this is not a common symptom, try another radar since the alignment is good.

*** Case has been auto closed by the system on 01/12/2020 01:08:40 (PST)

Attachments

Telluride(ON)_20191223_122542.jpg.jpg, Telluride(ON)_SCC_191223-122616.GSR.GSR

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5LG[redacted] **Mileage:** 23,513 **Repair Date:** 01/03/2020

Prod Date: 02/23/2019 **Warranty Start Date:** 02/28/2019 **RO Number:** [redacted]

Port Options: CF, CN, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI029 Tyler KIA **Service District:** CE13

Phone: (269) 683-1710

Contact: Steve Jones **Contact Title:** Exclusive Kia Technician **Contact Phone:** (269) 357-6216

Case Details

Title: MIL - AEB # Smart cruise # C162078 MFC # C186286

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Software Upgrade **Category:** Repair Assistance

Case History

*** 01/03/2020 13:08:32 ***
Contact = Steve Jones, Priority = Standard, Sub Status = Dispatched

*** 01/03/2020 13:08:32 ***
Web - Problem Description created on 01/03/2020 13:08:32 and created by Steve Jones

Customer states smart cruise message is on.

*** 01/03/2020 13:08:32 ***
Web - Diagnostics created on 01/03/2020 13:08:32 and created by Steve Jones

I have DTC's c162078, and C186286. When looking at the chart for DTC C186286 is list the only poss ble cause as being a faulty SCC/FCA unit. I do not see any damage or anything bent. Should I replace the SCC/FCA unit?

*** 01/04/2020 10:13:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/04/2020 10:22:56 and created by Jerry Gossling ***
1: Steve,
Thoroughly inspect the smart cruise control module for any damage or indication of recent repairs.
Check the smart cruise control connector for any bent or backed out pins or loose pin fit tension by using the new pin fit tool. Review SST 062 so you can determine the correct size pin fit tool. If no issue is found follow DTC troubleshooting for C162078 and make sure the smart cruise control module is calibrated and properly aligned.
Thank you

*** 01/07/2020 12:28:29 ***
Web - Note created on 01/07/2020 12:28:29 and created by Steve Jones

I checked everything and all looked ok. I performed the cal bration and test drove and all seems ok.

*** 01/07/2020 12:31:03 ***
Case Closed with Resolution Code: Software Upgrade
Resolution Summary: calibrated the scc module

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC2LG[redacted] **Mileage:** 3,712 **Repair Date:** 12/18/2019

Prod Date: 10/15/2019 **Warranty Start Date:** 10/28/2019 **RO Number:** [redacted]

Port Options: TO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA055 KIA Country of Savannah **Service District:** SO04

Phone: (912) 921-0555

Contact: Anthony Jones **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys General-Smart Cruise # does not slow down

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 01/16/2020 12:04:59 ***
Contact = Anthony Jones, Priority = Standard, Sub Status = Dispatched

*** 01/16/2020 12:04:59 ***
Web - Problem Description created on 01/16/2020 12:04:59 and created by Anthony Jones

customer states when cruise control is on going down the highway the car does not slow down when a approching a slower car

*** 01/16/2020 12:04:59 ***
Web - Diagnostics created on 01/16/2020 12:04:59 and created by Anthony Jones

checked for codes no codes in the system. also performed variant codeing on both the front radar and multi function camera.

*** 01/16/2020 13:47:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/16/2020 13:50:28 and created by Brian Lall ***
1: Anthony, have you driven the vehicle and verified the concern? Does changing the user settings for the response of the cruise control or increasing the following distance set change the operation so the vehicle slows sooner when approaching another vehicle?

*** 01/16/2020 15:04:24 ***
Web - Note created on 01/16/2020 15:04:24 and created by Anthony Jones

Yes after a good test drive found that everything is working properly.

*** Service Alert Escalated to CA as: 13512720 on 01/17/2020 01:03:36 (PST)

*** Escalated to CA as: 13512720 on 01/17/2020 01:04:10 (PST)
*** 01/17/2020 09:07:48 ***
Case Closed with Resolution Code: No Problem Found
Resolution Summary: customer was not setting cruise control correctly

*** 01/17/2020 09:30:04 ***
Case Number: [redacted] Reopen Requested by Anthony Jones.
Reason: [boss drove another telluride and says problem not fixed]

*** 01/17/2020 10:41:17 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/17/2020 10:42:49 and created by Brian Lall ***
1: Please take a video showing the concern and attach it to the case. Thanks.

*** 01/17/2020 11:06:57 ***
Web - Note created on 01/17/2020 11:06:56 and created by Anthony Jones

cruise control will set but will not see any object in front of the vehicle so when coming up on a slower car it does not recognize the slower vehicle and will not slow down

*** 01/17/2020 11:08:40 ***
Web - Note created on 01/17/2020 11:08:40 and created by Anthony Jones

there was a crack in the windshield right in front of the camera and it sense then has been replaced i have re calibrated the camera and that did nothing. current data shows the yaw rate on the camera at -10 pixles

*** Web - Advice created on 01/20/2020 07:12:17 and created by Brian Lall ***
1: Was a factory windshield installed? Did whatever caused the crack with the camera hit the area where the SCC radar is by any chance? Please perform an SCC radar calibration then the SPTAC calibration for the MFC and retest.

*** 01/22/2020 08:08:59 ***
Web - Note created on 01/22/2020 08:08:59 and created by Anthony Jones

yes found that the radar bracket was bent problem fixed and is working properly now

*** Web - Advice created on 01/23/2020 06:31:36 and created by Brian Lall ***
1: Good job! If the vehicle has been repaired and is working as designed, please close the case.

*** 01/23/2020 06:35:45 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: bracket was bent for front radar bent bracket back to a level position and road tested

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC0LG[redacted] **Mileage:** 7,458 **Repair Date:** 01/21/2020

Prod Date: 10/21/2019 **Warranty Start Date:** 11/09/2019 **RO Number:** [redacted]

Port Options: CO, TO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI044 Lafontaine KIA **Service District:** CE06

Phone: (734) 249-7700

Contact: LAWRENCE ROSEBUSH **Contact Title:** Exclusive Kia Technician **Contact Phone:** (734) 368-6305

Case Details

Title: ElecSys General-Smart Cruise # INOP intermittent

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 01/21/2020 06:38:44 ***
Contact = LAWRENCE ROSEBUSH, Priority = Standard, Sub Status = Dispatched

*** 01/21/2020 06:38:44 ***
Web - Problem Description created on 01/21/2020 06:38:44 and created by LAWRENCE ROSEBUSH

Customer states the frontal collision warning message keeps coming on and off. Says system is disabled and radar is blocked. When using the adaptive cruise control, even when a warning message wasn't on the vehicle would want to run into the vehicle ahead if it.

*** 01/21/2020 06:38:44 ***
Web - Diagnostics created on 01/21/2020 06:38:44 and created by LAWRENCE ROSEBUSH

Scanned all systems: No codes stored.
Searched for bulletins: None found
Checked for any software updates: None available

*** 01/21/2020 08:40:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 RA cases to PWA

*** Web - Advice created on 01/21/2020 08:48:12 and created by Aldo Parada ***
1: Tech drove it, cruise control did not work , radar block message on. Then tried again and the cruise control worked again. Tech states radar is not blocked, no damage at all to vehicle, no DTC's at all. Please perform CAP discharge for about 15 min and drive vehicle again.

A month ago there was a big leaf blocking the radar but now that is gone.

*** 01/21/2020 10:22:30 ***
Web - Note created on 01/21/2020 10:22:30 and created by LAWRENCE ROSEBUSH

Assured radar is not blocked, free of any debris, and cleaned. Performed Capacitor discharge (for 15 minutes as advised). Roadtested: Cruise control set (50 mph), operated fine for @1/4 mile then message displayed said cruise disabled, radar is blocked. Cruise was disabled.

*** Phone - Advice created on 01/21/2020 11:40:26 and created by Aldo Parada ***
1: Lawrence called, power and ground are fine, pin tension and connectors are also fine. At this time please replace radar with DPSM approval if repair is over $1000

*** Service Alert Escalated to CA as: 13517909 on 01/22/2020 01:06:37 (PST)

*** Escalated to CA as: 13517909 on 01/22/2020 01:07:49 (PST)
*** 01/28/2020 07:46:07 ***
Web - Note created on 01/28/2020 07:46:06 and created by LAWRENCE ROSEBUSH

Replaced radar, condition resolved

*** 01/28/2020 07:46:52 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: replaced radar unit

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC2LG[redacted] **Mileage:** 14,132 **Repair Date:** 02/06/2020

Prod Date: 07/29/2019 **Warranty Start Date:** 09/28/2019 **RO Number:** [redacted]

Port Options: SS, CF, SPL, CO, RBP

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL023 Brewbaker KIA **Service District:** SO06

Phone: (334) 271-4111

Contact: Shane Matherson **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Fluid Leak-Water in vehicle # water in A-Pillar

Symptom: Water Leak

System: Body Interior & Exterior

Component: Windshield/Rear Glass

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 02/06/2020 13:28:04 ***
Contact = Shane Matherson, Priority = Standard, Sub Status = Dispatched

*** 02/06/2020 13:28:04 ***
Web - Problem Description created on 02/06/2020 13:28:04 and created by Shane Matherson

Customer states after the hard rain last night and today when he entered the vehicle this morning there was water pooled in LF floorboard, states he started vehicle and all dash lights were illuminated, check lane keep assist system,check smart cruise control system on dash. Also states the steering takes more effort than usual,outside air temp is only dashes,interior lamps stay illuminated but very dim.

*** 02/06/2020 13:28:04 ***
Web - Diagnostics created on 02/06/2020 13:28:04 and created by Shane Matherson

Removed LF kick panel and LF door weatherstrip, found water on left "A" pillar, I have vehicle under water test stand now but have not seen where water is entering vehicle yet. Is there any known water leaks on Left side of vehicle? I have searched KGIS but found no info on water leaks.

*** 02/06/2020 13:36:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/06/2020 13:42:12 and created by Brian Lall ***
1: Thanks for letting me know what you found. Make sure the sunroof drains are draining correctly and not blocked or pinched causing them to overflow and check around the windshield. Please also note if the windshield has ever been replaced. Please inspect the MR11 connector on the A-Pillar for any corrosion or damage and clean it as needed. Thanks.

*** 02/07/2020 12:02:46 ***
Web - Note created on 02/07/2020 12:02:45 and created by Shane Matherson

Removed A-pillar trim and Left sunvisor,found water coming in at windshield seal, this vehicle has not had windshield replaced.

*** Web - Advice created on 02/10/2020 09:18:23 and created by Brian Lall ***
1: Good job! Please contact your DPSM for authorization to have hte windshield re-sealed and then clean all the connections and retest. Thanks.

*** 02/17/2020 13:00:44 ***
Web - Note created on 02/17/2020 13:00:44 and created by Shane Matherson

Replaced windshield,retested,no leaks present now, cleaned connection,added stabiliant 22a

*** 02/17/2020 13:01:09 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Replaced windshield

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5LG[redacted] **Mileage:** 4,098 **Repair Date:** 02/10/2020

Prod Date: 12/14/2019 **Warranty Start Date:** 12/23/2019 **RO Number:** [redacted]

Port Options: RBP, CT, SPL, SS, CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL059 Friendly KIA **Service District:** SO14

Phone: (727) 815-9611

Contact: Jay Turner **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - IGPM # C168700 - Several additional codes - U012687

Symptom: Warning Light On

System: Body Electrical

Component: Wiring Harness (Dashboard)

Resolution: Elec Open Circuit **Category:** Repair Assistance

Case History

*** 02/11/2020 06:21:23 ***
Contact = Bryan Rothman, Priority = Standard, Sub Status = Dispatched

*** 02/11/2020 06:21:23 ***
Web - Problem Description created on 02/11/2020 06:21:23 and created by Bryan Rothman

CUSTOMER STATES ALL LIGHTS ARE ON FOUND FOUND MULTIPLE CODES ABS/ESC 4WD EPS SCC MFC BCW ICU

*** 02/11/2020 06:21:24 ***
Web - Diagnostics created on 02/11/2020 06:21:24 and created by Bryan Rothman

THIS CAR WAS HERE 1/27/20 WITH THE SAME ISSUE I MESSED WITH CONNECTORS IN THE IPM AND CODES WENT AWAY TEST DROVE 30 MILES AND CODES DID NOT COME BACK

*** 02/11/2020 07:12:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/11/2020 07:20:21 and created by Jerry Gossling ***
1: Bryan,
I strongly recommend to carefully check the pin fit tension of connector ICU-F at the IGPM module with the new pin fit tool per SST 062.
The SST will help you to determine the correct size pin fit tool.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.

Thank you

*** 02/11/2020 08:29:40 ***
Web - Note created on 02/11/2020 08:29:40 and created by Bryan Rothman

IT DOES HAVE ELECTRO CHROMIC MIRROR SPLICED INTO IPU

*** Web - Advice created on 02/11/2020 09:30:31 and created by Jerry Gossling ***
1: Bryan,
Review the chromatic mirror installation instruction and make sure the mirror is installed correctly.
Next follow my previous recommendations.

Thank you

*** Service Alert Escalated to CA as: 13545284 on 02/12/2020 01:06:41 (PST)

*** Escalated to CA as: 13545284 on 02/12/2020 01:08:05 (PST)
*** 02/25/2020 12:26:02 ***
Web - Note created on 02/25/2020 12:26:02 and created by James Cooke

checked connectors and applied stabilent 22 and verified no problems

*** Web - Advice created on 02/25/2020 14:01:14 and created by Jerry Gossling ***
1: James,
Did you actually check the pin fit tension of connector ICU-F at the IGPM ?
Thank you

*** 03/02/2020 05:21:17 ***
Web - Note created on 03/02/2020 05:21:17 and created by Bryan Rothman

yes the pin tension seems good on that connector i installed stabilant 22 to connector icu-f and the lights didnt come back on till thursday last week and they were history codes and no lights were on the dash I walked away for about 20 30 mins came back and all the lights were on and the codes were active. this morning I get in and no lights are on and they are all history codes

*** Web - Advice created on 03/02/2020 05:56:31 and created by Jerry Gossling ***
1: James,
Provide the stored freeze frame data for review.
Take a screen shot of the freeze frame data and attach it to the case.
Thank you

*** 03/02/2020 07:34:40 ***
FFD_ U012687_2003021027.txt added by Bryan Rothman on 03/02/2020 07:34:39

*** 03/02/2020 07:36:12 ***
Web - Note created on 03/02/2020 07:36:11 and created by Bryan Rothman

From all the codes I have that was all the freeze frame available

*** Web - Advice created on 03/02/2020 08:26:57 and created by Jerry Gossling ***
1: Bryan,
Please see if the wiggle test is available on this vehicle and if so follow the listed information.
Please review Tech Times Article Volume 20 Issue 2 page 9 on how to perform the CAN line wiggle test.
Thank you

*** 03/02/2020 09:17:05 ***
Telluride(ON)_20200302_121406.jpg added by Bryan Rothman on 03/02/2020 09:17:04

*** 03/02/2020 09:18:33 ***
Web - Note created on 03/02/2020 09:18:33 and created by Bryan Rothman

When I was doing the wiggle test nothing really happened but when I stopped it and replayed it that red! Triangle came up

*** Web - Advice created on 03/02/2020 10:30:50 and created by Jerry Gossling ***
1: Bryan,
I don't see any codes related to the accelerator pedal circuit. Did you wiggle the connection at the MFC & MR11?
Thank you

*** 03/02/2020 13:05:00 ***
Web - Note created on 03/02/2020 13:05:00 and created by Bryan Rothman

I did wiggle the connection at the mfc and mr11 and nothing changed the codes stayed as history and no lights on the dash came on

*** Web - Advice created on 03/03/2020 08:00:59 and created by Jerry Gossling ***

1: Bryan,
Please thoroughly check the pin fit tension at MR11 with the new pin fit tool per SST 062.
Review the SST so you can correctly determine the correct size of the pin fit tool.
Inspect for any backed out or bent pins or any corrosion/contamination.
Provide clear pictures of both sides of the MF11 connector showing the male & female pins.

Please inspect the windshield to ensure it has not been replaced.
Find out from the customer if this concern occurs when the vehicle is driven through a car wash or when it rains outside.
Bryan, Did you ever actually check to see if the electrochromic mirror was connected correctly?
If you are ever able to duplicate the concern, perform a CAN line monitoring test and take a screen shot of the results for review.
Thank you

*** 03/03/2020 11:56:23 ***
Web - Note created on 03/03/2020 11:56:23 and created by Bryan Rothman

When I was inspecting connector mr11 I found that orange piece in the female side was not in all the way and the pins were barely showing I push the orange piece back in and the pens are showing now

*** 03/03/2020 11:56:25 ***
158326515860011942802 82.jpg added by Bryan Rothman on 03/03/2020 11:56:23

*** 03/03/2020 13:39:28 ***
Web - Note created on 03/03/2020 13:39:28 and created by Bryan Rothman

the windshield is original i drove the car through the car wash and didnt set codes

*** Web - Advice created on 03/04/2020 06:06:27 and created by Jerry Gossling ***
1: Bryan,
Please clear all the codes and have someone thoroughly drive the vehicle several times or see if your manager can drive the vehicle home for a few days.
Note, a poor connection at MR11 can cause this type of CAN issue.
Thank you

*** 03/06/2020 09:39:16 ***
Web - Note created on 03/06/2020 09:39:16 and created by Bryan Rothman

we drove the vehicle 400 miles so far with no codes or lights how much further should we continue to drive

*** Web - Advice created on 03/06/2020 09:43:53 and created by Jerry Gossling ***
1: Bryan,
At this time, I recommend to release the vehicle back to the customer and to close the case.
NOTE, if the vehicle should return you can submit a reopen request for this case instead of opening another new one for the same concern.
Thank you

*** 03/11/2020 13:01:01 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: REPAIRED CONNECTOR IN DRIVERS A-PILLAR

*** 03/16/2020 10:38:00 ***
Reopened with Sub Status of Working

*** Phone - Advice created on 03/16/2020 10:48:06 and created by George Hall ***
1: Called in to report the vehicle exh bited the same issue. At time all all dash light illuminated and gauge did not respond. Tech request FTS for assistance due to the poss ble buy back situation.

*** 03/16/2020 10:49:44 ***
Inspection requested by George
Request Code: TL-FL059-[redacted]31620
Request Details: Excessive come backs. Unable to fix the issue. It has multiple DTCs. Tech states that this vehicle is a providential buy back due to multiple visits.

*** Web - Advice created on 03/16/2020 10:50:25 and created by George Hall ***
1: I have submitted the FTS visit. Please add your cellphone number to the case note. Thanks.

*** 03/16/2020 10:52:57 ***
Web - Note created on 03/16/2020 10:52:57 and created by Jay Turner

The window where I would normally add that is not there... My cell is 727-364-3074 Jay Turner

*** Web - Advice created on 03/16/2020 10:59:03 and created by George Hall ***
1: Thanks.

*** 03/17/2020 11:17:36 ***
An FTS is scheduled to inspect this VIN on 03/30/2020 at FL059.

*** Web - Note created on 03/18/2020 11:13:26 and created by Luis Hernandez ***
Due to COVID-19 travel restrictions this FTS visit is being postponed – new visit date will be provided later.

*** Web - Advice created on 03/18/2020 11:39:10 and created by George Hall ***
1: ...

*** Web - Advice created on 03/19/2020 11:56:08 and created by Jeffrey Nelson ***
Worked with tech over the phone. Tech was able to duplicate warning light concern. Code C136081 ESP Irrevers ble Error active and codes U010400 Lost Communication With Cruise Control Module, U012A00 Lost Communication With ICSC Module and U042B00 CAN Communication Failure with Hill Assist Module history. Pin tension at HECU for CAN lines, power and ground ok. Power and ground present at HECU. Advised dealer to replace HECU and retest.

*** Web - Advice created on 03/19/2020 12:14:49 and created by George Hall ***
1: ...

*** 03/27/2020 07:56:40 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: Replaced HBCU

*** 05/05/2020 04:52:04 ***
Case Number: [redacted] Reopen Requested by Jay Turner.
Reason: [Vehicle has returned to the dealership, customer says they are getting multiple lights on dash. No lights or error messages were present when pulling vehicle into shop. Scanned for DTC's and found History DTC's C162808, C168708, C164308, C162308, C181287, C162887, C162387, C180487, C128381, C136081, C174181, C180581, C181287, C16B687, C164286, C167181, C169381, C162887, C166A87, C168787 and C162387. Vehicle has been in several times for this concern. This is the 4th repair attempt, previous attempt was escalated to FTS involvement but due to travel restrictions the FTS was not able to come out. Worked with FTS over the phone and was pretty confident we had found an issue with the HECU...]

*** 05/05/2020 10:43:16 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/05/2020 10:44:15 and created by George Hall ***
1: Please add a screenshot of the DTCs to the case.

*** 05/05/2020 11:04:47 ***
Web - Note created on 05/05/2020 11:04:47 and created by Jay Turner

Screenshots 1-4 have been added.

*** 05/05/2020 11:04:50 ***
D999E7FD-2E2C-47CF-BB2A-4696C434E6FE.jpeg added by Jay Turner on 05/05/2020 11:04:48

*** 05/05/2020 11:04:53 ***
9C2E7958-4A3A-4015-9329-C10181E47C30.jpeg added by Jay Turner on 05/05/2020 11:04:50

*** 05/05/2020 11:04:56 ***
088A4904-22D9-49DF-8735-ABD055EF41AD.jpeg added by Jay Turner on 05/05/2020 11:04:54

*** 05/05/2020 11:05:00 ***
D22457C2-0AEE-4504-91BD-38E61F6FEB75.jpeg added by Jay Turner on 05/05/2020 11:04:57

*** 05/07/2020 06:26:36 ***
Web - Note created on 05/07/2020 06:26:36 and created by Jay Turner

Screenshots were added...

*** Web - Advice created on 05/07/2020 14:28:42 and created by Steven Okimura ***
1: Jay, even though the ground tested good, I have repaired issues by removing the ground bolt for the HECU and scrape the paint to metal and retest.

*** 05/08/2020 10:30:59 ***
Case closed by George Hall with Resolution Code : Elec Open Circuit
[Resolution Summary]
Replaced HBCU

*** 05/08/2020 10:32:14 ***
Reopened with Sub Status of Working

*** 05/11/2020 05:47:05 ***
Web - Note created on 05/11/2020 05:47:05 and created by Jay Turner

I removed the ground, scraped/sanded the paint off then installed a star washer. Cleared the DTC and test drove the vehicle. Car has been driven approx 50 miles without issue....

*** 05/12/2020 06:55:09 ***
Web - Note created on 05/12/2020 06:55:08 and created by Jay Turner

Should I be releasing the vehicle? Is there something else you would like me to check/do??? Seems to be functioning properly at this time. However, concern is very intermittent

*** 05/12/2020 08:41:34 ***
Inspection requested by George
Request Code: TL-FL059-[redacted]51220

Request Details: Multiple U codes set yet no symptom found. Excessive days in the service department. Multiple attempts to repair this problem.

*** Web - Note created on 05/12/2020 12:31:24 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.

Due to the COVID-19 travel restrictions, FTS will work with you over the phone and through TL case.

*** Web - Advice created on 05/13/2020 11:05:37 and created by George Hall ***
1: ...

*** 05/15/2020 07:12:24 ***
Web - Note created on 05/15/2020 07:12:24 and created by Jay Turner

Spoke with Jeff over the phone on 5/13 we checked some variant coding and looked at other data. He was going to dig into it further/do more research and get back with me. Have not been able to verify concern on this visit.

*** 05/22/2020 15:04:06 ***
Web - Note created on 05/22/2020 15:04:06 and created by Jay Turner

Jeff had me replace the dash harness. I finished installing that today, found that I can duplicate the issue after letting vehicle sit in the sun all day. I'm going to retest before releasing the vehicle back to the customer.

*** 05/27/2020 07:36:20 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: Replaced Dash Harness Per Jeff Nelson

Attachments

FFD_ U012687_2003021027.txt.txt, Telluride(ON)_20200302_121406.jpg.jpg, 15832651586001194280282.jpg.jpg, D999E7FD-2E2C-47CF-BB2A-4696C434E6FE.jpeg.jpeg, 9C2E7958-4A3A-4015-9329-C10181E47C30.jpeg.jpeg, 088A4904-22D9-49DF-8735-ABD055EF41AD.jpeg.jpeg, D22457C2-0AEE-4504-91BD-38E61F6FEB75.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHCXLG[redacted] **Mileage:** 12 **Repair Date:** 01/15/2020

Prod Date: 12/20/2019 **Warranty Start Date:** 02/10/2020 **RO Number:** [redacted]

Port Options: CF, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO031 Arapahoe KIA **Service District:** SW08

Phone: (303) 874-2500

Contact: Daniel Vertrees **Contact Title:** Exclusive Kia Technician **Contact Phone:** (808) 495-6370

Case Details

Title: MIL - EPB # P162078

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 02/13/2020 11:41:12 ***
Contact = Daniel Vertrees, Priority = Standard, Sub Status = Dispatched

*** 02/13/2020 11:41:12 ***
Web - Problem Description created on 02/13/2020 11:41:12 and created by Daniel Vertrees

vehicle had front end damage. has new front radar module installed. information in KGIS different than what shows up. current code is C162078, History code is C186286.

*** 02/13/2020 11:41:13 ***
Web - Diagnostics created on 02/13/2020 11:41:13 and created by Daniel Vertrees

in KGIS for code P162078 it show to perform the variant coding then radar sensor alignment. on tablet it shows 'system identification' and 'variant coding' but where it shows 'radar sensor alignment' and gives the option for static or driving on the tablet it says 'inspection/correction of the front-radar mounting angle (FCA/SCC)'. photos attached. does this mean it can not be driven for calibration?

*** 02/13/2020 11:42:09 ***
FACC7410-3824-49FC-8928-F243477FDF9D.jpeg added by Daniel Vertrees on 02/13/2020 11:42:06

*** 02/13/2020 11:42:11 ***
5CD28DC3-AFDB-4617-AF52-137DD36BC297.jpeg added by Daniel Vertrees on 02/13/2020 11:42:09

*** 02/13/2020 11:48:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/13/2020 11:55:35 and created by Frank Lusic ***
1: Hello Daniel
after a collision the system must be calibrated but first the modules vertical alignment MUST be set by using the SST , please refer to the SHOP information for this procedure , if the mounting bracket or the core support is bent they must be repaired or replaced before you can proceed

*** 02/13/2020 15:29:48 ***
Web - Note created on 02/13/2020 15:29:48 and created by Daniel Vertrees

performed manual calibration with target. road test, no current or history codes stored, no warning lights on dash. when I put it in reverse it will show the vehicle on the screen but all the camera area's around it are black. its not showing the surround view of the vehicle, but no codes are stored. advise?

*** 02/13/2020 15:32:46 ***
9E5729B4-F70C-46FC-B425-684F84BFE7D6.jpeg added by Daniel Vertrees on 02/13/2020 15:32:45

*** 02/13/2020 15:34:10 ***
094C8992-D48F-4ED8-A5C6-AAFBDABEC4FB.jpeg added by Daniel Vertrees on 02/13/2020 15:34:09

*** 02/13/2020 15:35:25 ***
Web - Note created on 02/13/2020 15:35:25 and created by Daniel Vertrees

I don't think this vehicle has surround view but it pops up when in reverse

*** 02/13/2020 15:35:27 ***
09DD3C9F-4244-481C-AE64-8F8A8475E4E5.jpeg added by Daniel Vertrees on 02/13/2020 15:35:26

*** 02/13/2020 15:35:28 ***
462F349C-4AC6-4427-B5BB-E00CE4E1165C.jpeg added by Daniel Vertrees on 02/13/2020 15:35:27

*** 02/13/2020 15:37:01 ***
1748DB15-FF80-4903-A3AB-8681B19C9A15.jpeg added by Daniel Vertrees on 02/13/2020 15:37:00

*** 02/13/2020 15:51:40 ***
Web - Note created on 02/13/2020 15:51:40 and created by Daniel Vertrees

had another telluride here for oil change, it does not have surround view but when you put It in reverse same thing shows up on dash, is this how the system is designed?

*** Service Alert Escalated to CA as: 13548408 on 02/14/2020 01:06:32 (PST)

*** Escalated to CA as: 13548408 on 02/14/2020 01:08:10 (PST)
*** Web - Advice created on 02/14/2020 06:00:32 and created by Frank Lusic ***
1: that is good news regarding the radar calibration
regarding the surround view concern , there is only one concern per tech line case , for this new concern please open another RA case

*** 02/14/2020 06:31:03 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: program scc

Attachments

FACC7410-3824-49FC-8928-F243477FDF9D.jpeg.jpeg, 5CD28DC3-AFDB-4617-AF52-137DD36BC297.jpeg.jpeg, 9E5729B4-F70C-46FC-B425-684F84BFE7D6.jpeg.jpeg, 094C8992-D48F-4ED8-A5C6-AAFBDABEC4FB.jpeg.jpeg, 09DD3C9F-4244-481C-AE64-8F8A8475E4E5.jpeg.jpeg, 462F349C-4AC6-4427-B5BB-E00CE4E1165C.jpeg.jpeg, 1748DB15-FF80-4903-A3AB-8681B19C9A15.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHCXLG[redacted] **Mileage:** 19,223 **Repair Date:** 02/29/2020

Prod Date: 07/26/2019 **Warranty Start Date:** 07/31/2019 **RO Number:** [redacted]

Port Options: CF, TO, SPL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL056 Courtesy KIA of Brandon **Service District:** SO14

Phone: (813) 621-5757

Contact: Richard Bencosme **Contact Title:** Exclusive Kia Technician **Contact Phone:** (813) 453-8908

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Improper Indication

System: Body Electrical

Component: Front Area Module (FAM)

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 03/02/2020 14:00:44 ***
Contact = Richard Bencosme, Priority = Standard, Sub Status = Dispatched

*** 03/02/2020 14:00:44 ***
Web - Problem Description created on 03/02/2020 14:00:44 and created by Richard Bencosme

CUSTOMER STATE WHILE USING CRUISE CONTROL VEHICLE WOULD NOT DETECT ANY CAR IN FRONT AND DISPLAY NO TYPE OF WARNING

*** 03/02/2020 14:00:45 ***
Web - Diagnostics created on 03/02/2020 14:00:45 and created by Richard Bencosme

TEST DROVE VEHICLE I ACTIVATED CRUISE CONTROL IT SHOWS CAR LENGTHS BUT IT DID NOT COME ACTIVE, SCAN FOR CODES FOUND NONE

*** 03/03/2020 05:52:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/03/2020 06:00:10 and created by Sam Camarillo ***
1: were all the parameters met for the cruise to be active? see page 5-72 to page 5-88 of owners manual.

*** 03/03/2020 09:33:09 ***
Web - Note created on 03/03/2020 09:33:09 and created by Richard Bencosme

all parameters where met, scc comes on but does not detect any object in front vehicle when driving closely

*** Web - Advice created on 03/03/2020 09:44:55 and created by Sam Camarillo ***
1: check for signs of damage to the front of vehicle, make sure the radar module is properly aligned and has been bent by impact.

*** 03/10/2020 10:30:12 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: performed system calibration

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP2DHCXLG[redacted] **Mileage:** 8,373 **Repair Date:** 03/03/2020

Prod Date: 08/08/2019 **Warranty Start Date:** 10/24/2019 **RO Number:** [redacted]

Port Options: WL, CF, RBP

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA096 Taylor KIA of Hermitage **Service District:** EA10

Phone: (724) 418-4999

Contact: Gary Turner **Contact Title:** Exclusive Kia Technician **Contact Phone:** (330) 469-4268

Case Details

Title: Engine - ISG inop # C164908 C136081 C186286

Symptom: Improper Operation

System: Body Electrical

Component: Wiring Harness (Front & Rear)

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 03/03/2020 10:17:27 ***
Contact = Gary Turner, Priority = Standard, Sub Status = Dispatched

*** 03/03/2020 10:17:27 ***
Web - Problem Description created on 03/03/2020 10:12:33 and created by Gary Turner

Customer states while driving with foot on gas pedal vehicle will begin to slow down and sometimes auto-stop light on instrument cluster will begin to flash.

*** 03/03/2020 10:17:28 ***
Web - Diagnostics created on 03/03/2020 10:12:33 and created by Gary Turner

In this order...scanned for dtcs. SCC - C136081 Irreversible error, history. ABS/ESC - C164908 - Can timeout ECM for ACC/SCC, history. VDN - B28VAPA096200303006I. Cleared dtc's, road tested vehicle. ISG is functioning and appears to be correct. At first stop light, accelerating after light turns green, engine hesitates. While pulling back in to shop, un buckle seat belt, ISG light (A with circle) flashes while green, momentarily. Checked for dtc's again. Nothing stored. Road tested vehicle again. Same stop light, accelerating after light turns green, engine hesitates, which appears to happen between 1-2 shift. Pull back in shop, scan for dtc's again, nothing stored. Inspect HECU connector, SCC connector, also ECM connector E100K. Disconnected SCC connector E51. Pins 4 and 5 is reading 60 ohms. Disconneted ECM connector and also back probed ECM connector E110K, pins 60 and 77 tested infinite resistance. Same results with HECU connector unplugged.

*** 03/03/2020 11:30:33 ***
Web - Note created on 03/03/2020 11:30:33 and created by Gary Turner

@ DLC, pins 3 and 11 tested 60 ohms.

*** 03/03/2020 12:22:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/03/2020 12:30:05 and created by Brian Lall ***
1: Thanks for letting me know what you found. I do not think there is actually a loss of communication but more likely there is a signal that is being continuously monitored in those systems that is abnormal or dropping out momentarily so the module assumes it is a loss of communication. I suspect that this happens too quickly for other modules to set DTCs for that signal. This could be from a VSS or WSS or something else. Please do an all data ESC flight recording while duplicating the concern and then attach it to the case. Thanks.

*** 03/03/2020 12:32:52 ***
Web - Note created on 03/03/2020 12:32:52 and created by Gary Turner

okay.

*** 03/04/2020 04:58:45 ***
Web - Note created on 03/04/2020 04:58:44 and created by Gary Turner

I only noticed engine hesitation as I was pulling out of dealership right before transmission shifts to second. Very brief. The 2 docs also were tripped again I noticed at the end of the day yesterday, ISG light was flashing this time yellow/Orange. I`'ll try and get another flight recording in a little bit, maybe see if it happens again.

*** 03/04/2020 04:58:45 ***
Telluride(ON)_ABSESC_200304-074432.GSR added by Gary Turner on 03/04/2020 04:58:45

*** 03/04/2020 05:20:23 ***
Telluride(ON)_ABSESC_200304-081650.GSR added by Gary Turner on 03/04/2020 05:20:23

*** 03/04/2020 05:23:55 ***
Web - Note created on 03/04/2020 05:23:55 and created by Gary Turner

Definitely happened during flight record 2. Whats happening is when I come to a stop light, the ISG activates, shutting engine off. Stop light turns green, foot off the brake pedal, ISG shuts off, I accelerate, engine hesitates before second gear or while shifting.

*** 03/04/2020 05:26:06 ***
Web - Note created on 03/04/2020 05:26:06 and created by Gary Turner

I agree with you in I don't think its a CAN communication either, but I didn't know where to start. The one trouble code, irreversible error, states the HECU is faulty.

*** Web - Advice created on 03/04/2020 08:38:57 and created by Brian Lall ***
1: I didnt see any abnormal patterns or signals in the flight recordings but in the second one at times there was up to a 6kph difference between WSS and that is enough to cause the ESC to actuate under some conditions. Are all the tires and wheels the original equipment and size? What speed does the concern happen at? If you turn off the ESC does the concern and hesitation feel change at all?

*** 03/04/2020 09:24:11 ***
Web - Note created on 03/04/2020 09:24:11 and created by Gary Turner

It definitely did it on recording 2. 10-12 mph. OE wheels and tires. With ESC off, I wasn't able to get it to act up.

*** Web - Advice created on 03/04/2020 13:51:24 and created by Brian Lall ***
1: I reviewed the recording again and saw a sudden increase in a WSS from about at 15-19kph to about 30-35kph a few times but it seems to match the APS input. Could this be a result of tire slip or 4wd engagement? Do the DTCs return every time the concern is duplicated?

*** 03/05/2020 04:33:12 ***
Web - Note created on 03/05/2020 04:33:11 and created by Gary Turner

No and no. No, the dtc's have only set once since opening this case. Scanned it this morning and there are no dtc's present at this time. What about engine rpm vs actual speed?

*** 03/05/2020 04:33:32 ***
Web - Note created on 03/05/2020 04:33:32 and created by Gary Turner

The concern happened at 2 different stop lights.

*** 03/05/2020 04:59:01 ***
Web - Note created on 03/05/2020 04:59:01 and created by Gary Turner

Road tested again this morning, let vehicle warm up, it's not acting up presently. I'll try again later.

*** Research - Advice created on 03/05/2020 08:58:57 and created by Brian Lall ***
1: Thanks for the update.

*** 03/06/2020 10:54:22 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: Nothing, was unable to successfully duplicate customer concern.

*** 03/10/2020 06:27:27 ***
Case Number: [redacted] Reopen Requested by Gary Turner.
Reason: [Vehicle is back, same dtc's stored in history.]

*** Service Alert Escalated to CA as: 13582873 on 03/11/2020 01:06:34 (PST)

*** 03/11/2020 13:11:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/11/2020 13:12:09 and created by Frank Lusic ***
1: Notes from duplicate web case

03/11/2020 09:29:15 and created by Gary Turner

I requested previous case [redacted] be opened yesterday. Same dtc's C164908 - CAN timeout EMS for ACC/SCC. C136081 - Irrevers ble error.

d on 03/11/2020 09:56:51 and created by Siebel eSupport

Under previous case, I was only able to duplicate customer concern a couple of times, so concern is definitely intermittent. Over the course of 2 days, I drove the vehicle 30 miles and vehicle was perfectly fine. Customer takes car and dtc's trip again. Yesterday and today I've driven car and nothing, vehicle is perfectly fine...

*** 03/11/2020 13:16:32 ***
Web - Note created on 03/11/2020 13:16:31 and created by Gary Turner

Thank you. I've had vehicle since yesterday, 3/10, drove vehicle a couple of times and have not been able to duplicate problem.

*** 03/11/2020 13:17:28 ***
Web - Note created on 03/11/2020 13:17:27 and created by Gary Turner

VDN - B28VAPA096200310002I.

*** Web - Advice created on 03/11/2020 13:36:19 and created by Frank Lusic ***
1: Hello Gary
I have been researching other cases with these two codes and there are about ten but these cases all have other CAN codes too not just these two codes
and it appears that is not the case on this vehicle , is that correct?

the DTC inspection for code C136081 is fairly clear replace HECU but this concern is so intermittent I hesitate to replace the HECU just yet
are there any other codes ?

*** 03/11/2020 14:31:24 ***
Web - Note created on 03/11/2020 14:31:24 and created by Gary Turner

No, just the 2 dtc's. When I first looked at this vehicle, I thought the same thing, HECU, because the 1 dtc clearly states that. And in looking at both dtc's they both have the HECU in common. This is the first time I've ever seen this type of problem, it's definitely intermittent. I have driven the vehicle 6 different times now while flight recording in an attempt to get a comparison to flight recording 2 and it just hasn't acted up. I can tell you that the couple times I did experience the customers concern, I would definitely consider it a safety concern. I can't definitively say if the HECU is faulty.

*** Web - Advice created on 03/11/2020 14:52:16 and created by Frank Lusic ***
1: I too agree that this is a safety issue based on what you are telling me

please contact your DPSM and explain the situation to him (how interment the concern is) and what the DTC recommendation is to see if he will approve the replacement of the HECU

*** 03/11/2020 14:57:00 ***
Web - Note created on 03/11/2020 14:57:00 and created by Gary Turner

Alright, I will do that in the morning and keep you posted.

*** Web - Advice created on 03/11/2020 15:00:37 and created by Frank Lusic ***
1: Great thank you

*** 03/16/2020 04:36:58 ***
Web - Note created on 03/16/2020 04:36:58 and created by Gary Turner

Still waiting on DPSM for PWA.

*** 03/16/2020 05:05:12 ***
Web - Note created on 03/16/2020 05:05:12 and created by Gary Turner

I was told the part has been ordered.

*** Web - Advice created on 03/16/2020 06:38:44 and created by Frank Lusic ***
1: Thank you for the update

*** 03/17/2020 08:57:50 ***
Web - Note created on 03/17/2020 08:57:50 and created by Gary Turner

Okay, I replaced the HECU(abs block). Bled brake system, performed variant coding, cal brated g sensor. Apparently the vehicle needs to sit for 4

hours to calibrate battery sensor. Data analysis doesn't show battery state of charge, disabling ISG.

*** Web - Advice created on 03/17/2020 09:13:17 and created by Frank Lusic ***
1: okay thank you for the update

*** 03/18/2020 04:35:28 ***
Web - Note created on 03/18/2020 04:35:28 and created by Gary Turner

Took vehicle home yesterday, which is approx. 24 miles one way, with majority of the drive being highway. Come to find out, after I asked the service manager when originally trying to duplicate customer concern, this problem happens while using cruise/smart cruise. The customer had mentioned it yesterday to the service manager.

*** 03/18/2020 04:48:33 ***
Web - Note created on 03/18/2020 04:48:33 and created by Gary Turner

Made it home okay, no problems, using cruise control as much as poss ble to duplicate concern. Made it a couple miles to shop and problem occurred. Was using cruise control on a main stretch of road with no stop lights, cruise set to 47 mph. No vehicles in front of me to adjust vehicle to vehicle distance. All of a sudden cruise control is disabled, and vehicle has a hard time accelerating. The rest of the way to the shop, vehicle would intermittently accelerate. Scanned for dtc's, vehicle has one new dtc, in addition to the original two dtc's. MFC - C186286 - Invalid signal of SCC, all dtc's active. VDN - B28VAPA0962003180011.

*** Web - Advice created on 03/18/2020 06:52:04 and created by Frank Lusic ***
1: Thank you for the update this now sounds like a possible CAN issue
, Here is a list of pins that I have seen cause CAN issues please check pin fit and add Stabilant to the male pins at the following connectors and pins
MF11, 48-49- MR11, 5-17-21-33 EM21, 25-26 EF11, 17-18,
be sure to also test the MFC connections too R14 4-12
Then retest for proper operation
We have seen pin fit issue at connector MR11, start by graphing the C-CAN signals at pins 48-49 at connector MF11
and then under the A pillar wiggle all of the wires while watching the CAN signals to see if the is a glitch pay close attention to pins 5-17-21-33

*** 03/18/2020 12:51:21 ***
Web - Note created on 03/18/2020 12:51:21 and created by Gary Turner

So far I've used the pin tension gauge on all connectors and pins listed. Used stabilant on all connectors and pins listed. Nothing's really jumping out at me, everything appears to be okay. I have connector MF11, pins 48 and 49 back probed, using VMI oscilloscope function, while wiggling connector MR11. No abnormal signals.

*** 03/18/2020 12:57:46 ***
Web - Note created on 03/18/2020 12:57:46 and created by Gary Turner

I'm gonna go drive it and see what happens.

*** 03/18/2020 13:13:29 ***
Web - Note created on 03/18/2020 13:13:29 and created by Gary Turner

Road tested vehicle 5 miles, cruise control, smart cruise engaged. Graphing CAN signals and wiggling MR11, nothing out of the ordinary.

*** Web - Advice created on 03/18/2020 13:37:28 and created by Frank Lusic ***
1: Thank you It is possible that the application of the Stabilant resolved the issue

test drive the vehicle a few more times and if the concern does not return release the vehicle

*** 03/19/2020 04:34:59 ***
Web - Note created on 03/19/2020 04:34:58 and created by Gary Turner

okay.

*** Web - Advice created on 03/19/2020 07:10:19 and created by Frank Lusic ***
1: Thank you

*** 03/20/2020 04:39:00 ***
Web - Note created on 03/20/2020 04:39:00 and created by Gary Turner

Road tested vehicle again, approximately 50 miles and concern seems to be no longer present. Releasing vehicle back top customer.

*** 03/20/2020 04:40:29 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Replaced HECU, applied stabilant to connectors MF11, MR11, EM21, EF11, R14, inspected pin fitment

*** 03/25/2020 13:45:29 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/25/2020 14:04:05 and created by Eric Patterson ***
1: I have re opened the case.

Please check the rear caliper connectors for being loose or having poor pin tension. I had 1 case that has these DTC's and the caliper connection was loose(almost not plugged in)
@ F64 & F63

2: Also the front radar on another case. Please check the pin tension and look for loose connectors @ EE51 and the connector in the front EE11 LH front frame rail. I have seen loose pins and corrosion in this connector, even not clipped all the way.
3: Please let me know what and if anything is found .

*** 03/25/2020 14:07:59 ***
Web - Note created on 03/25/2020 14:07:58 and created by Gary Turner

Got a new telluride from the lot and swapped the SCC/FCA integrated module. Also checked connectors E51 and EE11 for pin tension. Have not been able to duplicate concern. I'm kind of at a loss here, how can I diagnose a concern that isn't a hard fault? Service manager seems to be getting upset because of the mileage we have been putting on the customers vehicle. He had mentioned sending a field technician?

*** 03/25/2020 14:08:43 ***
Web - Note created on 03/25/2020 14:08:42 and created by Gary Turner

okay I will check caliper connector's in the morning.

*** Web - Advice created on 03/25/2020 14:38:17 and created by Eric Patterson ***
1: Yes, but they are all grounded at this time. No traveling for the KMA employees.

If you guys will not be able to recreate the concern, all we can do is to go off previous cases.

And that's what I found after review so far.
2: When the SCC radar unit is inspected, please make sure the tool is used and make sure it's at 90 deg vertical against the face of the unit.
3: Also make sure there were no previous accidents that could have caused he readr sensor to have a bent bracket or misaligned sensor.

*** 03/26/2020 04:52:49 ***
Web - Note created on 03/26/2020 04:52:49 and created by Gary Turner

Inspected rear caliper connectors F63 and F64, they are snug. Have not been able to duplicate concern.

*** 03/26/2020 05:04:02 ***
Web - Note created on 03/26/2020 05:04:02 and created by Gary Turner

The vehicle does not appear to have been wrecked, I don't think it has.

*** 03/26/2020 05:04:41 ***
Web - Note created on 03/26/2020 05:04:41 and created by Gary Turner

I've put about 50 miles on vehicle so far after swapping SCC/FCA module.

*** Web - Advice created on 03/26/2020 08:03:43 and created by Eric Patterson ***
1: Thank you, The sensor was sitting level then?

If so please replace the SCC module, perform variant coding and calibration.

Thank you
2: PS make sure you take a screenshot of the variant code information this way when you install the sensor and something goes wrong with the coding you will have the correct data.

*** 03/26/2020 08:22:33 ***
Web - Note created on 03/26/2020 08:22:33 and created by Gary Turner

I swapped the SCC/FCA module and it worked as soon as it was installed. I didn't perform any variant coding or calibrate anything. The cruise control has been working and vehicle to vehicle distance is working also.

*** Web - Advice created on 03/26/2020 10:07:00 and created by Eric Patterson ***
1: Perfect, please replace the module. Thank you Gary. The new one will need variant coding

*** 03/27/2020 04:36:37 ***
Web - Note created on 03/27/2020 04:36:37 and created by Gary Turner

So far I've driven vehicle just over 100 miles since swapping SCC/FCA module. On my way to work this morning vehicle exhibits customer concern. I'm on the highway, cruise control set to 72mph, no vehicle in front to adjust for vehicle to vehicle distance, vehicle just starts slowing down on its own. Won't respond to me pressing on accelerator pedal. I shut off the cruise control, rpm's jump to 5-6k. I put shifter in manual mode, it's in 3rd gear. I shift to 6th gear. Vehicle starts to accelerate again. ISG light, the A with the circle around it, flashes amber the rest of the way to work. I did try and use the cruise control again a couple of times, and it is disabled. Brought vehicle in shop without shutting off and performed full system dtc scan. C164908, C136081 are active, C186286 is not stored this time. I'm going to say the SCC/FCA module didn't correct concern.

*** 03/27/2020 06:51:18 ***
Web - Note created on 03/27/2020 06:51:18 and created by Gary Turner

Referencing SD964-1. Connector E51, pins 4 and 5, 121 ohms. Pin 1 to ground GE11, .3 ohms. At connector R14 (MFC) pins 3 and 11, used jumper wire to connect the two. Tested @ connector E51, pins 2 and 3, reading @ 1.1 ohms which I'm not too crazy about, and the pin tension @ connector R14, pins 3 and 11 I'm not too crazy about either, I feel the pin tension should be tighter.

*** 03/27/2020 08:08:21 ***
Web - Note created on 03/27/2020 08:08:21 and created by Gary Turner

Referencing SD200-4. ECM connector E110-K, pins 60 and 77. HECU connector E02, pins 22 and 23. P - CAN circuit tests @ .5 ohms from ECM to HECU.

*** 03/27/2020 08:16:14 ***
Web - Note created on 03/27/2020 08:16:13 and created by Gary Turner

Tested for terminating resistance @ connector E02 - pins 22 and 23, infinite reading. That can be correct can it? Shouldn't it be 120 ohms?

*** 03/27/2020 08:29:51 ***
Web - Note created on 03/27/2020 08:29:51 and created by Gary Turner

Tested terminating resistance on known good vehicle for comparison on P - CAN circuit, @ connector E02, pins 22 and 23, result was infinite resistance also.

*** Web - Advice created on 03/27/2020 08:38:44 and created by Eric Patterson ***
1: I will review your test results. Let me look through all the ETM's

*** 04/01/2020 06:05:03 ***
Web - Note created on 04/01/2020 06:05:03 and created by Gary Turner

Hi remember me? This car is still here, I've driven vehicle about 400 miles.

*** Web - Advice created on 04/01/2020 08:06:19 and created by Eric Patterson ***
1: With that, There's not much else we can do. I would release the vehicle . Thank you for the update.

*** 04/01/2020 08:10:15 ***
Web - Note created on 04/01/2020 08:10:15 and created by Gary Turner

okay

*** Web - Advice created on 04/01/2020 08:25:07 and created by Eric Patterson ***
1: I appreciate it. But if we cannot duplicate we are just holding the vehicle

*** 04/01/2020 08:26:25 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Replaced HECU, applied stabilant to connectors MF11, MR11, EM21, EF11, R14, inspected pin fitment re open

*** 04/06/2020 13:02:39 ***
Case Number: [redacted] Reopen Requested by Gary Turner.
Reason: [Per Darren Hollingsworth, DPSM, to reopen TL case, vehicle has "repeatable concern". Vehicle still has open RO which puts KMA at risk of repurchase. DPSM has reviewed TL case with FTS.]

*** 04/06/2020 14:25:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/06/2020 14:26:21 and created by Eric Patterson ***
1: Thank you for the information, I will escalate the case. The FTS should be in contact

*** 04/06/2020 14:27:15 ***
Inspection requested by Eric
Request Code: TL-PA096-[redacted]4620
Request Details: Vehicle was released multiple times and cannot be duplicated. Tech has advised all the connectors stated in the case have been inspected.

*** Web - Advice created on 04/07/2020 05:44:49 and created by Peter Von Schwedler ***
Called for Gary Turner at 330-469-4268. No answer, I left VM asking for callback.

*** Web - Advice created on 04/07/2020 08:12:29 and created by Eric Patterson ***
1: Please add your cell phone to the case if its not 330 469-4268

*** Web - Note created on 04/07/2020 08:28:19 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.

Due to the COVID-19 travel restrictions, FTS will work with you over the phone and through TL case.

*** 04/07/2020 10:05:30 ***
Web - Note created on 04/07/2020 10:05:30 and created by Gary Turner

Phone number is correct, was advised to perform variant coding of the front radar unit and to adjust installation angle according to KGIS, under repair procedures for front radar unit. Also to check power, ground, and CAN bus @ connector EE11 going to SCC radar, per FTS.

*** Web - Advice created on 04/07/2020 11:08:29 and created by Eric Patterson ***
1: Thank you Gary

*** 04/07/2020 11:58:06 ***
Web - Note created on 04/07/2020 11:58:06 and created by Gary Turner

Performed variant coding, performed inspection/ correction of the front radar mounting angle following software management instructions. Actual

measured vertical angle is 1 degree. Criteria for normal condition (vertical range) is -2 degrees to 0 degrees. Adjusted vertical angle to -.8 degrees. Horizontal range is currently .6 degrees, and horizontal range is -2 degrees to 2 degrees.

*** Web - Advice created on 04/07/2020 12:05:32 and created by Eric Patterson ***
1: Thank you for the update.

*** 04/09/2020 06:20:40 ***
Web - Note created on 04/09/2020 06:20:40 and created by Gary Turner

Variant coding, and inspection/ correction of front radar unit did NOT correct customer concern. On the way to work this morning cruise control was disabled, vehicle in limp home mode. Pulled over at gas station shut vehicle off, turned vehicle back on, customer concern gone. Scanned for dtc's as soon as I got to shop. All history codes... ABS/ESC - C164908, EPS - C163386, SCC - C136081, MFC - C162587, MFC - C165686, MFC - C186286, BCW - C163381, BCW - C162587, BCW - C165787. VDN - B28VAPA0962004090001I. Will call FTS shortly.

*** Web - Advice created on 04/09/2020 07:50:53 and created by Peter Von Schwedler ***
Dealer Tech Gary called and stated that the vehicle acted up this morning. I reviewed the list of codes set in vehicle and advised Gary to remove left a-pillar trim and inspect MR11 looking for water intrusion as it rained overnight.

*** Web - Advice created on 04/09/2020 11:12:46 and created by Peter Von Schwedler ***
Technician Gary Turner inspected MR11 and found no water or other anomaly's.
I advise to check JE01 P-Can circuit for loose pins etc.

*** 04/10/2020 08:21:35 ***
Web - Note created on 04/10/2020 08:21:35 and created by Gary Turner

Inspected joint connector JE01 and applied stabilant. Also tested continuity from ESC connector E02 to ECM connector E100K. Pins 77 to 23 tested less than .5 ohms, pins 60 to 22 tested less than .5 ohms.

*** Web - Advice created on 04/13/2020 06:38:58 and created by Peter Von Schwedler ***
Spoke with Gary Turner and he stated that the vehicle acted up again this AM. This time ABS C164908, SCC C136081, MFC C186286. This indicated a loss of Communication between the ECM and HECU. I recommended that the PCM be replaced pending DSPM approval.

*** 04/14/2020 08:33:18 ***
Web - Note created on 04/14/2020 08:33:18 and created by Gary Turner

New ECM has been installed. Will road test vehicle in an attempt to duplicate customer concern.

*** Web - Advice created on 04/14/2020 08:35:17 and created by Eric Patterson ***
1: Thank you for the update.

*** Web - Advice created on 04/16/2020 07:28:31 and created by Peter Von Schwedler ***
Gary called and stated that the vehicle has acted up again after ECM replace. Vehicle has the following three codes again. ABS C164908, SCC C136081, and MFC C186286.
The ABS code is root cause and the other two codes are consequential.
Since ECM, HECU and SCC have been replaced, I am recommending the front harness be replaced as the problem must be between the ECM and HECU on P-Can.

*** Web - Advice created on 04/16/2020 08:41:54 and created by Eric Patterson ***
1: Please replace the harness per the FTS, thank you Peter

*** 04/20/2020 07:37:05 ***
Web - Note created on 04/20/2020 07:37:05 and created by Gary Turner

Spoke to Peter Von Schwedler friday 04/17/2020 wanting to compare variant coding values of the SCC and MFC to a known good vehicle vs. customer vehicle. All variant values from customer vehicle match known good vehicle variant coding values.

*** Web - Advice created on 04/20/2020 10:01:50 and created by Sam Camarillo ***
1: OK if then matched that would rule out a variant coding issue. I would check with the FTS see if he still would like you to replace the front harness.

*** 04/22/2020 10:14:20 ***
Web - Note created on 04/22/2020 10:14:20 and created by Gary Turner

alright, a new front harness has been installed, I hope I never do one again. Will be road testing vehicle in an attempt to duplicate customer concern.

*** Web - Advice created on 04/22/2020 12:02:32 and created by Eric Patterson ***
1: Thank you for the update.

*** 04/23/2020 06:15:30 ***
Web - Note created on 04/23/2020 06:15:30 and created by Gary Turner

The front harness did not repair customer vehicle, I repeat, did not repair customer vehicle. C164908, C136081, C186286. Called Peter Von Schwedler, no answer, left message.

*** Web - Advice created on 04/23/2020 07:22:13 and created by Peter Von Schwedler ***
I spoke with Gary. I recommended that the MFC be swapped from a KGV.

*** 04/23/2020 09:53:53 ***
Web - Note created on 04/23/2020 09:53:52 and created by Gary Turner

Installed MFC from known good vehicle. Verified the variant coding values were identical to customer vehicle, before installing in customer vehicle. Will road test again in an attempt to duplicate customer concern.

*** Web - Advice created on 04/23/2020 10:04:11 and created by Eric Patterson ***
1: Thank you Gary for sticking in there, great job.

*** 04/24/2020 07:10:23 ***
Web - Note created on 04/24/2020 07:10:23 and created by Gary Turner

MFC did not repair vehicle. Performed full system dtc scan as soon as I arrived at work. In addition to the three dtc's, P050400 - brake switch a/b correlation - pending. Inspected connector and pins @ brake switch. Checked current data while operating brake pedal, brake lamp switch and brake test switch did not match while operating brake pedal. Swapped brake switch with known good switch and verified in current data that both values match when operating brake pedal.

*** Web - Advice created on 04/27/2020 06:15:29 and created by Peter Von Schwedler ***
I recommended that a brake switch from a KGV be tried in this vehicle. Gary road tested the vehicle over the weekend and reported that it has not acted up.
I requested that the suspect brake switch be installed into a KGV and evaluated.

*** Web - Advice created on 04/29/2020 07:19:59 and created by Peter Von Schwedler ***
Gary reports that the customer vehicle with the brake switch from KGV has not acted up since the brake switch was installed. I recommend that the customer vehicle be released with the good brake switch and a replacement be ordered for the KGV the brake switch was taken from.

*** Web - Advice created on 04/29/2020 12:33:40 and created by Tony Thomas ***
1: Close the case when the repairs are completed or if no further assistance is needed. Thank you.

*** 04/30/2020 06:37:43 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Replaced HECU, ECM, front harness, brake switch

*** 05/05/2020 06:13:43 ***
Case Number: [redacted] Reopen Requested by Gary Turner.
Reason: [Customer states the ISG light came on, flashing amber, and message center stated the SCC conditions were not met. However the concern with acceleration being disabled has been corrected. Scanned for dtc's, C164908, C136081, C186286 are all histoy. VDN - B28VAPA096200505002I. I have already contacted FTS Peter Von Schwedler regarding vehicle, again...]

*** 05/05/2020 08:09:39 ***
Reopened with Sub Status of Working

*** 05/05/2020 08:10:11 ***
Inspection requested by Tony
Request Code: TL-PA096-[redacted]5520
Request Details: FTS is working with the technician

*** Web - Advice created on 05/05/2020 08:17:28 and created by Tony Thomas ***
1: Graph the can lines between the HECU, PCM, and front radar unit.

*** 05/05/2020 08:23:34 ***
Web - Note created on 05/05/2020 08:23:34 and created by Gary Turner

When I get a chance I will graph C-CAN line and attach to case.

*** Web - Advice created on 05/05/2020 08:35:25 and created by Tony Thomas ***
1: Thanks.

*** 05/05/2020 09:38:49 ***
Web - Note created on 05/05/2020 09:38:49 and created by Gary Turner

I asked service manager to contact customer regarding specifics when vehicle acted up. Customer states that the ISG light was flashing on its own, cruise control was not on or engaged at all. Then customer tried using cruise control and it was disabled. I don't know if this helps at all, I was just curious. When vehicle acted up for me, I actually used cruise control, then became disabled, with ISG light flashing.

*** Web - Advice created on 05/05/2020 09:42:32 and created by Tony Thomas ***
1: The can error will code if the system is on or off and ISG defaults on and will be disabled by the can error as would SCC.

*** 05/05/2020 10:19:52 ***
Web - Note created on 05/05/2020 10:19:52 and created by Gary Turner

alright, I get it. Also peter instructed me to drive vehicle again until dtc's set again to see if P050400 - brake switch A/B correlation sets again.

*** Web - Advice created on 05/05/2020 10:31:13 and created by Tony Thomas ***
1: Thanks.

*** Web - Note created on 05/05/2020 12:41:28 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.

Due to the COVID-19 travel restrictions, FTS will work with you over the phone and through TL case.

*** 05/08/2020 08:54:55 ***
Oscilloscope_20200508_114850.vsf added by Gary Turner on 05/08/2020 08:54:53

*** 05/08/2020 09:01:22 ***
Web - Note created on 05/08/2020 09:01:22 and created by Gary Turner

Sorry for the delay, I've been extremely busy at work. I attached C CAN graph with VMI. Back probed connector MF11 pins 48 and 49. Please let me know if the data graph is incorrect or if I need to change the values. I did attempt to contact peter this morning via text message, no reply.

*** 05/08/2020 10:46:10 ***
Oscilloscope_20200508_133312.vsf added by Gary Turner on 05/08/2020 10:46:08

*** 05/08/2020 10:48:48 ***
Web - Note created on 05/08/2020 10:48:48 and created by Gary Turner

After initial graph w/VMI, road tested vehicle, cruise control disabled, same 3 dtc's set, left vehicle running so codes were still active, and graphed C CAN again while codes were still active.

*** Web - Advice created on 05/11/2020 06:11:43 and created by Peter Von Schwedler ***
Gary, As per my text message, could you clear all codes, install a flight recorder to record ALL engine data and hit trigger when the problem occurs?

*** 05/12/2020 05:39:53 ***
Web - Note created on 05/12/2020 05:39:53 and created by Gary Turner

Yes I can.

*** Web - Advice created on 05/12/2020 06:06:07 and created by Tony Thomas ***
1: Thank you.

*** 05/13/2020 08:50:20 ***
Case closed by Tony Thomas with Resolution Code : Cust Took Vehicle
[Resolution Summary]
Vehicle taken to Kia of Boardman OH044

*** 06/05/2020 10:31:20 ***
Case Number: [redacted] Reopen Requested by Gary Turner.
Reason: [Customer has brought vehicle back for same complaint. Someone needs to come out here.]

*** 06/06/2020 07:25:48 ***
Reopened with Sub Status of Working

*** 06/06/2020 07:26:43 ***
Inspection requested by Tony
Request Code: TL-PA096-[redacted]6620
Request Details: Unable to duplicate - escalated due to returning for further testing

*** Web - Advice created on 06/08/2020 04:52:10 and created by Peter Von Schwedler ***
Gary, could you clear all codes, install a flight recorder to record ALL engine data and hit trigger when the problem occurs?

*** 06/08/2020 05:11:17 ***
Web - Note created on 06/08/2020 05:11:17 and created by Gary Turner

yes

*** Web - Advice created on 06/08/2020 05:21:30 and created by Tony Thomas ***
1: Thank you.

*** Web - Note created on 06/08/2020 08:13:02 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.

Due to the COVID-19 travel restrictions, FTS will work with you over the phone and through TL case.

*** Web - Advice created on 06/10/2020 08:04:44 and created by Peter Von Schwedler ***
Gary, has the vehicle acted up?

*** 06/10/2020 09:15:15 ***
Web - Note created on 06/10/2020 09:15:15 and created by Gary Turner

No not yet. Just got back from picking up lunch. Took it home last night. So far everything is working fine.

*** Web - Advice created on 06/10/2020 09:22:23 and created by Tony Thomas ***
1: Thanks for the update.

*** 06/10/2020 09:22:41 ***
Web - Note created on 06/10/2020 09:22:41 and created by Gary Turner

no problem.

*** Web - Advice created on 06/10/2020 09:30:37 and created by Tony Thomas ***
1: We are required to respond to all case notes.

*** 06/11/2020 04:50:52 ***
TELLURIDE(ON)_ENGINE_200611-070129.GSR added by Gary Turner on 06/11/2020 04:50:52

*** 06/11/2020 04:57:48 ***
Web - Note created on 06/11/2020 04:57:48 and created by Gary Turner

Attached flight record of all engine data. Left to go to work this morning, cruise control worked for maybe the first half mile or so, then disabled itself. Stopped at gas station, shut vehicle off. Went inside to purchase something. Got back in vehicle started vehicle, vehicle would not respond to me stepping on accelerator pedal. Finally after a few seconds of me stepping harder on the pedal it finally started responding. Got on highway to go to work cruise control still would not work, and now the auto hold and stabilitrak lights are on instrument cluster, which has never happened before. Arrived at work and brake lights are currently on and no one is in the vehicle. I have sent videos and photos from my phone to peter.

*** Web - Advice created on 06/11/2020 05:17:48 and created by Tony Thomas ***
1: Thanks Gary. Please perform a DTC scan of all systems.

*** 06/11/2020 05:25:24 ***
Web - Note created on 06/11/2020 05:25:24 and created by Gary Turner

VDN - B28VAPA096200611003I. P050400 - brake switch a/b correlation, C154201 brake circuit error, C164908 Can time out ECM for ACC/SCC, ESP irrevers ble error all active. C186286 - invalid signal of SCC is history.

*** 06/11/2020 05:26:51 ***
Web - Note created on 06/11/2020 05:26:51 and created by Gary Turner

Peter had me unplug trailer harness connector F45, and there appears to be slight corrosion inside of connector. Enough to be suspicious.

*** Web - Advice created on 06/11/2020 05:30:53 and created by Tony Thomas ***
1: That should do it. Update the case after repairs and see if any of these codes return.

*** Web - Advice created on 06/12/2020 08:39:59 and created by Peter Von Schwedler ***
Gary, Please replace the harness containing F45 with approval from the DPSM.

*** 06/18/2020 05:43:14 ***
Web - Note created on 06/18/2020 05:43:14 and created by Gary Turner

Floor harness and trailer tow harness has been replaced.

*** Web - Advice created on 06/18/2020 05:44:53 and created by Tony Thomas ***
1: Thanks for the update. Please verify normal operation.

*** Web - Advice created on 06/18/2020 05:56:20 and created by Peter Von Schwedler ***
Gary, please check brake switch status in ECM data while the engine is running and the headlamps are on.

*** Web - Advice created on 06/22/2020 08:18:41 and created by Peter Von Schwedler ***
Gary, reported that he has driven the vehicle over 300 miles without incident.
I advised to release the vehicle back to the customer.

*** 06/22/2020 08:20:29 ***
Web - Note created on 06/22/2020 08:20:29 and created by Gary Turner

Road tested vehicle several hundred miles without an "event" happening. Was instructed by Peter to release vehicle to customer.

*** 06/22/2020 08:21:57 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Replaced floor harness and trailer tow harness

Attachments

Telluride(ON)_ABSESC_200304-074432.GSR.GSR, Telluride(ON)_ABSESC_200304-081650.GSR.GSR, Oscilloscope_20200508_114850.vsf.vsf, Oscilloscope_20200508_133312.vsf.vsf, TELLURIDE(ON)_ENGINE_200611-070129.GSR.GSR, UTUR5829.JPEG, UYBA6054.JPEG, XHLV5948.JPEG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC1LG[redacted] **Mileage:** 10,792 **Repair Date:** 03/09/2020

Prod Date: 09/23/2019 **Warranty Start Date:** 10/08/2019 **RO Number:** [redacted]

Port Options: CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL028 Riverchase KIA **Service District:** SO01

Phone: (205) 987-6518

Contact: Jason Howard **Contact Title:** Exclusive Kia Technician **Contact Phone:** (205) 907-6555

Case Details

Title: Radio - Inop # HD radio

Symptom: Improper Operation

System: Body Electrical

Component: Audio System (Head Unit)

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 03/11/2020 06:34:20 ***
Contact = Jason Howard, Priority = Standard, Sub Status = Dispatched

*** 03/11/2020 06:34:20 ***
Web - Problem Description created on 03/11/2020 06:30:56 and created by Jason Howard

Customer concern of HD Radio not receiving data, Updates not being performed,failing. Screen glitch.

*** 03/11/2020 06:34:20 ***
Web - Diagnostics created on 03/11/2020 06:30:56 and created by Jason Howard

Confirmed complaints. HD sub-carrier band doesnt seem to be receiving any data for weather,HD radio and traffic. Customer states that it has never worked. All other vehicles are able to receive data in this area. Also unable to update unit. UVO modem states -84 to -79 dBm. UVO is activated and Enrolled. Verified LTE and all other connectors are secured. I did reset it a couple of times with no help. And we also performed a capacitive discharge, no change. Also, at times the screen will "glitch out", ie: Freeze, go blank or pixelate.

*** 03/11/2020 08:46:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/11/2020 08:52:41 and created by Frank Lusic ***
1: Hello Jason , I sent an email to the audio engineers for assistance

*** 03/11/2020 08:53:38 ***

Web - Note created on 03/11/2020 08:53:37 and created by Jason Howard

OK thank you

*** Web - Advice created on 03/11/2020 09:28:10 and created by Frank Lusic ***
1: ,

*** Web - Advice created on 03/11/2020 11:56:00 and created by Frank Lusic ***
1: what update are you trying to perform it seams that the software is up to date ?

*** 03/13/2020 08:31:33 ***
Web - Note created on 03/13/2020 08:31:33 and created by Jason Howard

By update I mean the customer states "attempts to update the unit under UVO settings and it doesnt update."
I myself have witnessed the HD radio features not work, but today, with heavy overcast, other than traffic, is working. I talked with the customer this morning and got a better understanding of the complaint. Basically; from what I am understanding; while travelling, it doesn't hand off the unit to another station. I can confirm that when the customer dropped off the vehicle, it was still on a Nashville HD station. I am in Birmingham. The problem is intermittent also. I cannot confirm the screen glitch. My apologies, I should have worded that better initially.

So, to reiterate, the customer states, " Screen glitches intermittently, HD radio not operating correctly, No traffic, weather or HD radio."

I can verify the HD radio doesn't seem to always receive data. The unit IS receiving signal, looking at the modem status, states -84 to -79dB signal strength. Yesterday, it did not report any traffic or weather, and no HD options given on the FM stations. But today, it is.

*** 03/13/2020 08:49:08 ***
Web - Note created on 03/13/2020 08:49:08 and created by Jason Howard

Ok, I left the vehicle running for 45 minutes and the traffic finally came up

*** Web - Advice created on 03/13/2020 09:11:38 and created by Frank Lusic ***
1: I will forward this to the audio engineer

*** 03/16/2020 08:25:23 ***
Web - Note created on 03/16/2020 08:25:22 and created by Jason Howard

OK, I am sorry for this case being in the mess its in. So Ive been informed that the customer has amended the concern.
1. It also doesn't always unlock by remote
2. Doesn't always start remotely
3. The lane keep assist and SCC intermittently works
4. There is a hum in the microphone
5. and also I quote "Nothing that requires internet works properly"
6. Just to add it to the case for documentation, quote "Navigation wont work, It seems anything that is connected to the on board computer doesn't work"

I can only verify the delay updating HD features

*** Web - Advice created on 03/16/2020 09:01:44 and created by Frank Lusic ***
1: there is only one concern per tech line case , for all of these concern not related to the radio you will need to open separate cases for each concern

*** 03/16/2020 10:50:41 ***
Web - Note created on 03/16/2020 10:50:41 and created by Jason Howard

Ok thank you.

*** Web - Advice created on 03/16/2020 11:06:02 and created by Frank Lusic ***
1: you are welcome

*** 03/23/2020 10:19:50 ***
Web - Note created on 03/23/2020 10:19:49 and created by Jason Howard

OK, sticking with the Audio unit. There is definitely an issue with the navigation. While it guides you to your final destination, it repeatedly asks you to perform a u-turn, while still informing to to travel the initial route. I have confirmed the multiple times.

*** Web - Advice created on 03/23/2020 11:17:34 and created by Frank Lusic ***
1: Thank you
The audio engineer would like the head unit replaced if the head unit is freezing and glitching
then retest

*** 03/23/2020 12:05:04 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Replaced Audio/Nav unit

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP34HC2LG[redacted]
Mileage: 6,621
Repair Date: 05/26/2020
Prod Date: 10/17/2019
Warranty Start Date: 11/05/2019
RO Number: [redacted]
Port Options: CB, CF, CTS
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC019 KIA Country
Service District: SO04
Phone: (843) 573-2300
Contact: Christopher Goodyear
Contact Title: Exclusive Kia Technician
Contact Phone: (843) 926-3880

Case Details

Title: ElecSys General-AEB #
Symptom: Improper Operation
System: Body Electrical
Component: MFC
Resolution: Information Given
Category: Repair Assistance

Case History

*** 05/26/2020 09:46:49 ***
Contact = Christopher Goodyear, Priority = Standard, Sub Status = Dispatched

*** 05/26/2020 09:46:49 ***
Web - Problem Description created on 05/26/2020 09:46:49 and created by Christopher Goodyear

customer states forward collision only works when using cruise control.

*** 05/26/2020 09:46:49 ***
Web - Diagnostics created on 05/26/2020 09:46:49 and created by Christopher Goodyear

Scanned for DTCs and there are none. Test drove vehicle and it does not seem to be working. Tried going into the setting and turning off the forward collision and turning it back on and it still doesn't seem to work as designed

*** 05/26/2020 11:26:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/26/2020 11:31:27 and created by Eric Patterson ***
1: The best way to test the system is to set the distance of the vehicles on the cluster to the farthest apart position. This will war you sooner in this state. Then road test the vehicle and just come close to the vehicle in front of you and brake late, but not late enough to hit the vehicle in front of you. The audible warning on the cluster should warn you.
You can also use the AEB sensor in the SCC (smart cruise control) and see if the system works properly. If the SCC works and there are no DTC's then the system is working as designed.

2: As far as the testing of the AEB. There is no test for the AEB. This is why there are codes for the system. I cannot and will not suggest you try and test the system. Not only is it dangerous but is actually unnecessary.
3: With NO DTC's the vehicle should be working as designed.

*** 05/26/2020 11:40:44 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: working as designed

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC9LG[redacted] **Mileage:** 11,914 **Repair Date:** 05/27/2020

Prod Date: 08/30/2019 **Warranty Start Date:** 09/07/2019 **RO Number:** [redacted]

Port Options: CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA053 KIA Mall of Georgia **Service District:** SO13

Phone: (678) 804-2000

Contact: Shawn Morris **Contact Title:** Dual Technician **Contact Phone:** (646) 489-5093

Case Details

Title: MIL - LKAS # C160649 - SCC # C180581

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 05/27/2020 08:31:18 ***
Contact = Shawn Morris, Priority = Standard, Sub Status = Dispatched

*** 05/27/2020 08:31:18 ***
Web - Problem Description created on 05/27/2020 08:31:18 and created by Shawn Morris

aeb light on

*** 05/27/2020 08:31:18 ***
Web - Diagnostics created on 05/27/2020 08:31:18 and created by Shawn Morris

scan for dtc inspect forward facing camera and module behind bumper all good code in system scc c180581 lkas can signal and mfc c160649 ecu sofrtware error

*** 05/27/2020 09:20:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/27/2020 09:25:43 and created by Jerry Gossling ***
1: Shawn,
Thoroughly check the pin fit tension at MR11 pins 32 & 38, R14 all pins with the appropriate pin fit tool.
Inspect for any damaged or chaffed wires.
Review SST 062 and the connector view so you can determine the correct size pin fit tool.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 05/27/2020 09:32:49 ***
Web - Note created on 05/27/2020 09:32:49 and created by Shawn Morris

ok thank you

*** Web - Advice created on 05/27/2020 09:51:56 and created by Jerry Gossling ***
1: Shawn,
Your welcome,

*** 05/28/2020 05:19:36 ***
Web - Note created on 05/28/2020 05:19:35 and created by Shawn Morris

i was trying to update case yesturday but the cite was down so i performed tension fit at mr11 with gauge 025 and that was good i then performed drag test at R14 with gauge 020 those were also good.i did all pins not just the ones that go to the component.

*** Web - Advice created on 05/28/2020 05:36:59 and created by Jerry Gossling ***
1: Shawn,
Take a snapshot of the MFC variant coding and save it. Next I recommend to replace the MFC and to make sure its variant coded to the old MFC settings. Next calibrate the MFC per the shop manual information and when done thoroughly drive the vehicle to ensure the codes don't reset and the system is functioning to factory spec's.
Thank you

*** 05/28/2020 09:26:02 ***
Web - Note created on 05/28/2020 09:26:02 and created by Shawn Morris

Just uploaded snap shot

*** 05/28/2020 09:26:03 ***
TELLURIDE(ON)_20200528_122340.jpg added by Shawn Morris on 05/28/2020 09:26:03

*** 05/28/2020 09:27:26 ***
Web - Note created on 05/28/2020 09:27:26 and created by Shawn Morris

These are the indicators that are þurned on dash

*** 05/28/2020 09:27:28 ***
1590683179576-44558632.jpg added by Shawn Morris on 05/28/2020 09:27:27

*** Web - Advice created on 05/28/2020 09:38:22 and created by Jerry Gossling ***
1: Shawn,
I did not request a screenshot of the MFC data. I requested for you to take a screenshot and to save the information.
I than requested to replace the MFC camera and to make sure the new MFC camera was variant coded to the settings as the old MFC camera by referencing the previously saved screenshot from the old MFC camera. Next I requested to calibrate the MFC per the information listed in the shop manual. So I don't understand why you provided a screenshot ?
Thank you

*** 05/28/2020 10:11:58 ***
Web - Note created on 05/28/2020 10:11:58 and created by Shawn Morris

ok i read it too fast i will go ahead and get that oreded up will update case when part is installed and system rechecked

*** 05/28/2020 11:09:52 ***
Web - Note created on 05/28/2020 11:09:51 and created by Shawn Morris

ok getting pwa for unit its over priced

*** Web - Advice created on 05/28/2020 11:57:20 and created by Jerry Gossling ***
1: Shawn,
DPSM approval is only required on repairs above $1500.00 dollars.
Thank you

*** 06/02/2020 06:44:45 ***
Web - Note created on 06/02/2020 06:44:44 and created by Shawn Morris

yes the part was 1900 without labor it was ordered

*** Web - Advice created on 06/02/2020 07:25:48 and created by Jerry Gossling ***
1: Shawn,
Thank you for the update.

*** 06/03/2020 09:37:58 ***
Web - Note created on 06/03/2020 09:37:58 and created by Shawn Morris

part is installed/variant coded and test drove for 8 miles and issue did not return thanks for help

*** 06/03/2020 09:40:30 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: removed and replaced ffc performed variant coding

Attachments

TELLURIDE(ON)_20200528_122340.jpg.jpg, 1590683179576-44558632.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC9LG[redacted] **Mileage:** 14,361 **Repair Date:** 05/30/2020

Prod Date: 12/02/2019 **Warranty Start Date:** 12/05/2019 **RO Number:** [redacted]

Port Options: TO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MS016 Wilson KIA On Lakeland **Service District:** SW04

Phone: (601) 914-4200

Contact: Ramon Gibson **Contact Title:** Exclusive Kia Technician **Contact Phone:** (601) 407-8877

Case Details

Title: MIL - Smart Cruise Control # C162078, C186286

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 05/30/2020 06:43:19 ***
Contact = Ramon Gibson, Priority = Standard, Sub Status = Dispatched

*** 05/30/2020 06:43:20 ***
Web - Problem Description created on 05/30/2020 06:32:40 and created by Ramon Gibson

inspect and verified customer concern. check for fault dtc(c162078) alignment failed code is active. (c186286) invalid signal of scc code history.

*** 05/30/2020 06:43:20 ***
Web - Diagnostics created on 05/30/2020 06:32:41 and created by Ramon Gibson

during inspection noticed after several attempts to program front-radar mounting angle calibration. message came back: Alignment failed!!. result(vertical angle 0.00DEG/ Horizontal angle 3.70DEG. used scc setting level meter and attempt to align bracket on radar sensor. during alignment noticed bracket bent and paint separated from bracket.

*** 05/30/2020 06:50:19 ***
61253917698__9E26F882-4B93-4193-8992-053BB2156569.MOV added by Ramon Gibson on 05/30/2020 06:50:14

*** 05/30/2020 06:54:51 ***
image.jpg added by Ramon Gibson on 05/30/2020 06:54:50

*** 05/30/2020 07:01:41 ***
F93524C1-4CB4-4F3A-8A56-7B501D8F8617.jpeg added by Ramon G bson on 05/30/2020 07:01:40

*** 05/30/2020 07:43:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 05/30/2020 07:53:36 and created by Jay Jurado ***
1: Thanks for the video. Is it possible to carefully "tweak" the mounting bracket, and see if the calibration will successfully complete?

*** Service Alert Escalated to CA as: 13662836 on 05/31/2020 01:03:09 (PST)

*** 06/01/2020 06:34:17 ***
Web - Note created on 06/01/2020 06:34:16 and created by Ramon Gibson

perform several adjustment with the setting level meter and was able to bring the angle within specs. attempt to perform calibration result: alignment completed. used kds and cleared fault dtcs. inspect and completed.

*** Web - Advice created on 06/01/2020 09:52:19 and created by Jay Jurado ***
1: Thanks for the update. Please test drive vehicle to verify repair. If there are no other issues noted, you may go ahead and release the vehicle at that time.

*** 06/01/2020 10:20:51 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: adjustment of radar sensor

Attachments

F93524C1-4CB4-4F3A-8A56-7B501D8F8617.jpeg.jpeg, 61253917698__9E26F882-4B93-4193-8992-053BB2156569.MOV.MOV, image.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC0LG[redacted] **Mileage:** 566 **Repair Date:** 05/30/2020

Prod Date: 02/19/2020 **Warranty Start Date:** 02/25/2020 **RO Number:** [redacted]

Port Options: CB, CN, CO, CF, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA075 KIA of Lagrange **Service District:** SO06

Phone: (706) 298-5024

Contact: Zack Spraggins **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - Smart Cruise Control # C16B687 - C163808

Symptom: Warning Light On

System: Body Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 05/30/2020 08:50:53 ***
Contact = Zack Spraggins, Priority = Standard, Sub Status = Dispatched

*** 05/30/2020 08:50:53 ***
Web - Problem Description created on 05/30/2020 08:45:33 and created by Zack Spraggins

vehicle came in with a alarm issue with lane change assist and smart cruise control.

*** 05/30/2020 08:50:54 ***
Web - Diagnostics created on 05/30/2020 08:45:33 and created by Zack Spraggins

scanned vehicle and found dtc codes c16b687,c163808. checked connectors at the hecu and the scc/fca integrated control module found no bent pins or pin tension issues.

*** 05/30/2020 09:20:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/30/2020 09:28:24 and created by Frank Lusic ***
1: Hello Zack
1, can you communicate with the MFC, HECU and SCC/FCA units ?
2, disconnect the battery and the MFC connector
3, check the resistance between pins 4-12

*** Case has been auto closed by the system on 06/15/2020 01:05:15 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA2XM7[redacted] **Mileage:** 2,186 **Repair Date:** 06/02/2020

Prod Date: 02/14/2020 **Warranty Start Date:** 04/15/2020 **RO Number:** [redacted]

Port Options: CF, MUG, CA

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH075 Matt Taylor KIA **Service District:** CE12

Phone: (740) 415-3130

Contact: Jon Schneider **Contact Title:** Exclusive Kia Technician **Contact Phone:** (740) 415-7710

Case Details

Title: Cruise control - Inop # FCA light

Symptom: Warning Light On

System: Body Electrical

Component: Front Area Module (FAM)

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 06/03/2020 04:28:09 ***
Contact = Jonathon Schneider, Priority = Standard, Sub Status = Dispatched

*** 06/03/2020 04:28:09 ***
Web - Problem Description created on 06/03/2020 04:27:01 and created by Jonathon Schneider

customer states that after about an hour of driving the cruise control will cancel and within another 15 min or so the forward collision warning lamp will illuminate and will say blind spot detection error

*** 06/03/2020 04:28:09 ***
Web - Diagnostics created on 06/03/2020 04:27:01 and created by Jonathon Schneider

found ECU update 492.sp2 updated ecu rom ID currently is sp19_1.03_sp19_1.03, performed variant coding right after ECU update also checked FR_Radar rom ID currently in vehicle 99110-Q5100_1.04 IBU-BCM rom ID currently in vehicle 95400Q5DG0_10700
checked for codes with none found in current or history did notice small rock chips on paint near radar on bumper but no damage to wiring, connector, or radar

*** 06/03/2020 06:52:46 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin default

*** Web - Advice created on 06/03/2020 07:00:54 and created by Steven Okimura ***
1: Jonathon, are you stating you still are able to duplicate the concern?
The e-report shows a four DTC's, are they returning?
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

Please be sure to submit your warranty claim immediately after the vehicle has been repaired
Thank you.

*** 06/03/2020 08:44:06 ***
Web - Note created on 06/03/2020 08:44:06 and created by Jonathon Schneider

yes im still able to duplicate the concern, and there are no DTCs in history or current at this time

*** Web - Advice created on 06/03/2020 09:25:53 and created by Steven Okimura ***
1: Jonathan, disconnect the battery cables and jump them together for a minute.
Calibrate the Yaw rate sensor and steering angle sensor and see if the problem remains.

*** Case Escalated to CA as: 13667633 on 06/04/2020 01:12:28 (PST)

*** 06/04/2020 04:00:44 ***
Web - Note created on 06/04/2020 04:00:43 and created by Jonathon Schneider

disconnected the battery cables and jumped them together for a minute, calibrated the yaw rate sensor and steering angle sensor drove vehicle and the same thing happened again with the forward collision warning light coming on

*** 06/04/2020 04:05:11 ***
seltos 1.jpg added by Jonathon Schneider on 06/04/2020 04:05:11

*** 06/04/2020 04:05:11 ***
seltos 2.jpg added by Jonathon Schneider on 06/04/2020 04:05:11

*** Web - Advice created on 06/04/2020 05:24:05 and created by Steven Okimura ***
1: Jonathan, has the front bumper been replaced or repaired? Compare with an identical Seltos to verify the correct bumper/grille is installed. Inspect the inside of the bumper for any stickers.
If okay, make sure the radar is perfectly aligned using the special tool 0K964-3T000. Follow alignment procedures per KGIS
3: Image attached of message Radar Blocked

*** 06/04/2020 07:02:37 ***
Web - Note created on 06/04/2020 07:02:37 and created by Jonathon Schneider

i attached a picture of the message board saying forward collision avoidance assist (FCA) system disabled radar blocked

*** 06/04/2020 07:36:23 ***
Web - Note created on 06/04/2020 07:36:23 and created by Jonathon Schneider

correct bumper and grille is on seltos no stickers found to verify vehicle has been in an accident or had anything replaced

*** Web - Advice created on 06/04/2020 08:36:31 and created by Steven Okimura ***
1: Jonathan, I was noting I viewed your attachment of the message. Check radar alignment and report results.

*** 06/04/2020 14:13:00 ***
Web - Note created on 06/04/2020 14:13:00 and created by Jonathon Schneider

ok sorry about that i checked radar alignment and re calibrated the radar and let the customer take the vehicle for the time being to see if they can get the issue to happen again will inform you as soon as i get any more information,
thank you for your time and effort in assisting me with this issue

*** Web - Advice created on 06/04/2020 14:47:08 and created by Steven Okimura ***
1: Close out the case, request to reopen if the vehicle returns. Thank you.

*** 06/05/2020 07:36:36 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: found bracket for FCA to be bent backwards, bent bracket forward and verified alignment

Attachments

seltos 1.jpg.jpg, seltos 2.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC3LG[redacted] **Mileage:** 10,856 **Repair Date:** 06/05/2020

Prod Date: 03/18/2020 **Warranty Start Date:** 03/30/2020 **RO Number:** [redacted]

Port Options: MUG, RBP, SPL, CT, CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL122 Rick Case KIA **Service District:** SO02

Phone: (954) 622-1500

Contact: kai christopher **Contact Title:** Technician Trainee **Contact Phone:** (954) 706-3358

Case Details

Title: ElecSys General-Smart Cruise # C160A88 - C160C87 - C163881 - C160A87.

Symptom: Warning Light On

System: Body Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 06/05/2020 07:18:29 ***
Contact = Justin Evans, Priority = Standard, Sub Status = Dispatched

*** 06/05/2020 07:18:29 ***
Web - Problem Description created on 06/05/2020 07:18:29 and created by Justin Evans

customer states warning appeared while driving.

*** 06/05/2020 07:18:29 ***
Web - Diagnostics created on 06/05/2020 07:18:29 and created by Justin Evans

could not verify customer concern. took car for 10 mile highway test drive using adaptive cruise control with no issues. found history codes: c160a88, c160c87, c163881, c160a87.

*** 06/05/2020 08:46:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/05/2020 08:47:23 and created by Frank Lusic ***
1: Hello Justin
what was the warning message ?

*** Web - Advice created on 06/05/2020 08:57:50 and created by Frank Lusic ***
1: we have seen these codes set due to pin fit issues

1, refer to SD 964-1 for the smart cruise control
2, check pin fit using the proper tool and add Stabilant to the male pins on all of the pins associated with the L and C CAN systems at these various connectors

*** Case Escalated to CA as: 13670201 on 06/06/2020 01:12:41 (PST)

*** Case has been auto closed by the system on 06/21/2020 01:10:20 (PST)
*** 08/02/2021 05:27:26 ***
Case Number: [redacted] Reopen Requested by kai christopher.
Reason: [Vehicle returned with the same DTC's]

*** 08/02/2021 08:39:11 ***
Reopen Denied by Frank Lusic
Reason: THis case is older than one year please open a new RA case

*** Service Alert Escalated to CA as: 14296699 on 08/03/2021 01:07:48 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC2LG[redacted] **Mileage:** 5,696 **Repair Date:** 06/05/2020

Prod Date: 10/01/2019 **Warranty Start Date:** 10/26/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY129 KIA of Huntington **Service District:** EA05

Phone: (631) 546-0200

Contact: Joseph Garone **Contact Title:** Exclusive Kia Technician **Contact Phone:** (631) 649-5145

Case Details

Title: MIL - ABS/ESP # C16B687 - C163808 - SCC # C16B881 - C163881

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 06/05/2020 12:00:30 ***
Contact = Joseph Garone, Priority = Standard, Sub Status = Dispatched

*** 06/05/2020 12:00:30 ***
Web - Problem Description created on 06/05/2020 11:20:53 and created by Joseph Garone

i have a customer that is c/o lane assist light and cruise control lights on dash intermittently come on , this is our second time repairing this this for similiar problems we had the car prior on 5/15/20 at 3310 miles with a code of c180581 , upon following the dtc chart we determined that the MFC was bad . SEE ATTACHED DTC'S

*** 06/05/2020 12:00:30 ***
Web - Diagnostics created on 06/05/2020 11:30:54 and created by Joseph Garone

PERFORMED dtc flow chart on c163881 , Did a basic inspection all fuses , re, all appear good lays , battery terminals, charging , checked all connectors all appear good . Performed a circuit inspection steps showed GOOD . upon Plugging the SCC/ FCA back in and reapplying the negitive terminal on battery all codes were no longer in computer . Drove the car 13 miles and no dtc appeared . Since this is my second attempt at this car im just trying to verify if the module is defective or the wiring and i moved things

*** 06/05/2020 12:00:32 ***
G05058506052020_0001.pdf added by Joseph Garone on 06/05/2020 12:00:31

*** 06/05/2020 12:00:32 ***
G05058506052020.pdf added by Joseph Garone on 06/05/2020 12:00:32

*** 06/05/2020 12:13:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/05/2020 12:19:51 and created by Jerry Gossling ***
1: Joseph,
When you replaced the MFC did you make sure it was variant coded correctly and properly calibrated.
Thank you

*** 06/05/2020 13:59:17 ***
Web - Note created on 06/05/2020 13:59:17 and created by Joseph Garone

I want to say yes. I followed the procedures.
I just drove 13 miles and no dtcs yet not even pending

*** Service Alert Escalated to CA as: 13670176 on 06/06/2020 01:06:29 (PST)

*** Web - Advice created on 06/08/2020 04:43:25 and created by Jerry Gossling ***
1: Joseph,
Please thoroughly check the pin fit tension at MR11 pins 2, 5, 23 & 35. EM21 pins 3 & 13. EE11, pins 7 & 8. E51 all pins with the appropriate pin fit tool.

Thoroughly inspect the pin fit tension using the T connector, review TSB electrical 064 to determine the correct size T connector.
"" NOTE, for vehicles 2019 & higher use the new pin fit tool per SST062 ""
For the older vehicles review Tech Times Article Volume 18 Issue 4 Page 4 for the correct pin fit tool.
Note it's critical to take the time to determine the correct size tool for proper pin fit inspection.
Thank you

*** 06/08/2020 11:29:00 ***
Web - Note created on 06/08/2020 11:29:00 and created by Joseph Garone

upon checking EE11 notice pin 7 did seem loose , tightened up pins reassembled all connectors and test drove no dtc's after 18 miles .

*** Web - Advice created on 06/08/2020 11:51:00 and created by Jerry Gossling ***
1: Joseph,
Thank you for the update. Please drive the vehicle a couple of drive cycles and if the codes do not return than I would release the vehicle back to the customer.
Thank you

*** 06/10/2020 06:06:30 ***
Web - Note created on 06/10/2020 06:06:30 and created by Joseph Garone

drove the vehicle 5 times in excess of 50 miles total , no dtc's have returned . releasing vehicle .
thank you

*** Web - Advice created on 06/10/2020 07:18:28 and created by Jerry Gossling ***
1: Joseph,
Thank you for the update. Please close the case and Please perform the Technician survey.
Thank you

*** 06/10/2020 07:26:12 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Poor connection at EE11 pin 7

*** 08/03/2020 08:39:17 ***
Case Number: [redacted] Reopen Requested by Joseph Garone.
Reason: [c/s after taking vehicle back the same issues came back , all lights went on in dashboard than went away , i pulled codes all in history]

*** 08/03/2020 08:45:49 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/03/2020 09:00:17 and created by Jerry Gossling ***
1: Joseph,
Please review TSB 133 as I think it should work for this vehicle. Just make sure to follow the ETM Data Link Details for this vehicle. Next see if the wiggle test is available for this vehicle as I am not sure.
NOTE, the TSB is listed under a 2016 Sorento.

Please review Tech Times Article Volume 20 Issue 2 page 9 on how to perform the CAN line wiggle test. Also review TSB Electrical 133 and perform the TSB.

*** 08/03/2020 10:33:42 ***
050585a08032020.pdf added by Joseph Garone on 08/03/2020 10:33:41

*** Web - Advice created on 08/03/2020 11:40:19 and created by Jerry Gossling ***
1: Joseph,
Did you review the provided information and follow my recommendation ?

Thank you

*** 08/05/2020 07:28:34 ***
Web - Note created on 08/05/2020 07:28:34 and created by Joseph Garone

upon following the recommendation , we developed active codes my master tech and i discovered that pins 4& 5 on the SCC werent as secure as they should be , we applied more tension to them and applied stabilant , resecured connector and cleared the codes and tested all over again . System did not display codes and nothing in pending at this time .

*** 08/05/2020 07:28:35 ***
active codes08052020.pdf added by Joseph Garone on 08/05/2020 07:28:35

*** Web - Advice created on 08/05/2020 08:38:19 and created by Jerry Gossling ***
1: Joseph,
Thank you for the update.
Please drive the vehicle two drive cycles, From dead cold to fully warmed up to ensure the concern is resolved before releasing the vehicle back to the customer.
Thank you

*** 08/06/2020 11:47:34 ***
Web - Note created on 08/06/2020 11:47:34 and created by Joseph Garone

ok i have driven the car two cycles for a total of 25 miles with no issues , Just hoping it works this time '
thanks for your help

*** 08/06/2020 11:49:15 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Poor connection at SCC pins 4 & 5

Attachments

G05058506052020_0001.pdf.pdf, G05058506052020.pdf.pdf, 050585a08032020.pdf.pdf, active codes08052020.pdf.pdf

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC3LG[redacted] **Mileage:** 10,239 **Repair Date:** 06/08/2020

Prod Date: 09/19/2019 **Warranty Start Date:** 09/26/2019 **RO Number:** [redacted]

Port Options: CF, CT, RBP, CO, SPL, TO, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL075 Napleton Northlake KIA **Service District:** SO02

Phone: (561) 429-2061

Contact: Chad Flamm **Contact Title:** Exclusive Kia Technician **Contact Phone:** (704) 791-7940

Case Details

Title: MIL - Smart Cruise Control # C162078

Symptom: Warning Light On

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/08/2020 10:56:25 ***
Contact = Chad Flamm, Priority = Standard, Sub Status = Dispatched

*** 06/08/2020 10:56:25 ***
Web - Problem Description created on 06/08/2020 10:56:25 and created by Chad Flamm

forward collision warning and SCC warning are on the dash.

*** 06/08/2020 10:56:26 ***
Web - Diagnostics created on 06/08/2020 10:56:26 and created by Chad Flamm

found C16B687, C163808, C161688, C163881, C16B687, C166787, C186286 in history. C162078, B16B700 are current codes. please note that front bumper cover is removed. I dont think these codes apply to the connector on the passenger front of the bumper cover.

*** 06/08/2020 12:46:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/08/2020 12:55:53 and created by Steven Okimura ***
1: Chad, verifiy the radar is perfectly aligned using the special tool 0K964-3T000? May sure there is no play and no physical damage. Perform radar sensor alignment.

*** 06/09/2020 09:28:25 ***
Web - Note created on 06/09/2020 09:28:25 and created by Chad Flamm

performed radar sensor alignment. vehicle drove fine and smart cruise control worked properly. let vehicle sit for a couple hours, started it back up and it has the FCW on the dash again. codes are C16B687, C163808, C161688, C160A88, C160C87, C163881, C16B881, and C166787.

*** Web - Advice created on 06/09/2020 10:02:36 and created by Steven Okimura ***
1: Verify B+, ground and proper pin tension, try a good radar for testing purposes.

*** 06/09/2020 12:51:24 ***
Web - Note created on 06/09/2020 12:51:24 and created by Chad Flamm

verified power and ground on pin 1 and 6. verified proper pin tension. no telluride's are available for a known good part at the moment.

*** Web - Advice created on 06/09/2020 14:01:45 and created by Steven Okimura ***
1: Chad, the codes are radar and some MFC related. Please check pin tension at R14 all, MR11 pins 23 & 35, EM21 3 & 13, EE11 2 & 3, 7 & 8 E51all. JR01, MR11 5 & 17 or 21 & 33, JE02 (verify terminals are locked into connector) check CAN terminals in MF11, refer to TSB SST062 for information on pin tension gauge use, apply a few coats of Stabilant 22 to the male terminals. Check B+ and ground at the MFC connector to battery negative post and see if codes return. Thank you

*** 06/11/2020 11:37:07 ***
Web - Note created on 06/11/2020 11:37:06 and created by Chad Flamm

okay. checked pin tension i all listed pins. all pin tension was good. verified power and ground at MFC. cleared codes. when sitting still in the bay in park, "check FCA and SCC" warnings would come on for a couple seconds then disappear. After checking pin tension, i drove vehicle again, and SCC is working properly. New codes include C174686,B169B00, B161C00. all active. The ABS, SCC, and MFC CAN codes are all history. Also now the Radio screen wont turn on.

*** Web - Advice created on 06/11/2020 12:05:28 and created by Steven Okimura ***
1: Chad, very odd codes, disconnect the battery cables and jump them together for a minute then retest. does the Module 6 fuse have power on both sides, will the mirror operate, all electronics operate?

*** 06/11/2020 12:44:23 ***
Web - Note created on 06/11/2020 12:44:23 and created by Chad Flamm

mirrors do not operate anymore. module 6 fuse is good. all electronics on drivers door module work besides the mirrors.

*** Web - Advice created on 06/11/2020 13:31:14 and created by Steven Okimura ***
1: Follow DTC troubleshooting to help isolate the fault.

*** 06/23/2020 07:39:41 ***
Web - Note created on 06/23/2020 07:39:41 and created by Chad Flamm

after trying to diagnose this vehicle, i have exhausted all resources, and the problem still remains. service manager requesting FTS.

*** 06/23/2020 08:03:36 ***
Inspection requested by Steven
Request Code: TL-FL075-[redacted]62320
Request Details: Number of days down for the same concern

*** Web - Advice created on 06/23/2020 08:05:00 and created by Steven Okimura ***
1: Chad the case has been escalated for FTS assistance. Check SCC radar power and ground, try a good radar for testing.

*** 06/23/2020 08:10:23 ***
Web - Note created on 06/23/2020 08:10:22 and created by Chad Flamm

thank you! please update with an ETA when you have it. power ad ground is good at radar. no known good radar on the lot

*** Web - Note created on 06/23/2020 08:12:58 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.

Due to the COVID-19 travel restrictions, FTS will work with you over the phone and through TL case.

*** Service Alert Escalated to CA as: 13690441 on 06/24/2020 01:06:30 (PST)

*** 07/07/2020 05:55:51 ***
Web - Note created on 07/07/2020 05:55:50 and created by Chad Flamm

replaced radar. SCC is working. after testing from before, audio unit wont turn on with a MFC code of something to do with navigation. also DDM module codes (CAN). C174686, B169B00, and B161C00 are the remaining codes.

*** Web - Advice created on 07/07/2020 06:46:23 and created by Steven Okimura ***
1: Chad, disconnect the battery cables and jump them together for a minute then retest.
Do you have power on both sides of all fuses?

Take a look at the connectors you inspected right before the radio and mirrors stopped working for bent terminals.

*** 07/11/2020 07:56:56 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: radar

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC0LG[redacted] **Mileage:** 19,339 **Repair Date:** 06/11/2020

Prod Date: 06/08/2019 **Warranty Start Date:** 07/01/2019 **RO Number:** [redacted]

Port Options: CF, EH

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL149 Werner KIA **Service District:** SO06

Phone: (850) 632-4032

Contact: Bilal Stevenson **Contact Title:** Exclusive Kia Technician **Contact Phone:** (850) 694-5672

Case Details

Title: InstrCluster-Warning light on# radar blocked

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: Contaminated **Category:** Repair Assistance

Case History

*** 06/11/2020 05:36:33 ***
Contact = Michael Lamb, Priority = Standard, Sub Status = Dispatched

*** 06/11/2020 05:36:33 ***
Web - Problem Description created on 06/11/2020 05:36:33 and created by Michael Lamb

Customer states smart cruise control and accident avoidance systems shut off while driving sometimes. Must be going at high way speeds. Displays radar blocked

*** 06/11/2020 05:36:33 ***
Web - Diagnostics created on 06/11/2020 05:36:33 and created by Michael Lamb

Repeat repair. There is nothing blocking the radar unit other than the actual bumper cover.

*** 06/11/2020 08:11:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 06/11/2020 08:14:31 and created by Chris Schang ***
1: Michael,
Has the issue been duplicated or does the customer have proof of this? What was done in the visit prior?

*** 06/11/2020 09:05:22 ***
Web - Note created on 06/11/2020 09:05:22 and created by Michael Lamb

I believe the first time it was here for this problem, the customer had taken a picture of this warning on the dash. I checked in KGIS to see if any pitstops or TSBs had been issued for this problem, none found. I scanned for codes at that time, found none. I inspected the bumper cover to make sure nothing was blocking the radar sensor. I cleaned the few bugs that was on the bumper cover. Test drove the vehicle, nothing happened, so I returned the vehicle back to the customer.

*** Web - Advice created on 06/11/2020 10:20:37 and created by Chris Schang ***
1: Michael,
Have you driven the vehicle to duplicate the issue at this time? Can you send a photo of the MFC area from looking into the windshield. This works in conjunction with the radar and one may be causing the issue for both.

*** 06/11/2020 11:02:42 ***
15918982621071216155 71.jpg added by Michael Lamb on 06/11/2020 11:02:41

*** 06/11/2020 11:02:44 ***
15918983997151794510 71.jpg added by Michael Lamb on 06/11/2020 11:02:42

*** 06/11/2020 12:06:10 ***
Web - Note created on 06/11/2020 12:06:10 and created by Michael Lamb

I just got back from a test drive. As we are near I-10 I went down and got on the interstate. The warning came on at first for about 15 seconds and went away. The drive down the interstate was uneventful. On the way back the cruise control would not set along with the warning messages. The cruise control would not set the entire time on the interstate on the way back until I came to a stop to turn off of the interstate. Then it worked fine. I was able to take a picture when it was doing it. I scanned for codes and found none when it was happening, with none being found.

*** 06/11/2020 12:07:01 ***
Web - Note created on 06/11/2020 12:07:00 and created by Michael Lamb

Also sent pictures of the MFC and the front bumper cover where the radar unit is located.

*** 06/11/2020 12:07:12 ***
20200611_144921.jpg added by Michael Lamb on 06/11/2020 12:07:11

*** Web - Advice created on 06/11/2020 13:59:05 and created by Chris Schang ***
1: Michael,
I would remove the front bumper to access the radar unit to see if the bracket is bent or the module is loose at all. Let me know what is found.

*** Service Alert Escalated to CA as: 13676728 on 06/12/2020 01:04:50 (PST)

*** Case has been auto closed by the system on 06/27/2020 01:13:44 (PST)
*** 07/14/2020 12:28:00 ***
Case Number: [redacted] Reopen Requested by Michael Lamb.
Reason: [Customer came back and has left the vehicle with us temporally. Per the last instruction, I've pulled its face off and inspected the Front Radar Assembly. I see no damage to it the brackets look straight and true. Checked the connector, the pin tension feels good. Noticed what looks l ke possible corrosion on the connector on pins 5 and 6. Cleaned corrosion and applied stabliant 22A to the pins.]

*** 07/14/2020 12:45:51 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/14/2020 12:47:20 and created by Chris Schang ***
1: Michael,
Is the issue still present after cleaning the corrosion?

*** 07/14/2020 13:28:47 ***
Web - Note created on 07/14/2020 13:28:47 and created by Michael Lamb

Test drove vehicle over ten miles. The issue did not come back up. It may have been solved or it may have just not happened. Will return the vehicle back to the customer and see what happens.

*** Web - Advice created on 07/14/2020 14:58:54 and created by Chris Schang ***
1: Michael,
Lets hold the vehicle overnight and retest in the morning. If there is no further issue, lets go ahead and release.

*** 07/15/2020 05:50:11 ***
Web - Note created on 07/15/2020 05:50:10 and created by Michael Lamb

Test drove it again this morning another 13 miles on the interstate and and through some traffic the SSC and LKAS worked well together. No issues came up with the SCC and no warning popped up. Going to return the vehicle back to the customer. Thanks for your help.

*** 07/15/2020 05:51:28 ***
Case Closed with Resolution Code: Contaminated
Resolution Summary: Found corrosion on the 5th and 6th pin of the connector to the SCC, cleaned and applied stabliant to pins.

*** 08/14/2020 05:36:32 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/14/2020 05:39:01 and created by Jerry Gossling ***
1: Ongoing issue with smart cruise control turning off, front collision flagging when nothing is in front of vehicle. 4th time vehicle returning for the same

issue.

Finally gost the car to duplicate the concern. I notice when the car shuts off the smart cruise control the vehicle response "smart cruise control is disabled radar block" it also does this same message for FAC. all the way until the point of failure everything operated properly all pin tensions and visual inspections have been performed and everything checks out. only thing i notice on 2 out of the 3 times it happen there was a silver vehicle in front. first time i didnt notice my surroundings.

*** 08/14/2020 05:44:39 ***
Inspection requested by Jerry
Request Code: TL-FL149-[redacted]81420
Request Details: Due to repair attempts and time down

*** Web - Advice created on 08/14/2020 05:50:21 and created by Jerry Gossling ***
1: Bilal,
Thoroughly check the pin fit tension of the following connectors with the appropriate pin fit tool per SST 062 and the information in the connector view so you can determine the correct size pin fit too as its every critical to use the correct size.
E51 all pins, EE11 pins 7 & 8, EM21 pins 3 & 13, MR11 pins 23 & 35, R14 all pins.
Thanks

*** Web - Note created on 08/17/2020 09:06:45 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.

Due to the COVID-19 travel restrictions, FTS will work with you over the phone and through TL case.

*** Web - Advice created on 08/17/2020 09:55:16 and created by Jerry Gossling ***
1: Bilal,
Thoroughly check the pin fit tension of the following connectors with the appropriate pin fit tool per SST 062 and the information in the connector view so you can determine the correct size pin fit too as its every critical to use the correct size.
E51 all pins, EE11 pins 7 & 8, EM21 pins 3 & 13, MR11 pins 23 & 35, R14 all pins.
Thanks

*** 08/18/2020 08:04:08 ***
Web - Note created on 08/18/2020 08:04:08 and created by Bilal Stevenson

i perform pin tension test on all pins and all passed found no problem thanks

*** Web - Advice created on 08/18/2020 09:13:26 and created by Jerry Gossling ***
1: Bilal,
Compare the Variant coding of the SCC & MFC to another known good 2020 Telluride LX V6 with the same exact trim level. NOTE, snapshot the known good vehicles SCC & MFC variant coding settings than compare them to this vehicle.
Thanks

*** 08/19/2020 07:14:35 ***
Web - Note created on 08/19/2020 07:14:35 and created by Bilal Stevenson

Thanks but i just dont have that exact trim level in the shop or on the lot at the moment

*** Web - Advice created on 08/19/2020 08:35:28 and created by Jeffrey Nelson ***
Hi Bilal,
Please remove the front bumper and follow the instructions in the service manual for checking the vertical angle of the front radar. Adjust if necessary and then calibrate the radar with the correct SST.

*** 08/24/2020 06:50:59 ***
Web - Note created on 08/24/2020 06:50:58 and created by Bilal Stevenson

vertical angle was correct and did not need to be adjusted but when i took off the bumper i found a thick screen of dust on the back side of the bumper screen for radar would this cause an issue

*** Web - Advice created on 08/24/2020 08:16:30 and created by Jerry Gossling ***
1: Bilal,
Drive the vehicle without the bumper & see if you can still duplicate the failure.
Thanks

*** Web - Advice created on 08/24/2020 09:09:15 and created by Jeffrey Nelson ***
Bilal,
Even though the vertical alignment was ok the cal bration procedure needs to be done with the SST. I have had vehicles get this cluster message because this procedure wasn't done properly.

*** 08/25/2020 08:44:33 ***
Web - Note created on 08/25/2020 08:44:32 and created by Bilal Stevenson

After rechecking the vertical alignment again before i cal brated it. I found it was out it was showing -8.3 and procedure called for it to be -2.5. my mistake with using the tiller.

*** Web - Advice created on 08/25/2020 10:50:48 and created by Jerry Gossling ***
1: Bilal,
Did completing the cal bration resolve the concern.
Thanks

*** Web - Note created on 08/31/2020 09:29:34 and created by Luis Hernandez ***
Per FTS, this case has been resolved. FTS request is canceled at this time.

*** 09/02/2020 05:43:23 ***
Web - Note created on 09/02/2020 05:43:23 and created by Bilal Stevenson

yes it did resolve the problem

*** 09/02/2020 05:44:24 ***
Case Closed with Resolution Code: Contaminated
Resolution Summary: Found corrosion on the 5th and 6th pin of the connector to the SCC, cleaned and applied stabliant to pins.

Attachments

15918982621071216155 71.jpg.jpg, 15918983997151794510 71.jpg.jpg, 20200611_144921.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC8LG[redacted] **Mileage:** 9,610 **Repair Date:** 05/28/2020

Prod Date: 10/16/2019 **Warranty Start Date:** 11/02/2019 **RO Number:** [redacted]

Port Options: CT, CF, CO, SPL, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL110 Airport KIA **Service District:** SO16

Phone: (239) 732-8910

Contact: hunter vail **Contact Title:** Exclusive Kia Technician **Contact Phone:** (239) 248-3977

Case Details

Title: MIL - No communication # B100152 - B104052 - C163808 - C16B687 - U04B100

Symptom: Warning Light On

System: Body Electrical

Component: Back View Camera

Resolution: Blown Fuse **Category:** Repair Assistance

Case History

*** 06/12/2020 07:56:12 ***
Contact = Michael Van antwerp, Priority = Standard, Sub Status = Dispatched

*** 06/12/2020 07:56:12 ***
Web - Problem Description created on 06/12/2020 07:30:19 and created by Michael Van antwerp

CAR CAME IN FROM ANOTHER REPAIR FACILITY RODENTS CHEWED THROUGH WIRES BEHIND DASHBOARD ALSO CHEWED THROUGH WIRES UNDERNEATH CENTER CONSOLE .

*** 06/12/2020 07:56:12 ***
Web - Diagnostics created on 06/12/2020 07:40:19 and created by Michael Van antwerp

REPLACED DASH AND FLOOR HARNESS ALSO REPLACED MULTI FUNCTIO CAMERA AND BCM NOW HAVE ACTIVE CODES FOR ALL SENSORS IN FRONT AND REAR BUMPERS ALSO HAVE ACTIVE CODES B100152 B104052 C163808 C16B687 U04B100 SO WE HAVE NO SURROUND CAMERAS .

*** 06/12/2020 08:45:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/12/2020 08:52:19 and created by Frank Lusic ***
1: Hello Michael
1, prior to opening this case what diagnostic step have you performed for all of these codes?
please be detailed with your answer
2, did you double check to see that the harnesses that were installed were the correct part numbers and that all of the connectors matched and the

correct pin placement ?

*** 06/12/2020 09:19:00 ***
Web - Note created on 06/12/2020 09:19:00 and created by hunter vail

we have checked all connections in dash harness and floor harness checked wiring at concerned components based on codes we have. part numbers are correct as well double checked all ground connections throughout harness all tight. i have no cameras as stated in last message cannot communicate with smart cruise module. multifunction camera or surround view module.

*** 06/12/2020 09:22:02 ***
Web - Note created on 06/12/2020 09:22:02 and created by hunter vail

also i have checked all fuses in ip box and under hood fuse box only fuse i found popped was module 10 in ip box replaced fuse and no change in vehicle

*** Web - Advice created on 06/12/2020 10:19:22 and created by Frank Lusic ***
1: Thank you
1, Please use your VMI and graph the C CAN line signals both high and low at pins 29 and 30 at the ICU junction Block connector ICU-F , (PLUGGED IN) They should mimic each other, Then take a screen shot and attach it to the case,
2,with the battery disconnected
Using your DVOM measure the resistance the resistance of the CAN circuit with the ignition off
Using your DVOM measure the resistance the resistance of the CAN circuit between pins at pins 29 and 30 at the ICU junction Block connector ICU-F (PLUGGED IN

*** 06/12/2020 11:17:14 ***
Web - Note created on 06/12/2020 11:17:13 and created by hunter vail

Okay attached a screenshot of vmi. Also checked resistance at 29-30 getting 60.2 ohms

*** 06/12/2020 11:17:16 ***
7C5E9F4F-0097-41E8-B761-08FCEB2DED69.jpeg added by hunter vail on 06/12/2020 11:17:14

*** Web - Advice created on 06/12/2020 11:50:47 and created by Frank Lusic ***
1: I called Michael
I asked him to disconnect the following connector while monitoring the CAN signals to see if the CAN signal return to normal
EM21
EF11
smart cruise control module
MR11
surround view module

*** 06/12/2020 12:52:11 ***
Web - Note created on 06/12/2020 12:52:10 and created by hunter vail

Okay I haven't unplugged connectors yet but I attached new pics of vmi of pins 29 and 30 looks l ke they are mirroring each other as they should

*** 06/12/2020 12:52:13 ***
1B25D5E4-FCED-4463-A2B9-D06970608145.jpeg added by hunter vail on 06/12/2020 12:52:11

*** 06/12/2020 12:52:14 ***
50ED6DA8-AAF1-4CCE-8CD7-0F338B939137.jpeg added by hunter vail on 06/12/2020 12:52:13

*** Web - Advice created on 06/12/2020 13:59:21 and created by Frank Lusic ***
1: were these taken separately by using one channel at a time poss bly indicating an issue with the VMI?

*** 06/12/2020 14:02:06 ***
Web - Note created on 06/12/2020 14:02:05 and created by hunter vail

Separately I think are cables are bad on the vmi another tech used it 4 days ago and had same issue as well

*** Web - Advice created on 06/12/2020 14:10:29 and created by Frank Lusic ***
1: Hunter called in and he said that there is an issue with the VMI
these CAN graphs were taken with front radar disconnected
I asked him to check communication with the module still disconnected and report his findings

*** Service Alert Escalated to CA as: 13678006 on 06/13/2020 01:06:27 (PST)

*** 06/15/2020 04:21:55 ***
163D101D-6700-4E94-B54C-5CD26692DCA1.jpeg added by hunter vail on 06/15/2020 04:21:54

*** 06/15/2020 04:21:58 ***
B5427D93-AE37-4005-9A7B-6D1DB43288E4.jpeg added by hunter vail on 06/15/2020 04:21:57

*** 06/15/2020 04:21:59 ***

DDCC2F11-1CC5-4420-8F2E-D00C34A51719.jpeg added by hunter vail on 06/15/2020 04:21:58

*** 06/15/2020 04:22:00 ***
871ED4CF-61AB-472A-8781-8836E8AF0342.jpeg added by hunter vail on 06/15/2020 04:22:00

*** 06/15/2020 04:31:01 ***
F42E4F0D-13D3-42A6-9C62-61F525113DCD.jpeg added by hunter vail on 06/15/2020 04:30:59

*** 06/15/2020 04:31:04 ***
527C356E-2BC5-4384-AE12-AEDD1F5B33DC.jpeg added by hunter vail on 06/15/2020 04:31:01

*** 06/15/2020 04:31:07 ***
BD0C25AE-6555-4A23-8F2B-8AE1D01C31A9.jpeg added by hunter vail on 06/15/2020 04:31:04

*** 06/15/2020 04:31:09 ***
14BFA1A7-3CDD-4732-8D09-5E8EC00C8AC6.jpeg added by hunter vail on 06/15/2020 04:31:07

*** 06/15/2020 04:33:49 ***
BA53E21A-CE8F-4DB5-B477-C367D57C2926.jpeg added by hunter vail on 06/15/2020 04:33:47

*** 06/15/2020 04:33:51 ***
1BDC867C-C88B-4B1B-9036-D2CAEAC9C09D.jpeg added by hunter vail on 06/15/2020 04:33:50

*** 06/15/2020 04:34:23 ***
Web - Note created on 06/15/2020 04:34:23 and created by hunter vail

Attached snapshots of vmi for all connectors

*** 06/15/2020 04:46:52 ***
Web - Note created on 06/15/2020 04:46:52 and created by hunter vail

correction attachment #8 is everything plugged in made a typo

*** Web - Advice created on 06/15/2020 07:11:50 and created by Frank Lusic ***
1: I called Michael , I asked him to do the following at the cluster connector
1, disconnect the cluster and try to communicate with the other modules
2, disconnect the battery
3, measure the resistance between pins 32-33
4, reconnect the battery and cluster
5, graph the CAN signals on pins 32-33

*** 06/16/2020 04:55:50 ***
Web - Note created on 06/16/2020 04:55:50 and created by hunter vail

Unplugged checked communication still none. Resistance at 32-33 is 121.4 ohms.

*** 06/16/2020 04:55:54 ***
1B6E669D-DB9B-4848-B469-460E4AC894F0.jpeg added by hunter vail on 06/16/2020 04:55:52

*** 06/16/2020 04:55:56 ***
74064781-40D7-42FC-9BDC-10F6051B4F8C.jpeg added by hunter vail on 06/16/2020 04:55:55

*** 06/16/2020 04:58:08 ***
Web - Note created on 06/16/2020 04:58:08 and created by hunter vail

Connected resistance is 60 ohms

*** Web - Advice created on 06/16/2020 07:34:52 and created by Frank Lusic ***
1: can you please give me a complete list of the modules that you can and cannot communicate with

*** Web - Advice created on 06/16/2020 08:18:40 and created by Frank Lusic ***
1: Hunter called in he said that he cannot communicate with the SVM, MFC- smart cruse radar unit
I asked him to do the following refer to diagram SD964-1 at connector E51 at the radar unit
1, perform a voltage drop test on pin 1
2, check the power on pin 6
3, graph the CAN signals on pins 4-5
4, disconnect the battery and E51
5, check the resistance between pins 4-5
6, referring to the diagram disconnect both E51 and R14
7 check the end to end resistance of the L CAN circuits

*** Web - Advice created on 06/17/2020 06:41:31 and created by Frank Lusic ***
1: Hunter called in and he said that he found that there was no power to the radar unit and retested the fuse and found it was cracked , he replaced the fuse and the vehicle now operates properly

*** 06/17/2020 12:42:13 ***
Case Closed with Resolution Code: Blown Fuse
Resolution Summary: replaced fuse and tested normal operation

Attachments

7C5E9F4F-0097-41E8-B761-08FCEB2DED69.jpeg.jpeg, 1B25D5E4-FCED-4463-A2B9-D06970608145.jpeg.jpeg, 50ED6DA8-AAF1-4CCE-8CD7-0F338B939137.jpeg.jpeg, 163D101D-6700-4E94-B54C-5CD26692DCA1.jpeg.jpeg, B5427D93-AE37-4005-9A7B-6D1DB43288E4.jpeg.jpeg, DDCC2F11-1CC5-4420-8F2E-D00C34A51719.jpeg.jpeg, 871ED4CF-61AB-472A-8781-8836E8AF0342.jpeg.jpeg, BA53E21A-CE8F-4DB5-B477-C367D57C2926.jpeg.jpeg, 1BDC867C-C88B-4B1B-9036-D2CAEAC9C09D.jpeg.jpeg, F42E4F0D-13D3-42A6-9C62-61F525113DCD.jpeg.jpeg, 527C356E-2BC5-4384-AE12-AEDD1F5B33DC.jpeg.jpeg, BD0C25AE-6555-4A23-8F2B-8AE1D01C31A9.jpeg.jpeg, 14BFA1A7-3CDD-4732-8D09-5E8EC00C8AC6.jpeg.jpeg, 1B6E669D-DB9B-4848-B469-460E4AC894F0.jpeg.jpeg, 74064781-40D7-42FC-9BDC-10F6051B4F8C.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC1LG[redacted] **Mileage:** 3,537 **Repair Date:** 06/18/2020

Prod Date: 11/21/2019 **Warranty Start Date:** 12/17/2019 **RO Number:** [redacted]

Port Options: IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL014 Auffenberg KIA **Service District:** CE04

Phone: (618) 624-2277

Contact: alexander jurkowski **Contact Title:** Exclusive Kia Technician **Contact Phone:** (314) 602-3795

Case Details

Title: MIL - IP Cluster # C162887

Symptom: Warning Light On

System: Body Electrical

Component: Meter Set (Gauge Cluster)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/18/2020 07:41:09 ***
Contact = alexander jurkowski, Priority = Standard, Sub Status = Dispatched

*** 06/18/2020 07:41:09 ***
Web - Problem Description created on 06/18/2020 07:41:09 and created by alexander jurkowski

Customer States that while driving down the road with cruise control on the instrument panel closer restarted itself cruise control disabled and then restarted itself after the event.

*** 06/18/2020 07:41:09 ***
Web - Diagnostics created on 06/18/2020 07:41:09 and created by alexander jurkowski

Vehicles working for design at this time found codes c162887 CAN time out cluster. Customers just passing through town recommendation is to take car to dealership and Kentucky to have further diagnosis performed on instrument cluster drop out.

*** 06/18/2020 07:41:11 ***
20200618_093334.jpg added by alexander jurkowski on 06/18/2020 07:41:10

*** 06/18/2020 09:19:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 06/18/2020 09:29:25 and created by Sam Camarillo ***
1: I suspect it will be the cluster as well, only other thing would be poor pinfit to the cluster or it losing B+ or ground. I would say if those are present problem is in the cluster but it will depend on if the customer wants it fixed there or not.

*** Case has been auto closed by the system on 07/04/2020 01:08:21 (PST)

Attachments

20200618_093334.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP3DHC7LG[redacted]
Mileage: 2,909
Repair Date: 06/25/2020
Prod Date: 02/24/2020
Warranty Start Date: 03/07/2020
RO Number: [redacted]
Port Options: CO, TO, IL, WL, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX090 Cowboy KIA of Conroe
Service District: SW01
Phone: (936) 494-0600
Contact: Miguel Orozco
Contact Title: Exclusive Kia Technician
Contact Phone: (936) 689-8686

Case Details

Title: ElecSys General-Smart Cruise # Does Not Recognize Leader Car
Symptom: Improper Operation
System: Body Electrical
Component: Front View Camera
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

*** 06/25/2020 09:03:45 ***
Contact = Miguel Orozco, Priority = Standard, Sub Status = Dispatched

*** 06/25/2020 09:03:45 ***
Web - Problem Description created on 06/25/2020 09:02:11 and created by Miguel Orozco

smart cruise control working but doesn't recognize that there a car in front of vehicle.

*** 06/25/2020 09:03:46 ***
Web - Diagnostics created on 06/25/2020 09:02:11 and created by Miguel Orozco

smart cruise control light on cluster does not turn green when following an other vehicle..

*** 06/25/2020 10:31:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/25/2020 10:42:47 and created by Brian Hernandez ***
1: Is there evidence of deformation or an accident around the front bumper or vehicle radar? Any Contamination of dust/dirt/clear bra on the front bumper? If not try performing a radar calibration and retesting the system.

*** 07/01/2020 09:28:15 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: CUST TOOK VEHICLE

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHCXLG[redacted] **Mileage:** 28,156 **Repair Date:** 06/30/2020

Prod Date: 09/16/2019 **Warranty Start Date:** 10/07/2019 **RO Number:** [redacted]

Port Options: RBP, CF, TO, CN, IL, SPL, CO, CB

Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA062 Safford KIA of Fredericksburg **Service District:** SO12

Phone: (540) 891-7400

Contact: CHRIS CHILDERS **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C162078 C186286

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

*** 06/30/2020 13:47:14 ***
Contact = CHRIS CHILDERS, Priority = Standard, Sub Status = Dispatched

*** 06/30/2020 13:47:15 ***
Web - Problem Description created on 06/30/2020 13:47:15 and created by CHRIS CHILDERS

Car came in with SCC and FAC warning lights on.

*** 06/30/2020 13:47:15 ***
Web - Diagnostics created on 06/30/2020 13:47:15 and created by CHRIS CHILDERS

Found C162078 Active and C186286 History
Removed bumper and adjusted scc module and cleared codes.
Test drove car and codes came back with both active
Front bumper has been impacted right at sensor

*** 06/30/2020 17:18:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/30/2020 17:25:38 and created by Brian Hernandez ***
1: Hi Chris,
I think you're on the right track. It's possible the bracket holding the radar sensor could have some deformation or it could be that the vehicle frame is damaged and causing the issue.

*** 07/01/2020 05:05:27 ***
Web - Note created on 07/01/2020 05:05:27 and created by CHRIS CHILDERS

Impact isn't much and I performed scc module level but still getting codes

*** 07/01/2020 05:17:09 ***
Web - Note created on 07/01/2020 05:17:08 and created by CHRIS CHILDERS

See attachments
I also tried driving it with bumper off but still set same 2 codes

*** 07/01/2020 05:17:11 ***
159360557293972031134874470902 84.jpg added by CHRIS CHILDERS on 07/01/2020 05:17:09

*** 07/01/2020 05:17:13 ***
159360562553597576923045488 4561.jpg added by CHRIS CHILDERS on 07/01/2020 05:17:12

*** Web - Advice created on 07/01/2020 07:41:58 and created by Brian Hernandez ***
1: Thank you for the photos, Chris. The damage does not look too bad. It doesn't look like the surface has been deformed in that photo. Did you remove the radar module to check if everything is level behind it as well?

*** 07/01/2020 08:48:08 ***
Web - Note created on 07/01/2020 08:48:08 and created by CHRIS CHILDERS

Yes everything looks level

*** 07/01/2020 08:49:50 ***
Web - Note created on 07/01/2020 08:49:50 and created by CHRIS CHILDERS

NEAR top left of the bumper is cracked and grill is pushed in. Next to left head light

*** Web - Advice created on 07/01/2020 14:13:14 and created by Brian Hernandez ***
1: You had mentioned driving the car with the bumper off and the issue was still present. Can you send a photo of that damage as well? Is that affecting the way the radar is supposed to sit or just it's vis bility?

*** 07/01/2020 14:21:34 ***
Web - Note created on 07/01/2020 14:21:34 and created by CHRIS CHILDERS

Customer took the car. I sent a picture of what was in front of the radar already.

*** Web - Advice created on 07/02/2020 14:19:07 and created by Brian Hernandez ***
1: Thank you Chris,
I didn't quite understand if that was affecting the way the radar is supposed to sit on the vehicle or just it's visibility?

*** 07/08/2020 08:14:36 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: customer took car

Attachments

159360557293972031134874470902 84.jpg.jpg, 159360562553597576923045488 4561.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHCXLG[redacted] **Mileage:** 2,834 **Repair Date:** 06/30/2020

Prod Date: 02/27/2020 **Warranty Start Date:** 04/30/2020 **RO Number:** [redacted]

Port Options: CB, CT, CF, CO, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA301 John L. Sullivan's Roseville KIA **Service District:** WE05

Phone: (866) 522-5150

Contact: Paul Ella **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys-Lane Departure Sys # C180581 - C160649

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: **Category:** Repair Assistance

Case History

*** 06/30/2020 16:35:38 ***
Contact = Paul Ella, Priority = Standard, Sub Status = Dispatched

*** 06/30/2020 16:35:38 ***
Web - Problem Description created on 06/30/2020 16:35:38 and created by Paul Ella

The customer reports error messages came in the instrument cluster.

*** 06/30/2020 16:35:39 ***
Web - Diagnostics created on 06/30/2020 16:35:39 and created by Paul Ella

The warning lights are not on at this time. History fault codes: SCC C180581 LKAS can signal error and MFC C160649 ECU software error. I inspected connectors E51 at the SCC and R14 at the Camera, both connections are good. Have you seen this condition??

*** Case Escalated to CA as: 13698660 on 07/01/2020 01:08:56 (PST)

*** 07/01/2020 06:35:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2020 06:44:21 and created by Brian Lall ***
1: Thanks for letting me know what you found. Please try to verify what the message the customer experienced stated and note it in the case. Please also note if the DTCs are active or history. Please also check the connections at MR11 pins 23, 32, 35, and 38 for any loose, bent, backed out,

damaged, or corroded terminals. Check the pin fit tension with the appropriate pin fit tool.
Thoroughly inspect the pin fit tension using the T connector, review TSB electrical 064 to determine the correct size T connector.
"" NOTE, for vehicles 2019 & higher use the new pin fit tool per SST062 ""

*** 07/01/2020 09:39:48 ***
Web - Note created on 07/01/2020 09:39:48 and created by Paul Ella

I inspected connector MR11 pins 23,32,35,38 and 1. pins and tensions are good.

*** Web - Advice created on 07/01/2020 10:26:00 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the MFC and to retest. Make sure to take a screen shot of the variant coding in the original MFC before removing it and attach it to the case.

*** 07/01/2020 10:37:44 ***
Web - Note created on 07/01/2020 10:37:43 and created by Paul Ella

Okay, Thank You

*** Research - Advice created on 07/01/2020 11:59:43 and created by Brian Lall ***
1: Your Welcome!

*** Case has been auto closed by the system on 07/17/2020 01:11:22 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC1LG[redacted] **Mileage:** 4,063 **Repair Date:** 06/29/2020

Prod Date: 11/21/2019 **Warranty Start Date:** 12/17/2019 **RO Number:** [redacted]

Port Options: IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH007 Jeff Wyler KIA **Service District:** CE03

Phone: (513) 752-3447

Contact: Wyatt Blevins **Contact Title:** Exclusive Kia Technician **Contact Phone:** (937) 892-0275

Case Details

Title: Duplicate - WEB Case # [redacted]

Symptom: Warning Light On

System: Body Electrical

Component: Meter Set (Gauge Cluster)

Resolution: Duplicate Web Case **Category:** Repair Assistance

Case History

*** 07/07/2020 13:47:03 ***
Contact = Wyatt Blevins, Priority = Standard, Sub Status = Dispatched

*** 07/07/2020 13:47:03 ***
Web - Problem Description created on 07/07/2020 13:47:03 and created by Wyatt Blevins

Faulty gauge cluster Customer States that while driving down the road with cruise control on the instrument panel closer restarted itself cruise control disabled and then restarted itself after the event.
found codes c162887 CAN time out cluster.

*** 07/07/2020 13:47:04 ***
Web - Diagnostics created on 07/07/2020 13:47:03 and created by Wyatt Blevins

found codes c162887 CAN time out cluster. repair, by replacing gauge cluster

*** 07/07/2020 15:36:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 RA Cases

*** Web - Advice created on 07/07/2020 15:39:29 and created by Aldo Parada ***
1: please clarify, are you stating issue is fixed?

*** Service Alert Escalated to CA as: 13706008 on 07/08/2020 01:04:00 (PST)

*** Case has been auto closed by the system on 07/23/2020 01:12:04 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HCXLG[redacted] **Mileage:** 108 **Repair Date:** 07/09/2020

Prod Date: 05/15/2020 **Warranty Start Date:** 07/21/2020 **RO Number:** [redacted]

Port Options: CN, CB, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ044 Jim Click KIA **Service District:** WE07

Phone: (520) 408-6300

Contact: John Motzkin **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: HVAC - A/C not cold #

Symptom: A/C Not Cold

System: Body Electrical

Component: Instrument Panel Module (IPM)

Resolution: Information Taken **Category:** Repair Assistance

Case History

*** 07/09/2020 16:42:03 ***
Contact = John Motzkin, Priority = Standard, Sub Status = Dispatched

*** 07/09/2020 16:42:03 ***
Web - Problem Description created on 07/09/2020 16:41:15 and created by John Motzkin

AC BLOWING WARM AND FCW LIGHTS IN DASH.

*** 07/09/2020 16:42:03 ***
Web - Diagnostics created on 07/09/2020 16:41:15 and created by John Motzkin

SCAN VEHICLE FOR CODES. SCC CODES C160A88 BUSS OFF L CAN, C160C87 ACC/SCC COMM ERROR, MFC CODES C160A87 L CAN OFF LINE. INSPECT VEHICLE PER C160C87 TROUBLE CODE. WIRING TEST OK NO COMMUNICATION WITH MFC. MFC HOT TO TOUCH. REPLACED MFC PER PER TROUBLE TREE AFTER REPLACEMENT WAS ABLE TO COMMUNICATE WITH MFC AND PERFORM CALIBRATION. ROAD TEST VEHICLE FCW LAMP CAME BACK ON AND C160C87 ACC/SCC COM ERROR STORED IN MFC. WAS INSPECT PCB OPERATION AND SWAPPED WITH KNOW GOOD VEHICLE. PCB FIXED FCW ISSUE. ORDERED PCB PER FTR GINO AND INSTALLED IN VEHICLE. AC STARTED WORKING SHUT VEHICLE OFF AND AC WOULD NOT RESTAT OPERATION. E100K PIN 35 PRESSURE SW 5V AT PCM 5.0V AT PRESSURE SWITCH E15 5V, E100K PIN 64 SIGNAL AT PCM 1.94V E15 PIN2 1.97 ANT PRESSURE SWITCH, E100K PIN 13 0.018 GROUND AT PCM AND E15 PRESSURE SWITCH 0.19 E15 0.019 AT PRESSURE SWITCH. EC11 PIN 14 CLUTCH POWER 0V PIN 20 ECV B+ 3.882 ECV B- 3.882 MEASURED. E100K PIN 61 2.553V IF 12V SUPPLIED TO PIN 61 CLUTCH WILL ENGAGE.

*** 07/09/2020 16:45:16 ***
Web - Note created on 07/09/2020 16:45:15 and created by John Motzkin

INSPECT P-CAN SIGNAL AT E100K SIGNAL BAD WITH VMI. DISCONNECT ALL ASSOCIATED COMPONENTS ON P-CAN UNTIL SIGNAL NORMAL. DISCONNECTED IP CONNECTOR AND CAN SIGNAL CAME BACK. REINSTALL AND REINSPECT CAN SIGNAL CAN SIGNAL NORMAL AND AC STARTED WORKING. (THOUGH POSSIBLE LOGIC LOCK IN IP) SWAPPED WITH KNOWN GOOD VEHICLE AND WENT FOR ROAD TEST. AC STARTED BLOWING WARN. INSPECT CAN SIGNAL APPEARS NORMAL.

*** Case Escalated to CA as: 13709284 on 07/10/2020 01:10:41 (PST)

*** 07/10/2020 05:18:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/10/2020 05:25:42 and created by Brian Lall ***
1: Thanks for letting me know what you found. Please based on the information you provided, my recommendation is to replace the IP junction box and to retest. Please also thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.

*** Phone - Advice created on 07/10/2020 07:34:29 and created by Brian Lall ***
1: John called and advised that vehicle had a dealer alarm installed and when it came back the concerns were found. He removed the alarm. With the known good IP junction box the A/C began working then stopped. When it stopped blowing cold the vehicle is shut off or the A/C is turned off for a short time then turned back on. When the concern happens the A/C request shows on but the A/C command by ECU and A/C relay show off. When the concern happened John provided B+ to the compressor clutch and ECV and a good ground to the ECV and the refrigerant pressures did change slightly but the high pressure would not go over 160psi. We discussed the concern and the dealer alarm that was installed is only 4 wires and is a shock sensor that gets B+, ground, gets a hood switch signal, and has an output to the horn. It has been removed so it is unl kely the concerns were caused by the device. Advised based on the information he provided and the testing he has done the compressor is not pumping correctly when it has power and ground. Advised I suspect since it is not responding correctly the compressor is being commanded off as a result. Advised at this time my recommendation is to replace the compressor. If there is any signs of metal or contamination in the oil, please replace the desiccant bag/receiver drier, the expansion valve, and flush the lines and other components with A/C flush. Make sure to put the system in a vacuum for at least 30 mins before recharging it, and then retest.

*** Web - Advice created on 07/10/2020 13:05:57 and created by Gino Leon ***
spoke with tech over the phone, and there are two things occurring open in the harness going from the PCB Block and short to ground in the ac harness from EC11 to compressor, advise to replace the harnesses - contact DPSM and advise

*** Research - Advice created on 07/10/2020 13:52:17 and created by Brian Lall ***
1: Thanks for the update.

*** Phone - Advice created on 07/10/2020 15:35:24 and created by Brian Hernandez ***
1: John called in:
He advised a bit more infor before replacing the harnesses. Removing the IPM makes the only change noticeable on the P-CAN circuit readings. PCM seems to be communicating with the control head when making changes on those controls. He is going to proceed with replacing the harnesses and will update the case notes after retesting the system.

*** 07/13/2020 08:36:12 ***
Web - Note created on 07/13/2020 08:36:12 and created by John Beeman

Gino,

I show for the harnesses its part# 91210-S9130 for the PCB Block/Front Harness, as for the a/c compressor harness I show part#91400-S9010 which appears to be the main engine harness. I want to verify these are indeed correct numbers and what you are wanting us to replace.

*** Web - Advice created on 07/13/2020 13:19:04 and created by Gino Leon ***
John Beeman, those are the correct part numbers. through testing we found an issue with both, please order. Get DPSM permission if necessary.

*** Research - Advice created on 07/14/2020 06:02:19 and created by Brian Lall ***
1: Thanks.

*** 07/20/2020 10:59:49 ***
Case Closed with Resolution Code: Information Taken
Resolution Summary: front and control harness replacement

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC2LG[redacted] **Mileage:** 9,521 **Repair Date:** 07/10/2020

Prod Date: 10/15/2019 **Warranty Start Date:** 10/28/2019 **RO Number:** [redacted]

Port Options: TO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA055 KIA Country of Savannah **Service District:** SO04

Phone: (912) 921-0555

Contact: Anthony Jones **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys-Lane Departure Sys #

Symptom: Improper Operation

System: Body Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 07/10/2020 09:50:40 ***
Contact = Anthony Jones, Priority = Standard, Sub Status = Dispatched

*** 07/10/2020 09:50:40 ***
Web - Problem Description created on 07/10/2020 09:50:40 and created by Anthony Jones

this car was here at 467 miles and had a windshield put in. i recal brated the camera and also found that the radar for smart cruise control was bent. now it is back 9521 miles and there is a code c174686 HDA coding and AVN / navi option mismatch

*** 07/10/2020 09:50:41 ***
Web - Diagnostics created on 07/10/2020 09:50:41 and created by Anthony Jones

checked codes

*** 07/10/2020 11:30:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/10/2020 11:32:25 and created by Jay Jurado ***
1: Is the windshield a factory part?

*** 07/10/2020 11:35:21 ***
Web - Note created on 07/10/2020 11:35:21 and created by Anthony Jones

yes it is a kia windshield
for the dtc information says the two possible causes are the faulty AVN unit or
HDA not supported specification
there is no waring light on also and the lane keep assist and all is still working
the customer got the diag. from uvo on there phone

*** 07/10/2020 11:36:06 ***
Web - Note created on 07/10/2020 11:36:06 and created by Anthony Jones

could it be the AVN unit be bad and sending false diagnostics?

*** Service Alert Escalated to CA as: 13710587 on 07/11/2020 01:04:05 (PST)

*** 07/13/2020 05:39:52 ***
Web - Note created on 07/13/2020 05:39:51 and created by Hugh Maino

please note no update and customer has been without the vehicle over the weekend please advise

*** Web - Advice created on 07/13/2020 10:46:43 and created by Jay Jurado ***
1: After much review, recommend trying to perform MFC variant coding. If unsuccessful, recommend replacing the MFC at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 07/14/2020 12:27:15 ***
Web - Note created on 07/14/2020 12:27:14 and created by Hugh Maino

coding did not work obtained PWA from dpsm to replace camera as per TL recommendation note part is on back order customer has taken vehicle back until it arrives

*** Web - Advice created on 07/15/2020 10:52:18 and created by Jay Jurado ***
1: OK. Thanks for the update.

*** Case has been auto closed by the system on 07/31/2020 01:11:39 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC0LG[redacted] **Mileage:** 1,459 **Repair Date:** 07/13/2020

Prod Date: 06/01/2020 **Warranty Start Date:** 06/12/2020 **RO Number:** [redacted]

Port Options: CF, MUG, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX140 Classic KIA of Carrollton **Service District:** SW02

Phone: (888) 690-1541

Contact: Jae Kwon **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - Smart Cruise Control # C160A88 - C160C87 - C163881 - Several additional codes

Symptom: Warning Light On

System: Non System Related

Component: No Repairs Performed

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/13/2020 08:23:20 ***
Contact = Jae Kwon, Priority = Standard, Sub Status = Dispatched

*** 07/13/2020 08:23:20 ***
Web - Problem Description created on 07/13/2020 08:23:20 and created by Jae Kwon

cust states front collision light comes on intermediate ,,,service advisor verified issues ...at slow speeds ,,

*** 07/13/2020 08:23:20 ***
Web - Diagnostics created on 07/13/2020 08:23:20 and created by Jae Kwon

checked with scan tool no codes related ,,,road tested ,,,passed road test no issues,,,,cust and service advisor road tested ,,advisor noticed on dash ,warning light was on,,,,performed front radar kds running mode passed test,,,need asst

*** 07/13/2020 09:43:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** 07/13/2020 09:52:01 ***
Web - Note created on 07/13/2020 09:52:01 and created by Jae Kwon

did not performed front radar running mode ,,,checking front radar position

*** Web - Advice created on 07/13/2020 09:57:13 and created by Jerry Gossling ***
1: Jae,

I see several codes in the E-Report related to the SCC & MFC.
Please thoroughly check the pin fit tension at the MFC connector R14 and connector MR11 with the appropriate pin fit tool.
Thank you
"" NOTE, for vehicles 2019 & higher use the new pin fit tool per SST062 ""

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 07/13/2020 12:26:59 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: cust wanted vehicle back ,,,performed front radar running calibration

*** Case Escalated to CA as: 13712852 on 07/14/2020 01:11:41 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP34HC9LG[redacted]
Mileage: 12,880
Repair Date: 07/08/2020
Prod Date: 08/30/2019
Warranty Start Date: 09/07/2019
RO Number: [redacted]
Port Options: CN, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA053 KIA Mall of Georgia
Service District: SO13
Phone: (678) 804-2000
Contact: Shawn Morris
Contact Title: Dual Technician
Contact Phone: (646) 489-5093

Case Details

Title: ElecSys General-Smart Cruise # C186286 Not Keeping Distance
Symptom: Cruise Contol Inop
System: Body Electrical
Component: MFC
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 07/13/2020 12:39:02 ***
Contact = Shawn Morris, Priority = Standard, Sub Status = Dispatched

*** 07/13/2020 12:39:02 ***
Web - Problem Description created on 07/13/2020 12:39:02 and created by Shawn Morris

scc not keeping distance

*** 07/13/2020 12:39:03 ***
Web - Diagnostics created on 07/13/2020 12:39:02 and created by Shawn Morris

no codes in any systems,i drove the car on highway the regular cruise works fine i deactivate the cruise hold down the smart cruise button couple seconds it activates the smart cruise op on the cluster however it fails to keep the distance between the vehicle ahead or if some one cuts me off.

*** 07/13/2020 16:12:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/13/2020 16:18:44 and created by Brian Hernandez ***
1: Hello Shawn,
Have you performed a radar calibration and rechecked the operation on the vehicle?

*** 07/14/2020 10:03:44 ***
Web - Note created on 07/14/2020 10:03:44 and created by Shawn Morris

ok so i removed front bumper measured my angels perfprmed rador also perform the one with the checker board perfom test drive and the fcw light is on code is c186286 car getting on my last nerve

*** Web - Advice created on 07/15/2020 10:44:12 and created by Brian Hernandez ***
1: Did it look like the mounting bracket for the radar or the bumper had any abnormal bends, or damage that could prevent the radar from sitting correctly?
I understand it can be a pain sometimes. I think we're getting close to figuring this out. Check that there is good power and ground to and from the MFC.
- Then check resistance between CAN High pins on the MFC connector Pin 12 and the FCA connector Pin 4.
- Then check resistance between CAN Low pins on the MFC connector Pin 4 and the FCA connector Pin 5.
- Both readings should be below 1ohm. If all that looks good, find an MFC to swap from another vehicle. If none are available order a new one to be replaced.

*** 07/15/2020 11:21:49 ***
Web - Note created on 07/15/2020 11:21:49 and created by Shawn Morris

the mfc was replaced over a month ago she return and said that the scc was inop i drove and its not maintaing the distance between vehicle that was it there were no codes i perform the checker board learn and the tripod one and now this code poped up is there a tsb to walk me throuhg the steps i think im overlooking something

*** Web - Advice created on 07/17/2020 15:09:11 and created by Brian Hernandez ***
1: Sorry, I made a typo error. If those readings in the CAN lines look good, replace the SCC/FCA module (center of the front bumper)
- Check resistance between CAN High pins on the MFC connector Pin 12 and the FCA connector Pin 4.
- Check resistance between CAN Low pins on the MFC connector Pin 4 and the FCA connector Pin 5.
- Both readings should be below 1ohm. If all that looks good, find an SCC/FCA module to swap from another vehicle. If none are available order a new one to be replaced.

*** 07/21/2020 10:25:50 ***
Web - Note created on 07/21/2020 10:25:49 and created by Shawn Morris

ok thank you

*** 07/28/2020 11:05:56 ***
Web - Note created on 07/28/2020 11:05:55 and created by Shawn Morris

sorry the customer had taken car needed it for space now back will get on these readings

*** Web - Advice created on 07/29/2020 11:27:14 and created by Brian Hernandez ***
1: Thank you Shawn. let me know what you find.

*** 08/04/2020 05:09:32 ***
Web - Note created on 08/04/2020 05:09:32 and created by Shawn Morris

sorry for delay all my readings are good going to my radar had to be carefull because the wiring are very small the radar was ordered waitng on arrival

*** Web - Advice created on 08/04/2020 11:00:23 and created by Brian Hernandez ***
1: Hi Shawn,
Thanks for getting back to me on this case. I'll keep an eye on the case notes for your update after the radar is replaced.

*** 08/06/2020 07:33:53 ***
Web - Note created on 08/06/2020 07:33:53 and created by Shawn Morris

part is going in today

*** Web - Advice created on 08/06/2020 15:44:33 and created by Brian Hernandez ***
1: Thank you Shawn. Please advise on the outcome of the repair.

*** Service Alert Escalated to CA as: 13741832 on 08/07/2020 01:05:46 (PST)

*** 08/07/2020 05:17:14 ***
Web - Note created on 08/07/2020 05:17:14 and created by Shawn Morris

ok its in and after the difficult adjustments it is all good took the car out made sure all was good.thanks for help.on to the next

*** 08/07/2020 05:19:09 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: r and r radar assy o/e unit not maintaning space cushion between vehicles in the scc setting

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC9LG[redacted] **Mileage:** 4,330 **Repair Date:** 07/13/2020

Prod Date: 01/04/2020 **Warranty Start Date:** 02/10/2020 **RO Number:** [redacted]

Port Options: CF, TO, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA313 KIA of Carson **Service District:** WE01

Phone: (310) 507-8740

Contact: Martin Kaelberer **Contact Title:** Exclusive Kia Technician **Contact Phone:** (909) 450-6455

Case Details

Title: ElecSys General-Smart Cruise # not recognizing vehicles

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/14/2020 15:40:22 ***
Contact = Martin Kaelberer, Priority = Standard, Sub Status = Dispatched

*** 07/14/2020 15:40:22 ***
Web - Problem Description created on 07/14/2020 15:40:22 and created by Martin Kaelberer

customer states smart cruise control is not functioning properly .. will detect cars changing into his lane but does not recognize vehicle directly in front of vehicle ///

*** 07/14/2020 15:40:22 ***
Web - Diagnostics created on 07/14/2020 15:40:22 and created by Martin Kae berer

verify customer concern on road test found smart cruise control is not working .. during road test read owners manual to verify we are doing the right thing .. scan for codes found no codes anywhere .. recalibrate smart cruise control still not working .. car will not detect vehicle in front and reduce speed or brake .. there is also no warning tone ..

*** 07/15/2020 05:58:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/15/2020 06:04:23 and created by Brian Lall ***
1: During SCC operation there is no warning tone. Please go into the user settings and check the SCC settings and note what is selected. When you are testing, what distance setting is the SCC on? Please select the display in the cluster that shows the SCC and distance indicator then take a video showing the concern and attach it to the case. Thanks.

*** Phone - Advice created on 07/16/2020 13:17:26 and created by Brian Lall ***
1: Ralph called and advised he set the distance multiple times with different settings and the vehicle will not detect the vehicle in front of him. He was driving the vehicle and recording the video as previously advised while on the phone and his phone moved out of reach. He advised the concern was duplicated and he is going to upload the video then will call back.

*** 07/16/2020 13:29:36 ***
Web - Note created on 07/16/2020 13:29:35 and created by Ralph Brunt

2 video posted

*** 07/16/2020 13:29:50 ***
20200716_131423.mp4 added by Ralph Brunt on 07/16/2020 13:29:36

*** 07/16/2020 13:29:57 ***
20200716_131512.mp4 added by Ralph Brunt on 07/16/2020 13:29:50

*** Phone - Advice created on 07/16/2020 13:48:06 and created by Brian Lall ***
1: Ralph called and let me know the videos were added and we discussed normal SCC operation. He verified the SCC is not recognizing a vehicle in front of it when the cruise control is being set or adjusted to maintain the distance and does not slow down when approaching a slower vehicle. I advised to double check all user settings to make sure the SCC is enabled and he stated it is. Advised based on the information provided I recommned replacing the SCC radar assembly. Advised due to the extended download times for videos due to system limitations I will view the video after the call and will update the case if needed.

*** Web - Advice created on 07/17/2020 10:53:27 and created by Jameson Phillips ***
Called and spoke with Ralph and advised that he can see distance in current data for FCA. Ralph test drove vehicle again and stated that no matter how far a vehicle is in front, or at what speed, the radar constantly reads 204 meters. Advised to move forward with radar replacement.

*** 07/17/2020 15:36:00 ***
Web - Note created on 07/17/2020 15:36:00 and created by Martin Kaelberer

replaced the scc and calibrated ..road test after repair found system working as designed ... thank you

*** Web - Advice created on 07/20/2020 05:58:11 and created by Brian Lall ***
1: Your welcome, and good job! Since the vehicle is now working as designed, I am closing the case.

*** 07/20/2020 05:58:27 ***
Case closed by Brian Lall with Resolution Code : Faulty Component
[Resolution Summary]
SCC radar

Attachments

20200716_131423.mp4.mp4, 20200716_131512.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC2LG[redacted] **Mileage:** 42,797 **Repair Date:** 07/10/2020

Prod Date: 03/15/2019 **Warranty Start Date:** 03/29/2019 **RO Number:** [redacted]

Port Options: CT, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL152 KIA Delray **Service District:** SO02

Phone: (561) 637-5500

Contact: MACKENSON CELESTIN **Contact Title:** Exclusive Kia Technician **Contact Phone:** (561) 945-4030

Case Details

Title: ElecSys General-Smart Cruise # shuts off and has radar blocked message

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 07/16/2020 05:41:14 ***
Contact = MACKENSON CELESTIN, Priority = Standard, Sub Status = Dispatched

*** 07/16/2020 05:41:14 ***
Web - Problem Description created on 07/16/2020 05:40:26 and created by MACKENSON CELESTIN

CUSTOMER STATES AFTER DRIVING FOR A WHILE WITH CRUISE CONTROL ON THE WARNING SYSTEM DISENGAGED THE CRUISE AND SAID THERE IS AN ISSUE THE FRONT COLLISION WARNING SYSTEM / RADAR BLOCKAGE AND THE HIGH BEAM ARE NOT WORKING.

*** 07/16/2020 05:41:14 ***
Web - Diagnostics created on 07/16/2020 05:40:26 and created by MACKENSON CELESTIN

VERIFIED CUSTOMERS CONCERN, SCANNED VEHICLE AND FOUND NO DTC PRESENT. I FOUND MULTI-FUNCTION CAMERA PLASTIC COVER HANGING, RE-SECURER THE COVER, CLEANED WINDSHIELD, PERFORMED MULTI-FUNCTION CAMERA CALIBRATION AND PROBLEM STILL PRESENT PLS ADVISE.

*** 07/16/2020 05:47:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/16/2020 05:51:58 and created by Brian Lall ***
1: Please clarify if the HBA is inop or if the high beams do not work at all. If they do not work at all that is a separate concern that I think is unrelated to the SCC concern. If possible duplicate the concern where the SCC disengages while taking an all data SCC flight recording and take a picture or video showing the message. Then attach the flight recording and the video or picture to the case. Please also inspect the front of the vehicle for any signs of damage that may have been repaired and for dirt or debris in front of the radar area. Please also note if it looks l ke the windshield was replaced.

Thanks.

*** Service Alert Escalated to CA as: 13717426 on 07/17/2020 01:04:02 (PST)

*** 07/17/2020 09:29:44 ***
Web - Note created on 07/17/2020 09:29:44 and created by MACKENSON CELESTIN

low beam works fine but high beam is not working at all. I have another TELLU with similar problem (high is not working). I inspected front of the vehicle and I found no physical damage. And I could not reproduce the concern again and there no DTC stored in the system at this moment. The windshield has not been replaced.

*** Web - Advice created on 07/17/2020 10:51:33 and created by Brian Lall ***
1: If the concern happens in poor weather conditions or when there was dirt or mud on the vehicle it may be normal operation. If you cannot duplicate the concern and there are no related DTCs, please have the customer try to duplicate it for you. If the customer cannot duplicate it for you, then no repair can be advised at this time. Do not proceed until the concern is duplicated or a DTC is set. If the headlamp concern can be duplicated you will need a separate case for that concern. Thanks.

*** 07/17/2020 11:09:15 ***
Web - Note created on 07/17/2020 11:09:15 and created by MACKENSON CELESTIN

Okay thank you!

*** Research - Advice created on 07/17/2020 13:33:04 and created by Brian Lall ***
1: Your Welcome!

*** 07/26/2020 18:32:43 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Could no replicate the concern, no repaired has been performed at this time

*** 08/29/2020 15:49:51 ***
Case Number: [redacted] Reopen Requested by MACKENSON CELESTIN.
Reason: [CUSTOMER STATES WHILE BACKING OUT OF THE DRIVEWAY THE WARNING BEEPING STARTED AND THE LOCKED UP BUT THERE WAS NOTHING AROUND / WHILE DRIVING THE DAY BEFORE CUSTOMER CAME UP TO A ROUNDABOUT AND SLOWED UP AND THE VEHICLE STALLED OUT.
TECH TEST DROVE THE VEHICLE AND COULD NOT REPLICATE THE CONCERN...PLS ADVISE.]

*** 08/31/2020 08:09:48 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/31/2020 08:11:18 and created by Brian Lall ***
1: If you cannot duplicate any concerns have the customer duplicate them for you. If the customer cannot duplicate them and they cannot be duplicated by the customer do not proceed until the concerns are duplicated or there is a confirmed DTC. Thanks.

*** 09/09/2020 18:12:53 ***
Web - Note created on 09/09/2020 18:12:53 and created by MACKENSON CELESTIN

Customer said that the problem is intermittent he won't be able to replicate the concern. My service director asked if they can send Chris (field rep) down because the customer said that he won't take the vehicle until it get fix.

*** Web - Advice created on 09/10/2020 05:23:18 and created by Brian Lall ***
1: How many times has the vehicle been into the dealer for this concern? Did it arrive on 8/31 on this visit? I understand the customer does not want to get the vehicle but if you cannot duplicate the concern then no repair can be advised and FTS travel is limited due to COVID-19 so FTS assistance is over the phone.

*** Case has been auto closed by the system on 09/26/2020 01:10:08 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC5LG[redacted] **Mileage:** 22,156 **Repair Date:** 07/14/2020

Prod Date: 07/12/2019 **Warranty Start Date:** 07/31/2019 **RO Number:** [redacted]

Port Options: TO, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL151 South Dade KIA **Service District:** SO02

Phone: (305) 256-6410

Contact: David Prieto **Contact Title:** Technician Trainee **Contact Phone:**

Case Details

Title: MIL - LKAS # MFC # C160A87 - C160C87 - Additional codes

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 07/16/2020 07:10:41 ***
Contact = David Prieto, Priority = Standard, Sub Status = Dispatched

*** 07/16/2020 07:10:41 ***
Web - Problem Description created on 07/16/2020 07:08:17 and created by David Prieto

MULTIPLE MIL LAMPS COME ON, WITH SCC AND MFC MESSAGE.

*** 07/16/2020 07:10:41 ***
Web - Diagnostics created on 07/16/2020 07:08:17 and created by David Prieto

DTC'S C160C87 AND C160A87 ARE ACTIVE. FOUND CORROSION IN MR11 CONNECTOR. WILL SEND PICTURES. THERE IS NO MOISTER FOUND IN THE VEHICLE NOW HOWEVER ON 04/10/2020 AT FL132 WITH 11,206 MILES THE WINDSHIELD WAS REPLACED.

*** 07/16/2020 07:12:59 ***
20200716_091718.jpg added by David Prieto on 07/16/2020 07:12:58

*** 07/16/2020 07:13:00 ***
20200716_091630.jpg added by David Prieto on 07/16/2020 07:12:59

*** 07/16/2020 07:55:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/16/2020 07:59:52 and created by Jerry Gossling ***

1: David,
Thank you for the pictures.
Please thoroughly inspect the area for any indication of a water leak. If equip with a sunroof check to see if the rain tube is plugged up on that side.
Inspect the windshield to see if its been replaced " Look for a Kia logo "
Thank you

*** 07/16/2020 08:40:03 ***
Web - Note created on 07/16/2020 08:40:03 and created by David Prieto

THERE IS NO MOISTER OR WATER ANYWHERE IN THE VEHICLE AT THIS TIME. WATER WAS GETTING IN THE VEHICLE BE FOR THE WINDSHIELD WAS REPLACED ACCEDING TO THE CUSTOMER. ALSO A CAR FAX COMES UP CLEAN FOR THE VEHICLE.

*** Web - Advice created on 07/16/2020 09:59:24 and created by Jerry Gossling ***
1: David,
Why was the windshield replaced ?
Thank you

*** 07/16/2020 10:10:12 ***
Web - Note created on 07/16/2020 10:10:12 and created by David Prieto

That is a good question for FL132.

*** Web - Advice created on 07/17/2020 04:36:46 and created by Jerry Gossling ***
1: David,
Can you please request a receipt from the customer for the repair at FL132 or have your service advisor contact FL132 to see if they have any information on the repair.
Thank you
Next I would like you to spray the complete outside of the windshield with soapy dish water with a spray bottle.
Next use shop air with a long nozzle to spray air along the inside of the windshield all along the seem of the glass while someone watches for bubbles on the outside.
Thank you

*** 07/17/2020 04:44:18 ***
Web - Note created on 07/17/2020 04:44:18 and created by David Prieto

SURE I WILL ASK.

*** Web - Advice created on 07/17/2020 08:09:07 and created by Jerry Gossling ***
1: David,
Thank you and please perform the leak test on the windshield.
Thank you

*** 07/18/2020 07:02:37 ***
RYANLINDTELLURIDE.pdf added by Rossanna Bernal on 07/18/2020 07:02:37

*** Web - Advice created on 07/20/2020 06:48:50 and created by Jerry Gossling ***
1: David,
Thank you for the repair order.
Please perform the leak test on the windshield.
Thank you

*** 07/20/2020 06:51:22 ***
Web - Note created on 07/20/2020 06:51:22 and created by David Prieto

THERE ARE NO WATER LEAKS AT THE WINDSHIELD AT THIS TIME.

*** Web - Advice created on 07/20/2020 08:12:03 and created by Jerry Gossling ***
1: David,
Did you actually perform the requested test ?
Thank you

*** Service Alert Escalated to CA as: 13720858 on 07/21/2020 01:05:43 (PST)

*** 07/23/2020 04:58:51 ***
Web - Note created on 07/23/2020 04:58:50 and created by David Prieto

WHEN THE DAMAGE CONNECTOR WAS DISCOVERED WE WERE TRYING TO UNDERSTAND HOW WATER GOT INTO THE CONNECTOR WITH A COMPLETELY DRY VEHICLE AT THIS TIME. THEN LOOKING AT THE HISTORY SOLVED THAT.

*** Web - Advice created on 07/23/2020 05:06:56 and created by Jerry Gossling ***
1: David,
If you don't want to take the time to ensure the windshield is not leaking that's fine.
Just keep in mind most of the time when corrosion is found its caused by a water leak and since the windshield was replace there is a very good chance the windshield was not properly sealed and this is where the water leak is occurring.
I will close the case and if the customer returns with again for the same concern you can submit a reopen request for further assistance.

Thank you

*** 07/23/2020 05:07:03 ***
Case closed by Jerry Gossling with Resolution Code : Damaged Component
[Resolution Summary]
Corroded connector

*** 07/23/2020 06:04:53 ***
Case Number: [redacted] Reopen Requested by David Prieto.
Reason: [THE VEHICLE WAS RETESTED FOR WATER LEAKS WITH THE PRESSURE WASHER, AND THE LEFT UPPER CORNER OF THE WINDSHIELD IS LEAKING INTO THE VEHICLE. I WAS DID NOT KNOW THAT THE PRESSURE WASHER HAD BEEN DOWN. THE WINDSHIELD IS NOT PROPERLY SEALED.]

*** 07/23/2020 06:07:08 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/23/2020 06:13:16 and created by Jerry Gossling ***
1: David,
I need to know if the windshield in the vehicle is a Kia factory windshield and has a Kia logo.
Were you able to find out why the windshield was replaced ?
Thanks

*** 07/23/2020 06:46:10 ***
20200723_094412.mp4 added by David Prieto on 07/23/2020 06:46:00

*** 07/23/2020 06:50:01 ***
Web - Note created on 07/23/2020 06:50:00 and created by David Prieto

THE INVOICE THAT THE CUSTOMER E-MAILED SAYS THERE WAS A CRACK OR CRACKING. WILL RESEND THE INVOICE.

*** 07/23/2020 06:56:43 ***
1595512514762211626797 6.jpg added by David Prieto on 07/23/2020 06:56:41

*** 07/23/2020 06:56:44 ***
1595512550021152304397 2.jpg added by David Prieto on 07/23/2020 06:56:43

*** Web - Advice created on 07/23/2020 08:56:29 and created by Jerry Gossling ***
1: David,
Thank you for the information. But I still need to know if this is a Kia factory windshield as I don't see the question was previously answered in the case notes.
Thank you

*** 07/23/2020 09:16:27 ***
Web - Note created on 07/23/2020 09:16:27 and created by David Prieto

I SENT YOU A VIDEO WITH THE VIN AND THE KIA BRAND ON THE GLASS.

*** Web - Advice created on 07/23/2020 10:03:34 and created by Jerry Gossling ***
1: David,
Thank you very much for the video showing the windshield is definitely a factory part.
Please contact your DPSM for authorization to replace the corroded wire harnesses and to have the windshield resealed by a reputable glass company.
Thank you

*** 07/24/2020 04:34:47 ***
Web - Note created on 07/24/2020 04:34:47 and created by David Prieto

OK THANK YOU.

*** Web - Advice created on 07/24/2020 05:27:18 and created by Jerry Gossling ***
1: David,
Your welcome.

*** Case has been auto closed by the system on 08/09/2020 01:09:24 (PST)

Attachments

20200716_091718.jpg.jpg, 20200716_091630.jpg.jpg, RYANLINDTELLURIDE.pdf.pdf, 20200723_094412.mp4.mp4, 1595512514762211626797 6.jpg.jpg, 1595512550021152304397 2.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC3LG[redacted] **Mileage:** 4,497 **Repair Date:** 07/16/2020

Prod Date: 11/13/2019 **Warranty Start Date:** 11/30/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ057 Gateway KIA of North Brunswick **Service District:** EA12

Phone: (732) 325-6100

Contact: Kevin Kassing **Contact Title:** Exclusive Kia Technician **Contact Phone:** (848) 203-2020

Case Details

Title: MIL - LKAS # C162387 C162587 C166787 C165A87

Symptom: Warning Light On

System: Body Electrical

Component: Switch

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/17/2020 04:16:28 ***
Contact = Kevin Kassing, Priority = Standard, Sub Status = Dispatched

*** 07/17/2020 04:16:29 ***
Web - Problem Description created on 07/17/2020 04:07:21 and created by Kevin Kassing

c/s periodically the customer gets a beep from the dash and all warning lights come on and go off

test drove vehicle and confirmed lights coming on and screen shows warning message but immediately goes back to normal

performed fault code search and found 29 CAN related history codes across 6 different systems

ABSESC: C162808, C16B687, C163808, C168708, C181887, C162308 C164308,

AIRBAG: B261300, B261700

EPS: C161688

SCC: C162587, C162887, C162387, C181287, C180487

MFC: C162387, C162587, C166787, C168787, C181287, C162887, C16B687

ICU: B164400, C162800, C165100, C162500, C181800, C166A00, C168700

I did not find any evidence of damaged wiring harneses or animal chewing or installed aftermarket accessories

Please advise where to start testing

*** 07/17/2020 04:16:29 ***
Web - Diagnostics created on 07/17/2020 04:16:29 and created by Siebel eSupport

xx

*** 07/17/2020 07:10:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 07/17/2020 07:14:07 and created by Eric Patterson ***
1: Please create a VDN of the DTC search. I need to see what codes are active and not active. Please try logging out of the tablet and logging back in if the VDN number was created already. Warranty may not pay claims soon if the DTC's are not vis ble in the system's.

Please try feeling the MFC ECU is it very hot to touch?

*** 07/17/2020 12:27:02 ***
Web - Note created on 07/17/2020 12:27:02 and created by Kevin Kassing

I ran the FCS again and am sending a pic of the VDN

the c165A87 code in ABSESC is the only one currently coming up active

*** 07/17/2020 12:27:05 ***
IMG_6556.JPG added by Kevin Kassing on 07/17/2020 12:27:03

*** Web - Advice created on 07/17/2020 14:07:01 and created by Eric Patterson ***
1: Please perform the wiring inspection step by step and let me know what does not add up in the wiring diagram.

Please follow step by step. They are simple test that will check for shorts in the system

*** Web - Advice created on 07/17/2020 14:07:09 and created by Eric Patterson ***
1: C165A87

*** 07/20/2020 12:15:04 ***
Web - Note created on 07/20/2020 12:15:04 and created by Kevin Kassing

so after operation I felt the HECU the only part that really felt hot was the actual pump motor the ecu part and the harness connector felt normal for operation and none of it was exceptionally hot

so following the c165a87 diagnostics sheet I found the following
HECU connector pins 1, 30, and 37 all showed battery voltage

HECU connector pins 14 and 46 showed approx. .5ohm to chassis ground

I am submitting a shot of the scope patterns for HECU connector pins 19 and 20

when I started checking at the front console switch connector this is when readings started to look funky

HECU pin 19 FCS pin 5 resistance 3.5 Mohm
FCS pin 5 to ground resistance .989 Kohm

HECU pin 20 to FCS pin 6 resistance would gradually fluctuate from 1.1 Mohm to 2 Mohm
FCS pin 6 to ground resistance gradually fluctuate from 1.1 to 1.4 Kohm

HCU connector pin 19 to 20 resistance 60 ohm (normal)
FCS pin 6 to pin 5 2.0 Kohm

ICU component pin 29 to pin 30 120 ohm (normal)

the tree asked for HECU connector pin 4 to pin 5 resistance but there were no pins in the harness connector

please advise

*** 07/20/2020 12:15:07 ***
IMG_6563.JPG added by Kevin Kassing on 07/20/2020 12:15:05

*** Web - Advice created on 07/20/2020 12:40:01 and created by Eric Patterson ***
1: W/O EPB pins 7 and 8 @ E01 according to data link details ETM
With EPB looks like pins 22 and 23 @ E02

*** 07/20/2020 12:57:22 ***
Web - Note created on 07/20/2020 12:57:22 and created by Kevin Kassing

vehicle is with EPB...measured resistance across pins 22 and 23 and have 118 ohms

*** Web - Advice created on 07/20/2020 15:08:53 and created by Eric Patterson ***

1: That does look OK. All the other measurements were as shown in the wiring inspection?

*** 07/23/2020 07:27:08 ***
Web - Note created on 07/23/2020 07:27:08 and created by Kevin Kassing

I retested everything today because I realized I was viewing the console switch backwards im providing new results
this is running on the w/ EPB tree with the pin corrections you previously provided me with

resistance from HECU connector pin 19 to front console switch connector pin 5: .9ohm spec is under 1ohm OK
FCS connector pin 5 to ground is OL spec is infinity OK

HECU connector pin 20 to FCS connector pin 6 .9ohm spec is under 1 ohm OK
FCS connector pin 6 to ground is OL spec is infinity OK

HECU connector pin 19 to pin 20 117ohm spec is 60 ohm
HECU connector pin 22 to pin 23 118ohm spec is 60 ohm

this test was on the W/O epb tree but was the only one missing so I performed it anyway
FCS connector pin 5 to pin 6 118ohm spec is infinity

*** Web - Advice created on 07/23/2020 09:43:16 and created by Eric Patterson ***
1: Please unplug the PCM. Does the value still stay at 120 Ohms?

*** 07/23/2020 10:08:15 ***
Web - Note created on 07/23/2020 10:08:15 and created by Kevin Kassing

when I unplug the pcm HECU pin 19 to pin 20 stays the same
HECU pin 22to pin 23 jumps to 4.5 Kohms

*** Phone - Advice created on 07/23/2020 11:17:19 and created by Eric Patterson ***
1: Called and left a voice mail. Please call in if you didn't understand the message. Otherwise yes we should see 50 OHM's and we are missing one of the resistors. This would explain the open circuit and the CAN DTC's

*** Service Alert Escalated to CA as: 13725600 on 07/24/2020 01:04:01 (PST)

*** Web - Advice created on 07/24/2020 06:57:00 and created by Chris Schang ***
1: Kevin called in.
Tech is requesting call back at the number noted in the case.
848-203-2020

*** Phone - Advice created on 07/24/2020 08:51:04 and created by George Hall ***
1: Tech called in to discuss the case update with the case owner. I briefly looked over the notes and seemed like it's very in depth into C-CAN diagnosis . Forward the message for the agent for call back.

*** Phone - Advice created on 07/24/2020 09:44:49 and created by Eric Patterson ***
1: Tech has gone through and tested the C Can and the P can lines. They all add up to 60 OHMS from the switch and from the HECU

Inspected switch for contamination and nothing found.

Only active DTC is C165A87
2: Based on review of other cases and all the testing we have performed, Please replace the 4WD test
3: If the vehicle is ready to ship, It's been a pleasure assisting in this case, please complete the survey if you have a chance and close the case when convenient. Thanks again

*** 08/03/2020 09:26:18 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced 4WD switch for the concern.replaced Switch

Attachments

IMG_6556.JPG.JPG, IMG_6563.JPG.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC5LG[redacted] **Mileage:** 9,414 **Repair Date:** 07/17/2020

Prod Date: 09/12/2019 **Warranty Start Date:** 09/21/2019 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH069 Taylor KIA-Findlay **Service District:** CE12

Phone: (567) 429-7100

Contact: Brad Halstead **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Instr Cluster-Speedo inop #

Symptom: Speedo Inop

System: Body Electrical

Component:

Resolution: Cant Duplicate **Category:** Quality Review

Case History

*** 07/17/2020 13:37:52 ***
Contact = Brad Halstead, Priority = Standard, Sub Status = Dispatched

*** 07/17/2020 13:37:52 ***
Web - Problem Description created on 07/17/2020 13:37:52 and created by Brad Halstead

Cs after an overnight start, speedometer wouldn't work. Also cruise control and all driver's assist items were not working. after 20 minutes it started working.

*** 07/17/2020 13:37:52 ***
Web - Diagnostics created on 07/17/2020 13:37:52 and created by Brad Halstead

I took the car on a test drive, and while I was driving, the speedometer worked as designed the entire trip. Nothing on the cluster stopped working, speedometer, tachometer, fuel., etc. I also tested the Blindspot Collision Warning, the Lane Departure, and Smart Cruise and all of the Driver's Assist subsystems seem to work just fine. After returning to the shop I scanned for codes, found no DTC's. Also checked for updates, verified that everything is up to date. Customer also informed us that she has been reading on the internet the Telluride's have been having this "issue" more and more often. I wasn't sure what category to put this under as far as Repair Assistance or Quality Review, considering I haven't been able to duplicate anything so I don't really know what to go with it. Maybe just give you guys the head's up and send her on her way until it happens again? Ask her to catch it on video possibly?

*** 07/17/2020 15:48:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin x NCA Review

*** Web - Advice created on 07/17/2020 15:56:36 and created by Brian Hernandez ***

1: Hi Brad,
This isn't been something I've seen very often. If it can not be duplicated I would recommend maybe keeping it over night to see if the issue presents itself again in the morning. Then test drive it in attempt to verify the concern. If it still does not happen have the customer monitor the condition. If they can safely have the concern recorded that can help us as well.

*** Case has been auto closed by the system on 08/02/2020 01:05:42 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC5LG[redacted] **Mileage:** 12,321 **Repair Date:** 07/20/2020

Prod Date: 09/11/2019 **Warranty Start Date:** 10/26/2019 **RO Number:** [redacted]

Port Options: TO, CT, WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH084 KIA of Streetsboro **Service District:** CE02

Phone: (330) 422-7100

Contact: Raymond Smith **Contact Title:** Exclusive Kia Technician **Contact Phone:** (330) 801-3405

Case Details

Title: MIL - AEB # C160649

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/20/2020 06:53:43 ***
Contact = Raymond Smith, Priority = Standard, Sub Status = Dispatched

*** 07/20/2020 06:53:43 ***
Web - Problem Description created on 07/20/2020 06:53:33 and created by Raymond Smith

ALL RELATED SERVICE COLLISION AVOIDANCE LAMPS ILLUMINATED. AFTER 1/4 MILE OF DRIVING

*** 07/20/2020 06:53:43 ***
Web - Diagnostics created on 07/20/2020 06:53:34 and created by Raymond Smith

1) MFC CODE C160649 ECU SOFTWARE ERROR
2) SCC CODE LKAS CAN SIGNAL ERROR,
I BELIEVE THE MFC IS CAUSING THE PROBLEM AND TAKING OUT ONE OF THE CAN LINE SYSTEMS, IVE SEEN THESE CODES BEFORE AND REPLACEMENT OF THE MFC CAMERA FIXED THE ISSUE. WHAT FURTHER DIAGNOSTIC NEEDS TO BE PERFORMED? THANK YOU. WILL ATTACH SCREEN SHOTS OF CODES.

*** 07/20/2020 06:54:59 ***
Screenshot_20200720-093336.png added by Raymond Smith on 07/20/2020 06:54:59

*** 07/20/2020 07:29:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Phone - Advice created on 07/20/2020 07:41:09 and created by Greg Phillips ***

1: Raymond called in. The windshield was bug covered, but he cleaned in and drove it. It doesn't take very long for the light to come on and the code to set again. This has supposedly been going on for a while. It is a Factory windshield. No history of any repairs. Advised him to check camera alignment, windshield condition, and as much of the harness as possible without lowering the headliner. Raymond, as far as possible damage to the harness that we discussed. I heard back right after we hung up. Please check the power and ground. Make sure you have battery voltage and good continuity to ground. Check CAN line resistance and resistance to chassis ground.

*** 07/20/2020 09:09:17 ***
Web - Note created on 07/20/2020 09:09:16 and created by Raymond Smith

12v camera has power
12v though ground when hooked to positive terminal
5.8 ohms from connector to chassis ground
.3 ohms high can local
.3 ohms low can local
pin tension seams okay
camera mounted properly
very hard to see harness through console of headliner, no obvious damage or pinches
I cannot find where i am supposed to ohm the c can lines, can you tell me what module connector to go to to check?

*** Web - Advice created on 07/20/2020 09:56:14 and created by Greg Phillips ***
1: You want to check the CCAN back to the IPS junction block. ICUF pins 29 (high) and 30 (low). And is that the ground that you got 5.8 ohms of resistance on? That is fairly high. I would inspect and upgrade GM02 and inspect MR11. Possibly even JR01 if you still have high resistance.

*** 07/20/2020 12:50:14 ***
Web - Note created on 07/20/2020 12:50:14 and created by Raymond Smith

.8 ohms c can high
.8 ohms c can low
when battery is disconnected the chassis ground at mfc drops to .2 ohm.... i checked it with the battery connected last time and it read high i think come thing stays alive with the battery connected. i tested mr11 (on the the gm02 side) to chassis ground got .1 ohms... tested mr11(mfc side) to the mfc camera and found .1 ohm. all wiring appears to check out good. should we replace the mfc camera?

*** Web - Advice created on 07/20/2020 14:51:12 and created by Greg Phillips ***
1: If you are certain that ground is good, then yes, the only thing left would be the camera. You might want to note the variant coding on this camera before you replace it.

*** 07/28/2020 06:02:45 ***
Web - Note created on 07/28/2020 06:02:45 and created by Raymond Smith

REPLACED MFC CAMERA AND RELEARNED. SYSTEM NOW WORKS AND NO CODES RETURNED. WILL BE CLOSING CASE;. THANK YOU

*** 07/28/2020 06:05:44 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED MFC CAMERA AND PERFORMED RELEARN PROCEDURE

Attachments

Screenshot_20200720-093336.png.png

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC1LG[redacted] **Mileage:** 7,485 **Repair Date:** 07/21/2020

Prod Date: 10/22/2019 **Warranty Start Date:** 10/30/2019 **RO Number:** [redacted]

Port Options: CF, CTS, TO, CO, CB, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL138 Rountree-Moore KIA **Service District:** SO04

Phone: (386) 438-8900

Contact: Jose Hernandez **Contact Title:** Exclusive Kia Technician **Contact Phone:** (407) 761-0806

Case Details

Title: Brakes - Pulsation #

Symptom: Brake Shudder

System: Brakes

Component: Brake Disc

Resolution: Contaminated **Category:** Repair Assistance

Case History

*** 07/27/2020 06:07:57 ***
Contact = Jose Hernandez, Priority = Standard, Sub Status = Dispatched

*** 07/27/2020 06:07:57 ***
Web - Problem Description created on 07/27/2020 06:07:57 and created by Jose Hernandez

c/s when using cruising control, when self brake vehicle starts vibrating while in low speeds

*** 07/27/2020 06:07:58 ***
Web - Diagnostics created on 07/27/2020 06:07:58 and created by Jose Hernandez

inspected vehicle, confirmed customer concern, performed front and rear rotor resurface per service manager request, found left rear rotor to be warped, test drove vehicle vibration still present, all brake component tightened properly, no signs of visual damage, test drove new vehicle to do a comparison, new vehicle did a slight vibration but not as harsh, how should proceed?

*** 07/27/2020 07:06:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 07/27/2020 07:07:59 and created by Chris Schang ***
1: Jose,
Is the v bration still when braking or when driving?

*** 07/27/2020 07:26:04 ***

Web - Note created on 07/27/2020 07:26:04 and created by Jose Hernandez

vibration is only present when self braking with smart cruise control when braking normally there is no vibration

*** Web - Advice created on 07/27/2020 08:16:13 and created by Chris Schang ***
1: Jose,
Lets try performing the HECU bleed procedure and see if the issue is still present.

*** Service Alert Escalated to CA as: 13729152 on 07/28/2020 01:05:40 (PST)

*** 08/10/2020 07:40:43 ***
Web - Note created on 08/10/2020 07:40:43 and created by Jose Hernandez

we do not have the brake bleeding machine, one was bought for the shop, but none of the adapters fit the master brake cylinder housing, got an original cap to fit installed a fitting and tested it but when i turned on the machine it leaks through the side ,is there a way to do it manually?

*** Web - Advice created on 08/10/2020 10:20:11 and created by Chris Schang ***
1: Jose,
The HECU bleeding is done through the KDS and I am not sure it requires a power bleeding machine.

*** 08/18/2020 05:15:22 ***
Web - Note created on 08/18/2020 05:15:21 and created by Jose Hernandez

performed brake bleed procedure with kds and manually ,test drove vehicle, no vibration felt at this time, vehicle will be returned to customer thank you for your asistance

*** Web - Advice created on 08/18/2020 09:05:06 and created by Chris Schang ***
1: You're welcome Jose,
Please go ahead and close the case when you have a chance.

Please be sure to complete the Techline survey as well.

*** 08/18/2020 10:36:45 ***
Case Closed with Resolution Code: Contaminated
Resolution Summary: performed hcu air brake bleed

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC6LG[redacted] **Mileage:** 8,681 **Repair Date:** 07/29/2020

Prod Date: 02/26/2020 **Warranty Start Date:** 05/06/2020 **RO Number:** [redacted]

Port Options: TO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA273 KIA of Irvine **Service District:** WE01

Phone: (949) 777-2300

Contact: Robert Ouellet **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C160649 - C180581

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

*** 07/29/2020 09:51:38 ***
Contact = gustavo Carreon, Priority = Standard, Sub Status = Dispatched

*** 07/29/2020 09:51:38 ***
Web - Problem Description created on 07/29/2020 09:41:24 and created by gustavo Carreon

customer states lane departure warning came on

*** 07/29/2020 09:51:38 ***
Web - Diagnostics created on 07/29/2020 09:41:24 and created by gustavo Carreon

confirm customer concern , check for registered codes , found codes
SCC C180581 LKAS CAN SIGNAL ERROR , MFC C160649 ECU SOFTWERE ERROR ,
inspect connection at multifuction camera , connector show ok , also check connectors at IPM all connectors and terminals show ok , no after market components ,

*** 07/29/2020 10:29:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/29/2020 10:38:30 and created by Juan Vazquez ***
1: Thank you for that information. Please verify that you have communication with the MFC.

Remove MFC camera connector and inspect all pins for tension and integrity.

Does camera get hot to the touch during normal operation? Please compare to a like vehicle.

Do you have a known good MFC you can plug in to see if the code goes away (no need to calibrate)

*** Case Escalated to CA as: 13732236 on 07/30/2020 01:10:41 (PST)

*** 08/06/2020 09:16:32 ***
Web - Note created on 08/06/2020 09:16:32 and created by gustavo Carreon

customer take vehicle ,

*** Web - Advice created on 08/06/2020 12:20:04 and created by Juan Vazquez ***
1: Thank you for the update, you can close this case and reopen it when vehicle returns, thank you.

*** 08/08/2020 14:30:21 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: MFC C160649 ECU Software Error / C180581 LKAS CAN Signal Error // MR11 Apillar / EM21? EE11? E51

*** 09/09/2020 10:45:05 ***
Case Number: [redacted] Reopen Requested by Robert Ouellet.
Reason: [vech back in shop for daig, camera shuts down after 10 min of driving then turns on the lights. while driving i unplugged camera anr plugged back in lights went out for aprox. ten min. then came back on. tried known good camera problem is gone.]

*** 09/09/2020 14:21:29 ***
Reopened with Sub Status of Working

*** Phone - Advice created on 09/09/2020 14:25:06 and created by Juan Vazquez ***
1: Thank you Robert for that call. Based on notes and information provided I recommend replacing the MFC following KGIS instructions.

NOTE: do not scrap parts, they may be requested for inspection, thank you.

*** Service Alert Escalated to CA as: 13785300 on 09/10/2020 01:04:13 (PST)

*** 09/18/2020 11:25:33 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: MFC C160649 ECU Software Error / C180581 LKAS CAN Signal Error // MR11 Apillar / EM21? EE11? E51

Attachments

[redacted] MFC squematic.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC9LG[redacted] **Mileage:** 11,915 **Repair Date:** 07/07/2020

Prod Date: 09/27/2019 **Warranty Start Date:** 10/29/2019 **RO Number:** [redacted]

Port Options: CF, TO, CB

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO013 Anderson KIA **Service District:** CE05

Phone: (816) 279-0354

Contact: Sean Sollars **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C180581 C160649

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 08/04/2020 14:35:35 ***
Contact = Sean Sollars, Priority = Standard, Sub Status = Dispatched

*** 08/04/2020 14:35:35 ***
Web - Problem Description created on 08/04/2020 14:35:35 and created by Sean Sollars

Warning light come on after driving with doc's in scc c180581 lkas can signal error and mfc c160649 ecu software error. Dtcs clear to history every time vehicle is off. Drive for 5 minutes and will return.

*** 08/04/2020 14:35:35 ***
Web - Diagnostics created on 08/04/2020 14:35:35 and created by Sean Sollars

Checked all connections at radar and multi function camera and no wiring damage found. Tried new mul I purpose camera and it will not code saying communication error

*** 08/04/2020 16:36:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/04/2020 16:38:20 and created by Eric Patterson ***
1: Both the old and the swapped unit show no communication? Are the models the same poss ble the variant coding is different?

Do both the vehicles have the same options SCC?

*** 08/05/2020 07:52:46 ***
Web - Note created on 08/05/2020 07:52:45 and created by Sean Sollars

found internet connection was bad. got good interned and coding completed and calibrated. test drove and no further issues

*** 08/05/2020 07:56:27 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced multi-purpose camera and performed coding. test drove vehicle and no further issues

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC3MG[redacted] **Mileage:** 1,355 **Repair Date:** 08/11/2020

Prod Date: 06/20/2020 **Warranty Start Date:** 07/21/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA245 Garden Grove KIA **Service District:** WE01

Phone: (714) 823-4949

Contact: Jesus Basurto **Contact Title:** Exclusive Kia Technician **Contact Phone:** (949) 463-0054

Case Details

Title: MIL - LKAS # C16B687 C163808 B100152 C166787 C16B687

Symptom: Warning Light On

System: Body Electrical

Component: Front Area Module (FAM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/11/2020 08:13:02 ***
Contact = Brady Mohn, Priority = Standard, Sub Status = Dispatched

*** 08/11/2020 08:13:02 ***
Web - Problem Description created on 08/11/2020 08:13:02 and created by Brady Mohn

Customer states smart cruise control lamp turned on.

*** 08/11/2020 08:13:03 ***
Web - Diagnostics created on 08/11/2020 08:13:02 and created by Brady Mohn

Scanned systems. C16B687, C163808, and B100152 are active. no accidents and module is plugged in. Please advise.

*** 08/11/2020 10:59:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/11/2020 11:06:39 and created by Eric Patterson ***
1: Please look for any damage to the front bumper or harness and check connector EE11 at the LH front under the vehicle near the frame for backed out pins.

Please look for previous accident repairs as well.
2: Please try adding stabillant to the MFC camera pins. the reconnect and erase the DTC's

*** 08/11/2020 18:32:10 ***
Web - Note created on 08/11/2020 18:32:10 and created by Brady Mohn

No damage found. No backed out or bent pins found at EE11.

*** Case Escalated to CA as: 13747560 on 08/12/2020 01:12:31 (PST)

*** 08/12/2020 11:06:59 ***
Web - Note created on 08/12/2020 11:06:58 and created by Brady Mohn

Customer wants to know if they can take vehicle for now?

*** Web - Advice created on 08/12/2020 12:44:19 and created by Eric Patterson ***
1: Yes, since its not a safety concern at this time.

*** 08/24/2020 16:07:55 ***
Web - Note created on 08/24/2020 16:07:55 and created by Jesus Basurto

Customer returned vehicle today. Able to communicate with all modules involved except for the SCC Radar. Inspect power and ground at E51, GOOD. Recommend replacement of SCC unit.

*** 08/24/2020 16:09:41 ***
Web - Note created on 08/24/2020 16:09:41 and created by Jesus Basurto

also please transfer case to tech jesse basurto as i will be the one working on the vehicle. thank you.

*** Web - Advice created on 08/24/2020 16:49:42 and created by Eric Patterson ***
1: Please also check the CAN high and low voltages at this time.

Please add them to the case.
2: Once we confirm the voltages are OK, Please turn the IGN OFF and perform a resistance test between the HIGH and low pins on the SCC connector. What's the resistance reading?

*** Service Alert Escalated to CA as: 13747560 on 08/25/2020 01:04:35 (PST)
*** 08/26/2020 08:14:04 ***
Web - Note created on 08/26/2020 08:14:04 and created by Jesus Basurto

i ordered a new yellow lead for the vmi last week, should be here today. but i can check the resistance at the scc connector. i will let you know shortly.

*** 08/26/2020 08:38:27 ***
Web - Note created on 08/26/2020 08:38:26 and created by Jesus Basurto

1.8kOhms on the C CAN, pins 4 and 5 at the SCC connector

*** Web - Advice created on 08/26/2020 09:12:07 and created by Eric Patterson ***
1: Yeah That's way too high.

Please check connector EE11 for loose pin tension on the CAN pins. I have seen backed out pins there.

LH front underside of the frame rail in front of the LH F tire. Large connector.

*** 08/26/2020 13:09:18 ***
Web - Note created on 08/26/2020 13:09:18 and created by Jesus Basurto

Inspect connector EE11 for damage and pin tension, PASS. With EE11 disconnected, check resistance at pins 2 and 3 (60 Ohms), at pins 7 and 8 (120 Ohms).

*** Web - Advice created on 08/26/2020 17:59:20 and created by Eric Patterson ***
1: Please call in on the case in the AM Here at 7:30 PST

*** Phone - Advice created on 08/27/2020 07:58:43 and created by Eric Patterson ***
1: The Tech has called in

We will check From EE11 to E61 Looks like the problem is between the Radar and the EE11 connector as the ohms read correct at EE11 and not at E61 radar connector.

Please check end to end and short to ground each wire, and short to each other. Thank you

*** 08/27/2020 08:55:45 ***
Web - Note created on 08/27/2020 08:55:45 and created by Jesus Basurto

perform inspections as advised. Resistance from E51 to EE11 within spec. No short to ground and no short between the wires noted. Reconnect EE11 and check CAN resistance at E51 pins 2,3 and 4,5. Pins 2 and 3 show 120 Ohms. Pins 4 and 5 show something l ke 500 Ohms with the occasional OL. Disconnect EE11 again and check CAN resistance at corresponding pins. Resistance is 60 Ohms and 120 Ohms. I believe there is an issue somewhere in the front end module harness between E51 and EE11 that is on the C CAN lines.

*** Web - Advice created on 08/27/2020 09:57:07 and created by Eric Patterson ***
1: Thank you Lets replace the harness and re inspect. Thank you

*** 09/01/2020 17:44:19 ***
Web - Note created on 09/01/2020 17:44:19 and created by Jesus Basurto

replace front end module harness, concern still present.

*** Web - Advice created on 09/02/2020 08:52:17 and created by Eric Patterson ***
1: Please measure CAN resistance at the SCC again. Are we sure this harness went between E61 and EE11?

*** 09/02/2020 12:15:05 ***
Web - Note created on 09/02/2020 12:15:05 and created by Jesus Basurto

Unplug E51 and check CAN resistance, I am now getting 120 Ohms on Pins 2 and 3, 60 Ohms on Pins 4 and 5.

*** Web - Advice created on 09/02/2020 12:33:52 and created by Eric Patterson ***
1: OK, So it looks good now.

Less codes as well.

Ill research some other cases.

*** Web - Advice created on 09/02/2020 13:13:27 and created by Eric Patterson ***
1: Lets replace the SCC radar unit . Please make sure you add a screenshot of the SCC variant coding to the case for reference.

*** 09/02/2020 13:42:32 ***
Web - Note created on 09/02/2020 13:42:31 and created by Jesus Basurto

ill get one ordered. thank you

*** Web - Advice created on 09/02/2020 14:58:20 and created by Eric Patterson ***
1: No Thank you

*** 09/08/2020 11:15:56 ***
Web - Note created on 09/08/2020 11:15:56 and created by Jesus Basurto

replaced front radar unit, calibrate and road test. concern no longer present. SCC functions properly. no warning lights illuminated. thank you for your assistance.

*** 09/08/2020 11:20:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace front harness and SCC unit

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP24HC0LG[redacted]
Mileage: 23,053
Repair Date: 08/10/2020
Prod Date: 06/08/2019
Warranty Start Date: 07/01/2019
RO Number: [redacted]
Port Options: CF, EH
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL149 Werner KIA
Service District: SO06
Phone: (850) 632-4032
Contact: Bilal Stevenson
Contact Title: Exclusive Kia Technician
Contact Phone: (850) 694-5672

Case Details

Title: Duplicate - WEB Case #[redacted]
Symptom: Information Given
System: Non System Related
Component: No Repairs Performed
Resolution: Duplicate Web Case
Category: Repair Assistance

Case History

*** 08/14/2020 05:20:36 ***
Contact = Bilal Stevenson, Priority = Standard, Sub Status = Dispatched

*** 08/14/2020 05:20:36 ***
Web - Problem Description created on 08/14/2020 05:16:07 and created by Bilal Stevenson

Ongoing issue with smart cruise control turning off, front collision flagging when nothing is in front of vehicle. 4th time vehicle returning for the same issue.

*** 08/14/2020 05:20:36 ***
Web - Diagnostics created on 08/14/2020 05:16:08 and created by Bilal Stevenson

Finally gost the car to duplicate the concern. I notice when the car shuts off the smart cruise control the vehicle response "smart cruise control is disabled radar block" it also does this same message for FAC. all the way until the point of failure everything operated properly all pin tensions and visual inspections have been performed and everything checks out. only thing i notice on 2 out of the 3 times it happen there was a silver vehicle in front. first time i didnt notice my surroundings.

*** 08/14/2020 05:31:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/14/2020 05:35:06 and created by Jerry Gossling ***
1: Refer back to the original tech line case #[redacted] as this is an duplicate.
In the future you should request to reopen the original tech line case.

NOTE, when you input the vin number to create a new tech line case the system will inform you there is a previous case under this vin number and gives you the option to reopen the original tech line case. The original tech line case should be requested to be reopened if it's related to the same concern and is not more than 1 year old.
If you are not able to submit a reopen request for the original tech line case you can call in to have the case reopened.
Thank you

*** 08/14/2020 05:38:02 ***
Case closed by Jerry Gossling with Resolution Code : Duplicate Web Case
[Resolution Summary]
Duplicate Web Case # [redacted]

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC5LG[redacted] **Mileage:** 15,880 **Repair Date:** 08/20/2020

Prod Date: 05/06/2019 **Warranty Start Date:** 06/06/2019 **RO Number:** [redacted]

Port Options: CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OR014 Team KIA of Bend **Service District:** WE09

Phone: (541) 550-5555

Contact: RICK LANCASTER **Contact Title:** Shop Foreman **Contact Phone:** (541) 408-7391

Case Details

Title: MIL - Smart Cruise Control # Improper operation

Symptom: Improper Operation

System: Body Electrical

Component: Module

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 08/20/2020 13:27:30 ***
Contact = RICK LANCASTER, Priority = Standard, Sub Status = Dispatched

*** 08/20/2020 13:27:30 ***
Web - Problem Description created on 08/20/2020 13:27:30 and created by RICK LANCASTER

The customer states when passing a vehicle with the smart cruise on the vehicle applies the brakes as if it thinks the vehicle is in front of them. Also at time times, the cruise will not set it says parameters not met.

*** 08/20/2020 13:27:30 ***
Web - Diagnostics created on 08/20/2020 13:27:30 and created by RICK LANCASTER

Scanned all systems and could not find any failure codes. Road-tested 10 miles to try and duplicate the situation and was unable to. The windshield is factory and clean and no aftermarket devises found. The customer was in Yesterday with this same complaint and we again were unable to duplicate it and again no codes.

*** Service Alert Escalated to CA as: 13759530 on 08/21/2020 01:06:02 (PST)

*** 08/21/2020 05:21:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/21/2020 05:27:47 and created by Jerry Gossling ***

1: Rick,
Without consistently duplicating the complaint, its going to be tough to determine the cause of the concern.
I recommend to request for the customer to duplicate the complaint while you accompany them on a test drive.

*** 08/26/2020 09:53:27 ***
Web - Note created on 08/26/2020 09:53:27 and created by RICK LANCASTER

I just road-tested with the customer on the freeway, it required several attempts to get SCC to work because conditions not met kept being displayed. Once SSC was engaged as we were approaching the vehicle in front of us that was traveling at a slower speed Are vehicle made no attempt to slow down and we had to make a dart to the left lane not to hit them. as we continued we were again in SCC mode and passing a truck that was in the right lane. As we got close to the left rear of the truck Completly in our lane and the truck completely in his the Telluride applied the brakes as if it thought we were going to hit the vehicle in the right lane. scanned and no code set in any modules.

*** Web - Advice created on 08/26/2020 11:56:06 and created by Jerry Gossling ***
1: Rick,
Check the FCA/SCC front-Radar mounting angle and alignment per the shop manual and make sure to perform the calibration. Next make sure the MFC camera is cal brated correct per the information in the shop manual.
Thoroughly inspect the radar & bracket for damage or a bent bracket.
Thank you

*** Web - Advice created on 08/31/2020 10:34:37 and created by Alex Mills ***
Rick,
Please update the case, was the front radar found to be out of alignment?

*** 09/01/2020 07:36:22 ***
Web - Note created on 09/01/2020 07:36:21 and created by RICK LANCASTER

The customer went to Mexico back soon

*** 09/01/2020 10:39:59 ***
Web - Note created on 09/01/2020 10:39:59 and created by RICK LANCASTER

Closing the case as the customer has stated now that a vehicle has hit him in the front bumper while he was parked, damaging it and the radar and will be going thru his insurance

*** 09/01/2020 10:42:40 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Vehicle has been hot in the front while parked damaging front radar

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC1LG[redacted]
Mileage: 460
Repair Date: 08/25/2020
Prod Date: 06/23/2020
Warranty Start Date: 08/15/2020
RO Number: [redacted]
Port Options: CF, CB, TO, SS
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OK026 Lawton KIA
Service District: SW02
Phone: (580) 248-8900
Contact: Kerrick Gomez
Contact Title: Exclusive Kia Technician
Contact Phone: (580) 699-6328

Case Details

Title: MIL - AEB # C166787, C136081, C186286
Symptom: Warning Light On
System: Body Electrical
Component: Front View Camera
Resolution:
Category: Repair Assistance

Case History

*** 08/25/2020 10:15:03 ***
Contact = Kerrick Gomez, Priority = Standard, Sub Status = Dispatched

*** 08/25/2020 10:15:03 ***
Web - Problem Description created on 08/25/2020 10:15:03 and created by Kerrick Gomez

smart cruise control does not work

*** 08/25/2020 10:15:04 ***
Web - Diagnostics created on 08/25/2020 10:15:03 and created by Kerrick Gomez

ran dtcs had lost communication codes cleared codes test drove. 1 code keeps coming back and going to history(c166787 can timeout scc) checked connections at HECU MFC AND SCC. FOUND NO VISIBLE DAMAGE

*** 08/25/2020 14:39:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/25/2020 14:43:34 and created by Jay Jurado ***
1: Please check to see if you have a good CAN signal present with the VMI. If you do not, disconnect either the SCC module or MFC, and see if the CAN signal returns back to normal.

*** Case Escalated to CA as: 13765597 on 08/26/2020 01:07:33 (PST)

*** 08/27/2020 09:24:47 ***
Web - Note created on 08/27/2020 09:24:47 and created by Kerrick Gomez

I have 60.6 ohms of resistance through the can line at the data link connector pins 3 and 11 unplugged scc and mfc resistance does not change. Our vmi isn't working

*** Web - Advice created on 08/27/2020 14:18:38 and created by Jay Jurado ***
1: Do you have access to a known good MFC, that you can swap in to see if the concern is still present?

*** 09/08/2020 06:36:16 ***
Web - Note created on 09/08/2020 06:36:16 and created by Kerrick Gomez

Replaced mfc variant coded and calibrated also calibrated scc test drove c166787 can timeout scc came back

*** Web - Advice created on 09/08/2020 08:39:21 and created by Jay Jurado ***
1: Please recheck pin fit at the MFC. You may apply stabilant if necessary. Please also verify that there are no reflective stickers or transponders placed near the MFC.

*** 09/16/2020 14:25:44 ***
Web - Note created on 09/16/2020 14:25:44 and created by Kerrick Gomez

i got the dtc to go away but now im getting c136081 esp irreversible error active and c186286 invalid signal of scc active

*** Web - Advice created on 09/21/2020 10:51:57 and created by Jay Jurado ***
1: Please also verify that there are no loose pin fit issues at the HECU. You may use stabilant if needed. Thanks.

*** Case has been auto closed by the system on 10/07/2020 01:10:01 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA26M7[redacted] **Mileage:** 2,661 **Repair Date:** 08/25/2020

Prod Date: 05/26/2020 **Warranty Start Date:** 07/24/2020 **RO Number:** [redacted]

Port Options: CT, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA004 Murray KIA **Service District:** EA09

Phone: (610) 279-3020

Contact: Radoslaw Wojtowicz **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - BSD # C169381

Symptom: Warning Light On

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 08/27/2020 05:48:43 ***
Contact = Radoslaw Wojtowicz, Priority = Standard, Sub Status = Dispatched

*** 08/27/2020 05:48:43 ***
Web - Problem Description created on 08/27/2020 05:48:43 and created by Radoslaw Wojtowicz

MULTIPLE DASH LIGHTS CAME ON DASH, CHECK FORWARD COLLISION, CHECK BLIND SPOT COLLISION, CHECK DOWN HILL BRAKE ASSIST, SMART CRUISE CONTROL, ELECTRONIC STABILITY CONTROL.
CUSTOMER PROVIDED C174181, C162604, AND C136081 CODES, WHEN I SCANNED THE MODULES I HAD C162604 STORED IN ABS MODULE AND C169381 STORED IN BCW, BOTH WERE HISTORY.. ALSO CUSTOMER LOST RADIO PRESETS AND APPLE PLAY SETTINGS, NOT SURE IF RELATED

*** 08/27/2020 05:48:44 ***
Web - Diagnostics created on 08/27/2020 05:48:44 and created by Radoslaw Wojtowicz

.

*** 08/27/2020 08:19:23 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin Default

*** Web - Advice created on 08/27/2020 08:57:38 and created by George Hall ***
1: Let's focus on ABS C162604 . implausible control. Use KDS to monitor yaw rate and Steering sensor values on stationary and moving condition. Also check the ESC connector for poor pin tension, condition and fitment. Apply stabliant, on the connector, clear all DTCs and rescan for code.

*** Case Escalated to CA as: 13769027 on 08/28/2020 01:12:04 (PST)

*** 08/28/2020 14:06:06 ***
Web - Note created on 08/28/2020 14:06:06 and created by Radoslaw Wojtowicz

cleared the codes, so far i was not able to make it act up, the steering angle sensor connector was a bit questionable, not sure if it was completely seated or not. came out with fairly little resistance but at the same time i did grab it by the release tab, we are trying to find out from the customer if this was a one time deal or if it acted up multiple times, also curious how he was able to provide us trouble codes

*** Web - Advice created on 08/28/2020 14:39:49 and created by George Hall ***
1: HECU is looking Yaw rate, steering angle and vehicle speed in compare with its internal parameters. If nothing come up, put more miles on the vehicle see code return. Release back to the customer for evaluation if no issue present.

*** 09/01/2020 13:41:04 ***
Web - Note created on 09/01/2020 13:41:03 and created by Radoslaw Wojtowicz

i applied stabilant22 to the hecu connector, made sure the steering angle sensor was fully seated, reset steering angle position, put a few miles on the car with no issues, released to the customer, so far so good

*** 09/01/2020 13:44:22 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: applied stabilant22 to hecu connector

*** 10/26/2020 09:29:28 ***
Case Number: [redacted] Reopen Requested by Radoslaw Wojtowicz.
Reason: [vehicle came back in, today we have c162604 implausible control, c136081 esp irreversible error, c174181 esc not available vsm (check esc), and c169381 esc signal error]

*** 10/26/2020 09:30:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/26/2020 09:37:14 and created by George Hall ***
1: Based on the information provided, advised to replace HECU and recheck.

*** 10/26/2020 10:07:31 ***
Web - Note created on 10/26/2020 10:07:31 and created by Radoslaw Wojtowicz

thank you, should have the part tomorrow

*** Web - Advice created on 10/26/2020 10:21:17 and created by George Hall ***
1: Thank you for the case update.

*** Service Alert Escalated to CA as: 13769027 on 10/27/2020 01:04:20 (PST)
*** 10/27/2020 13:07:11 ***
Web - Note created on 10/27/2020 13:07:11 and created by Radoslaw Wojtowicz

replaced the hecu, hope all lights stay out

*** 10/27/2020 13:07:45 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: replaced hecu

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA20M7[redacted] **Mileage:** 6,208 **Repair Date:** 08/28/2020

Prod Date: 02/12/2020 **Warranty Start Date:** 07/07/2020 **RO Number:** [redacted]

Port Options: CF, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA083 My KIA **Service District:** WE04

Phone: (831) 444-8888

Contact: Juan Tejeda **Contact Title:** Dual Technician **Contact Phone:** (831) 214-7738

Case Details

Title: MIL - ABS/ESP # C162604 - C1860286 - C169381

Symptom: Warning Light On

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 08/28/2020 09:03:10 ***
Contact = Juan Tejeda, Priority = Standard, Sub Status = Dispatched

*** 08/28/2020 09:03:10 ***
Web - Problem Description created on 08/28/2020 08:58:53 and created by Juan Tejeda

WHILE DRIVING CRUISE CONTROL STOPPED WORKING, HILL DESCENT CONTROL LIGHT CAME ON, AUTO HOLD LIGHT CAME ON, ABS LIGHT CAME ON, TRACTION CONTROL LIGHT CAME ON.

*** 08/28/2020 09:03:10 ***
Web - Diagnostics created on 08/28/2020 09:03:10 and created by Siebel eSupport

INSPECTED AND CONFIRM VEHICLE HAS MULTIPLE CODES C162604 IMPLAUSIBLE CONTROL, C186286 INVALID SIGNAL OF SCC, C169381 ESC SIGNAL ERROR ALL THREE CODES ARE IN (HISTORY) NO FREEZE FRAME IS AVAILABLE (CUSTOMER IS PASSING THRU TOWN GOING HOME TO OREGON)

*** 08/28/2020 10:33:34 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin Everyday Cases

*** Web - Advice created on 08/28/2020 10:36:05 and created by Chris Schang ***
1: Juan,
Please verify battery voltage at E04 pins 1 and 30 with IGN off (hot at all times) and pin 37 of the same connector with key on. Please also verify ground on pin 14 and 46 and should be under 1 ohm and that the HECU ground is tight and clean.

*** 08/28/2020 11:21:26 ***
Web - Note created on 08/28/2020 11:21:26 and created by Juan Tejeda

CHECK PINS ALL WITH IN SPECS BATTERY VOLTAGE ON 1&30. PIN 37 WITH KEY ON HAS BATTERY VOLTAGE. GROUNDS ARE TIGHT AND WITH IN SPECS.

*** Web - Advice created on 08/28/2020 12:34:23 and created by Chris Schang ***
1: Juan,
Please clear the DTCs and see if you are able to duplicate the DTCs.

*** Case Escalated to CA as: 13770672 on 08/29/2020 01:13:30 (PST)

*** 09/04/2020 11:48:47 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: NA

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC8LG[redacted] **Mileage:** 1,817 **Repair Date:** 09/01/2020

Prod Date: 05/11/2020 **Warranty Start Date:** 05/30/2020 **RO Number:** [redacted]

Port Options: CT, CF, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MA006 Quirk KIA **Service District:** EA02

Phone: (781) 228-6731

Contact: Robert Gildea **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - EPB # C241611 C136081

Symptom: Improper Operation

System: Brakes

Component: Brake Caliper

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

*** 09/03/2020 06:15:48 ***
Contact = Jon Boivin, Priority = Standard, Sub Status = Dispatched

*** 09/03/2020 06:15:48 ***
Web - Problem Description created on 09/03/2020 06:15:48 and created by Jon Boivin

Vehicle came in with ECS light on. (ABS) C241611 Motor short or open - LH. (SCC) C136081 ESP Irrevers ble error.

*** 09/03/2020 06:15:48 ***
Web - Diagnostics created on 09/03/2020 06:15:48 and created by Jon Boivin

Check for bent, or broken pins and left rear caliper. none found. Found previous tech line case #13726706 from another dealer.

*** 09/03/2020 09:14:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/03/2020 09:23:57 and created by Greg Phillips ***
1: Does the left motor try to operate when you attempt to actuate it? And does it actually engage or does it just make noise? I don't believe the other dealer got the chance to replace it, please check to see if it was replaced. And make sure the connector is seated correctly.

*** 09/03/2020 10:35:18 ***
Web - Note created on 09/03/2020 10:35:18 and created by Jon Boivin

The vehicle is too new for me to be able to tell if it was replaced, However I have been checking connections and at this time I have cinched and released the parking brakes, probably a dozen times and everything is working properly at this time and it is not setting and codes.

*** 09/03/2020 12:35:10 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: could not verify concern at this time.

*** Service Alert Escalated to CA as: [redacted] on 09/04/2020 01:02:34 (PST)
*** 09/09/2020 09:09:55 ***
Case Number: 13777189 Reopen Requested by Robert Gildea.
Reason: [CUSTOMER RETURNED WITH SAME CONCERN, SCANNED FOR CODES FOUND C2416(HISTORY) C136081(HISTORY)]

*** 09/09/2020 09:13:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/09/2020 09:13:27 and created by Greg Phillips ***
1: What have you tested so far this visit?

*** 09/09/2020 09:31:09 ***
Web - Note created on 09/09/2020 09:31:09 and created by Robert Gildea

ACTIVATED EPB WITH WHEELS OFF GROUND FOUND BOTH REAR BRAKES HOLDING, SCANNED FOR CODES FOUND HISTORY CODES C136081 AND C24161, VISUALLY INSPECTED ABS MODUAL FOR LEAKS/DAMAGE TO CONNECTION NO FAULTS FOUND, RAISED VEHICLE INSPECTED CONNECTIONS AT BOTH REAR CALIPERS BOTH CONNECTORS SECURE, INSPECTED WIRING HARNESS TO BOTH REAR CALIPERS FOR DAMAGE NO FAULTS FOUND, TESTED FOR CONTINUITY FROM FF16- F63 ON DRIVER SIDE NO FAULTS FOUND,

*** Web - Advice created on 09/09/2020 12:33:17 and created by Greg Phillips ***
1: If you have verified the wiring, connectors, and proper signal, and the left epb actuator has not been replaced, let's please replace the actuator and retest.

*** 09/14/2020 06:28:19 ***
Web - Note created on 09/14/2020 06:28:18 and created by Jon Boivin

Left EPB Actuator / Caliper has been replaced and bled. Road tested vehicle and tested EPB several times. Same codes have returned again.

*** Web - Advice created on 09/14/2020 10:29:14 and created by Greg Phillips ***
1: Then it sounds like we are missing a wiring or module issue. How long is it taking for this code to come back and under what conditions (were you braking, cruising down the street, sitting at a light, etc)?

*** 09/15/2020 09:45:55 ***
Web - Note created on 09/15/2020 09:45:55 and created by Jon Boivin

Light came on when slowing to a stop at a traffic light about 5 minutes into road test. Parking brake was not being commanded to function. Measured at ABS connector, Entire EPB circuit is .5 Ohms. Resistance to ground is open at both pins E02- 12 and 13.

*** Web - Advice created on 09/16/2020 06:00:18 and created by Greg Phillips ***
1: Is that .5 ohm from end to end on each wire? I see a lot of new codes over the last two or three days in the ereports. How many of these are from diagnostic attempts and which ones are actually setting during the test drive?

*** 09/16/2020 07:30:51 ***
Web - Note created on 09/16/2020 07:30:50 and created by Jon Boivin

>.5 ohms is from ESC module connector E02 pin 12 to E02 pin 13. Measuring entire left rear EPB circuit with caliper plugged in. (ABS) C241611 Motor short or open - LH. (SCC) C136081 ESP Irreversible error. codes set during road test.

*** Web - Advice created on 09/16/2020 12:35:03 and created by Greg Phillips ***
1: Is the auto hold turned on? Is this happening when the auto hold is activating? Or even the idle start stop?

*** 09/17/2020 09:05:40 ***
Web - Note created on 09/17/2020 09:05:39 and created by Jon Boivin

No, Auto hold is shut off. Auto start stop is shut off. Vehicle set codes this morning as soon as we started backing the car out of the bay.

*** Web - Advice created on 09/17/2020 14:36:19 and created by Greg Phillips ***
1: The only thing left I could image is happening on this is that it is seeing the circuit open up or short as it's moving. Break in a wire, loose pin fit. But you have tested this circuit a few times now at least. If you are confident of a good condition of the wires and connectors F63, FF16, EF11 and E02, then all that really leaves is the HECU.

*** 09/24/2020 04:55:25 ***
Web - Note created on 09/24/2020 04:55:25 and created by Jon Boivin

Found pitstop article for locking tab issue for left rear caliper.. Also ABS module was not recognizing SCC module. Reset was required.

*** 09/24/2020 04:59:29 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: corrected pin tension at epb caliper connector

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC9LG[redacted] **Mileage:** 7,170 **Repair Date:** 09/03/2020

Prod Date: 01/31/2020 **Warranty Start Date:** 03/21/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY103 Paul Brown KIA **Service District:** EA11

Phone: (716) 372-0080

Contact: Adam Peterson **Contact Title:** Dual Technician **Contact Phone:** (716) 378-7206

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Improper Operation

System: Body Electrical

Component: Front View Camera

Resolution: Normal Condition **Category:** Repair Assistance

Case History

*** 09/08/2020 06:48:31 ***
Contact = Adam Peterson, Priority = Standard, Sub Status = Dispatched

*** 09/08/2020 06:48:31 ***
Web - Problem Description created on 09/08/2020 06:48:31 and created by Adam Peterson

Customer states foward collision warning and shuts of cruise control

*** 09/08/2020 06:48:31 ***
Web - Diagnostics created on 09/08/2020 06:48:31 and created by Adam Peterson

Test drove and verified complaint
Going down road with cruise set warning in dash says camera is blocked and cancels cruise out on a sunny day with nothing covering camera
Scan have no codes

*** 09/08/2020 08:17:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 09/08/2020 08:27:29 and created by Jay Jurado ***
1: Do you have access to a known good MFC that you can swap in for diagnosis? Please verify that you have 12.0V at E51 pin 6, and a good ground point at GE11. Make sure there are no loose pin fit issues with the radar connector as well. You may apply stabilant if needed.

*** 09/15/2020 05:31:26 ***

Web - Note created on 09/15/2020 05:31:26 and created by Adam Peterson

Install new camera and seems to be ok at this time

*** Web - Advice created on 09/21/2020 09:39:05 and created by Jay Jurado ***
1: Thanks for the update. Based on your information, recommend replacing the MFC at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 09/28/2020 11:03:42 ***
Web - Note created on 09/28/2020 11:03:42 and created by Adam Peterson

Replaced mfc worked for about a week and then has had the same issue working on and off

*** Service Alert Escalated to CA as: [redacted] on 09/29/2020 01:06:08 (PST)

*** Web - Advice created on 09/29/2020 09:24:35 and created by Jay Jurado ***
1: Was the new MFC calibrated?

*** Web - Advice created on 09/29/2020 10:13:00 and created by Peter Von Schwedler ***
Adam, Is this a genuine Kia windshield?

*** 09/29/2020 11:27:30 ***
Web - Note created on 09/29/2020 11:27:30 and created by Adam Peterson

Yes

*** 09/29/2020 11:28:56 ***
Web - Note created on 09/29/2020 11:28:56 and created by Adam Peterson

Yes it's the oem windshield

*** Web - Advice created on 09/29/2020 12:13:40 and created by Peter Von Schwedler ***
Adam, unsnap the camera from the holder and look through the windshield as the camera would look through. See if there is any dirty film on the glass. You can also clean it with a q-tip and some glass cleaner.

*** Web - Advice created on 09/30/2020 09:48:54 and created by Jay Jurado ***
1: .

*** 10/02/2020 08:46:32 ***
Web - Note created on 10/02/2020 08:46:31 and created by Adam Peterson

Glass is clean and still has issue

*** Web - Advice created on 10/02/2020 10:11:27 and created by Peter Von Schwedler ***
Adam, does this only happen when driving directly into the sun? This may be a normal condition.

*** Web - Advice created on 10/05/2020 06:43:46 and created by Jay Jurado ***
1: .

*** 10/06/2020 10:11:55 ***
Web - Note created on 10/06/2020 10:11:55 and created by Adam Peterson

It happens random weather does not seem to be the factor

*** Web - FTS Advice created on 10/06/2020 13:28:03 and created by Peter Von Schwedler ***
Adam, If the glass is clean on the inside where the camera mounts and on the outside, and the camera has been replaced, and there are no codes setting, then the system is likely operating correctly.
Can you upload a picture looking through the windshield where the camera looks but with the camera unsnapped?
Also a picture of the camera lens?.

*** Web - Advice created on 10/07/2020 12:48:49 and created by Jay Jurado ***
1: Please also see PS663. Thanks.

*** 10/08/2020 10:02:01 ***
20201008_125813.jpg added by Adam Peterson on 10/08/2020 10:01:59

*** 10/08/2020 10:02:03 ***
20201008_130004.jpg added by Adam Peterson on 10/08/2020 10:02:02

*** Web - Advice created on 10/09/2020 10:34:25 and created by Jay Jurado ***
1: Thanks for the photos. Are there any reflective stickers or transponders placed near the MFC?

*** 10/09/2020 11:26:18 ***
Web - Note created on 10/09/2020 11:26:18 and created by Adam Peterson

There is nothing by the mfc

*** Web - FTS Advice created on 10/12/2020 07:05:16 and created by Peter Von Schwedler ***
Adam, if this is the original windshield then refer to PS663. This is normal.

*** 10/15/2020 07:39:54 ***
Case closed by Jay Jurado with Resolution Code : Normal Condition
[Resolution Summary]

Attachments

20201008_125813.jpg.jpg, 20201008_130004.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA20M7[redacted] **Mileage:** 1,429 **Repair Date:** 09/09/2020

Prod Date: 04/02/2020 **Warranty Start Date:** 06/30/2020 **RO Number:** [redacted]

Port Options: LH, CF, PL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL122 Rick Case KIA **Service District:** SO02

Phone: (954) 622-1500

Contact: daneil facey **Contact Title:** Exclusive Kia Technician **Contact Phone:** (786) 738-3416

Case Details

Title: ElecSys General-AEB #

Symptom: Warning Light On

System: Brakes

Component: AEB

Resolution: Faulty Component **Category:** Quality Review

Case History

*** 09/09/2020 08:29:55 ***
Contact = daneil facey, Priority = Standard, Sub Status = Dispatched

*** 09/09/2020 08:29:55 ***
Web - Problem Description created on 09/09/2020 08:27:38 and created by daneil facey

CAR CAME IN WITH AUTONOMOUS EMERGENCY BRAKING RADAR AND CRUISE CONTROL LIGHT.

*** 09/09/2020 08:29:55 ***
Web - Diagnostics created on 09/09/2020 08:27:38 and created by daneil facey

TECH VERIFY CUSTOMER CONCERN AND REPLACE RADAR AND CALIBRATE RADAR AND EVERYTHING IS WORKING AS DESIGN

*** 09/09/2020 11:06:30 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin default

*** Web - Advice created on 09/09/2020 11:39:37 and created by Tony Thomas ***
1: Please retain parts for collection and close this case and submit your warranty claim immediately after the repairs have been completed.

*** Service Alert Escalated to CA as: 13793107 on 09/16/2020 01:04:23 (PST)

*** Case has been auto closed by the system on 09/25/2020 01:10:00 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP34HC5LG[redacted]
Mileage: 10,000
Repair Date: 09/15/2020
Prod Date: 01/03/2020
Warranty Start Date: 01/28/2020
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX118 Victory KIA
Service District: SW07
Phone: (361) 575-6375
Contact: Esteban Mendez
Contact Title: Exclusive Kia Technician
Contact Phone: (361) 571-4559

Case Details

Title: Instr Cluster-All gauges inop# C162887
Symptom: Improper Indication
System: Body Electrical
Component: Instrument Panel Module (IPM)
Resolution: Damaged Component
Category: Repair Assistance

Case History

*** 09/16/2020 05:07:02 ***
Contact = Esteban Mendez, Priority = Standard, Sub Status = Dispatched

*** 09/16/2020 05:07:02 ***
Web - Problem Description created on 09/16/2020 05:07:02 and created by Esteban Mendez

Vehicle has a bad cluster. Will not turn on and I have no illumination on any buttons on the a/c controls and no LKAS or SCC.

*** 09/16/2020 05:07:02 ***
Web - Diagnostics created on 09/16/2020 05:07:02 and created by Esteban Mendez

I scanned the vehicle and have many CAN codes and I have no communication with the cluster, no data and no actuation available because it fails to communicate.
I have checked fuses and connections. I even pulled the cluster out to check connector at the cluster.
I have B+ and grounds are good. Customer is from out of town and says he just purchased this car.

*** 09/16/2020 05:08:28 ***
Web - Note created on 09/16/2020 05:08:28 and created by Esteban Mendez

I sent a photo and thats all that turns on.

*** 09/16/2020 05:08:31 ***
20200916_065813.jpg added by Esteban Mendez on 09/16/2020 05:08:29

*** 09/16/2020 05:11:01 ***
TELLURIDE(ON)_20200916_070854.jpg added by Esteban Mendez on 09/16/2020 05:11:01

*** 09/16/2020 05:11:18 ***
Web - Note created on 09/16/2020 05:11:18 and created by Esteban Mendez

attached photo

*** 09/16/2020 07:43:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 09/16/2020 07:51:40 and created by Juan Vazquez ***
1: Thank you for that information. Are you able to see live data in all the modules, including cluster. If not please list the modules that live data is not available.

*** 09/16/2020 08:19:00 ***
Web - Note created on 09/16/2020 08:19:00 and created by Esteban Mendez

I do not have data for the cluster. Everything is on the e-report photo i attached.

*** Web - Advice created on 09/16/2020 09:16:17 and created by Juan Vazquez ***
1: Do you have access to a known good cluster you can plug in for testing purposes?

*** 09/16/2020 09:18:54 ***
Web - Note created on 09/16/2020 09:18:54 and created by Esteban Mendez

All we have is 2021's

*** Web - Advice created on 09/16/2020 10:18:22 and created by Juan Vazquez ***
1: Thank you for that information. With cluster removed, check ignition power at connector M08 pin 39 and check ground at pin 37 same connector.

If OK then with ignition ON engine OFF check C-CAN voltage at connector M08 pins 33 and 32

Next disconnect battery and check resistance at connector M08 pins 33 to 32 and also resistance to ground on these pins.

*** 09/16/2020 11:41:36 ***
Web - Note created on 09/16/2020 11:41:36 and created by Esteban Mendez

ignition power at connector M08 pin 39 =12.3
ground at pin 37 same connector=GOOD
resistance at connector M08 pins 33 to 32 and also resistance to ground on these pins= 125OHM, AND 1.5 GROUND
C-can voltage , Is that between pins 33, 32? Or 33 and chassis ground?

*** 09/16/2020 11:57:47 ***
Web - Note created on 09/16/2020 11:57:47 and created by Esteban Mendez

Well I hooked cluster back up and illumination and some lights turn on now but i still have a message that says Coding Error. I will attach new photos.

*** 09/16/2020 11:59:04 ***
20200916_135105.jpg added by Esteban Mendez on 09/16/2020 11:59:02

*** 09/16/2020 11:59:53 ***
TELLURIDE(ON)_20200916_134842.jpg added by Esteban Mendez on 09/16/2020 11:59:52

*** 09/16/2020 12:20:44 ***
Web - Note created on 09/16/2020 12:20:44 and created by Esteban Mendez

Turned off again. That's the second time it goes on for a few minutes and turns off.

*** Web - Advice created on 09/16/2020 12:54:20 and created by Juan Vazquez ***
1: C-CAN voltage is with ignition ON engine OFF and pin 32 to chassis ground and pin 33 to chassis ground.

When you said "resistance to ground 1.5 GROUND" . When you got 1.5 Ω to ground, where was this measurement taken from.

*** 09/16/2020 12:59:28 ***
Web - Note created on 09/16/2020 12:59:28 and created by Esteban Mendez

C-CAN voltage is with ignition ON engine OFF and pin 32 to chassis ground and pin 33 to chassis ground= .83
PIN32 and ground=1.52
Pin33 and ground=1.52

*** Web - Advice created on 09/16/2020 13:20:19 and created by Juan Vazquez ***
1: Please contact the Techline center at 800 494-4542 to discuss this case. I am here between 7:30 AM and 4:30 PM with lunch form 12:00 to 1:00

pacific time.

*** Service Alert Escalated to CA as: 13794814 on 09/17/2020 01:04:41 (PST)

*** Phone - Advice created on 09/17/2020 08:10:37 and created by Brian Lall ***
1: Esteban called as requested. I advised Juan was not available and I reviewed the DTCs and what he found with Esteban. If he leaves the cluster unplugged for a while then reconnects it the back lighting and illumination will power up but the cluster indicators are still inop. Then the cluster stops responding at all. Advised based on the information provided, my recommendation is to replace the cluster and to retest.

*** 09/28/2020 05:11:14 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: C162887 CAN time out cluster C180581 LKAS sig error / check MF11??

Attachments

20200916_065813.jpg.jpg, TELLURIDE(ON)_20200916_070854.jpg.jpg, [redacted] 20 Telluride C-CAN schematic.JPG, [redacted] 20 Telluride cluster power ground.JPG, 20200916_135105.jpg.jpg, TELLURIDE(ON)_20200916_134842.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC2LG[redacted] **Mileage:** 36,339 **Repair Date:** 09/16/2020

Prod Date: 03/18/2019 **Warranty Start Date:** 03/29/2019 **RO Number:** [redacted]

Port Options: CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA033 KIA Autosport **Service District:** SO06

Phone: (706) 341-4444

Contact: James Burkett **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - AEB # C163808 - C16B687

Symptom: Warning Light On

System: Body Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 09/16/2020 07:23:44 ***
Contact = James Burkett, Priority = Standard, Sub Status = Dispatched

*** 09/16/2020 07:23:44 ***
Web - Problem Description created on 09/16/2020 07:20:05 and created by James Burkett

I have a 2020 Telluride here with codes C16B687 CAN timeout- AEB and C163808 CAN timeout- SCC. We have a "Check Smart Cruise Control" message on the dash cluster.

*** 09/16/2020 07:23:44 ***
Web - Diagnostics created on 09/16/2020 07:23:44 and created by Siebel eSupport

I cannot communicate with the SCC module at all. I have checked for power and ground at the module and it has both, but the module is dead. It is also physically warm, but there is no physical damage to the module. Please advise

*** 09/16/2020 09:01:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/16/2020 09:17:21 and created by Frank Lusic ***
1: Hello James
1, disconnect the battery and the SCC radar unit connector
2, check the resistance between pins 4-5 of the harness connector

*** 09/16/2020 14:33:42 ***
Web - Note created on 09/16/2020 14:33:41 and created by James Burkett

They measure open.

*** Web - Advice created on 09/16/2020 14:42:28 and created by Frank Lusic ***
1: this reading should be 60 ohms
1, disconnect connector EE11
2, check for corrosion
3, check the resistance between pins 2-3 on the female side of the connector

*** 09/16/2020 14:44:46 ***
Web - Note created on 09/16/2020 14:44:46 and created by James Burkett

Got it. Thank you for your help. An animal has gotten into the left front fender well and chewed a bunch of wires on connector EE11. One of them happens to be a CAN comm wire for the SCC module.

*** Web - Advice created on 09/16/2020 14:48:13 and created by Frank Lusic ***
1: Nice, have the customer contact their insurance company

*** Case has been auto closed by the system on 10/02/2020 01:12:56 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J27MG[redacted] **Mileage:** 351 **Repair Date:** 09/16/2020

Prod Date: 09/01/2020 **Warranty Start Date:** 09/12/2020 **RO Number:** [redacted]

Port Options: CF, CN, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL056 Courtesy KIA of Brandon **Service District:** SO14

Phone: (813) 621-5757

Contact: gabriel gomez **Contact Title:** Exclusive Kia Technician **Contact Phone:** (813) 947-0204

Case Details

Title: ElecSys-Lane Departure Sys # Pulls

Symptom:

System: Steering

Component: EPS Control Module

Resolution: No Problem Found **Category:** Repair Assistance

Case History

*** 09/16/2020 13:30:46 ***
Contact = gabriel gomez, Priority = Standard, Sub Status = Dispatched

*** 09/16/2020 13:30:47 ***
Web - Problem Description created on 09/16/2020 13:30:47 and created by gabriel gomez

customer states when driving the lane assist is not centering the car as well when i was driving the car for a test drive the lane assist was going crazy when i was driving straight it was going off and pushing ,e left at times and right at time when turn off the off ramp on the hwy it again started to go crazy even when i put my blinkers on

*** 09/16/2020 13:30:47 ***
Web - Diagnostics created on 09/16/2020 13:30:47 and created by gabriel gomez

test drove

*** 09/16/2020 16:05:31 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin All Others

*** Web - Advice created on 09/16/2020 16:07:33 and created by Eric Patterson ***
1: Please check the SAS sensor When the wheel is strait does the sensor read "0"?

*** Web - Advice created on 09/16/2020 16:24:50 and created by Eric Patterson ***
1: Lets try calibrating the camera as well.

But first please add a screenshot of all the MFC information to the case. Thank you

*** Case Escalated to CA as: 13794846 on 09/17/2020 01:07:55 (PST)

*** Web - Advice created on 09/18/2020 12:10:19 and created by Eric Patterson ***
1: Any updates to the case?

Thank you The Engineer and DPSM have emailed me.

*** 09/21/2020 14:08:04 ***
Case Closed with Resolution Code: No Problem Found
Resolution Summary: customer had a easy pass transponder right under the camera

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA27M7[redacted] **Mileage:** 6,324 **Repair Date:** 09/22/2020

Prod Date: 12/12/2019 **Warranty Start Date:** 03/28/2020 **RO Number:** [redacted]

Port Options: CNF, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA084 Bulldog KIA **Service District:** SO13

Phone: (706) 612-1200

Contact: Baoxian Sun **Contact Title:** Maintenance Technician **Contact Phone:** (706) 247-6005

Case Details

Title: MIL - LKAS # B104052 C180487 C160C87 C166A87

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Wrong Part **Category:** Repair Assistance

Case History

*** 09/22/2020 10:59:26 ***
Contact = Baoxian Sun, Priority = Standard, Sub Status = Dispatched

*** 09/22/2020 10:59:26 ***
Web - Problem Description created on 09/22/2020 10:57:46 and created by Baoxian Sun

customer states forward collision blind spot detection high beam assist and lane follow assist lights are on

*** 09/22/2020 10:59:26 ***
Web - Diagnostics created on 09/22/2020 10:57:47 and created by Baoxian Sun

scan all the system find 4 codes FR-Radar C180487 CAN time out lkas FR-Radar C160c87 local can time out BCW c166a87 CAN time out ldws lkas CLU B104052 kas ldws missing error withou tlkas ldws ,I tride to clear the fault code but it would appear again ,I checked every plug and no found corrosion pin and false connection

*** 09/22/2020 15:20:28 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin Default

*** Web - Advice created on 09/22/2020 15:28:39 and created by John Nguyen ***
1: Baoxian, it seems that there is an internal failure of a component causing the CAN line failure. Please swap components with known goods one by one until the fault is no longer present. Please start with the MFC, then the instrument cluster, then the FCA radar and report your test results.

*** 10/01/2020 08:53:06 ***

Web - Note created on 10/01/2020 08:53:06 and created by Baoxian Sun

today I changed the camera of other cars to this one ,and everything worked normally ,it must be the camera problem thank you

*** 10/01/2020 10:40:46 ***
Web - Note created on 10/01/2020 10:40:45 and created by Baoxian Sun

can I apply a change the camera (MFC)?

*** Web - Advice created on 10/01/2020 13:41:05 and created by John Nguyen ***
1: Baoxian, please replace the camera and retest. Please verify the issue no longer persists as we have seen new faulty cameras fail out of the box.

*** 10/03/2020 05:49:20 ***
Case Closed with Resolution Code: Wrong Part
Resolution Summary: Requested additional information.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA24M7[redacted] **Mileage:** **Repair Date:** 09/22/2020

Prod Date: 06/18/2020 **Warranty Start Date:** 08/08/2020 **RO Number:** [redacted]

Port Options: PL, CTS, CF, MUG, CB

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA020 Smith KIA of Bellingham **Service District:** WE08

Phone: (360) 715-3455

Contact: John Mathews **Contact Title:** Exclusive Kia Technician **Contact Phone:** (360) 707-8488

Case Details

Title: MIL - PCM # U04B100 U01B000 C162604 C186286 C169381 C162308

Symptom: Warning Light On

System: Engine Electrical

Component: Connection

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 09/22/2020 12:42:11 ***
Contact = John Mathews, Priority = Standard, Sub Status = Dispatched

*** 09/22/2020 12:42:11 ***
Web - Problem Description created on 09/22/2020 12:42:11 and created by John Mathews

Customer states cruise light and other lights came on while driving.

*** 09/22/2020 12:42:12 ***
Web - Diagnostics created on 09/22/2020 12:42:12 and created by John Mathews

Retrieved following codes C162604,C186286,and C169381. Test drove with SCC engaged. No issue on test drive. Inspected harness at forward camera and radar unit , OK. Updated ICU from 0A20 to 0A33.

*** 09/22/2020 12:47:57 ***
IMG_20200922_122720994.jpg added by John Mathews on 09/22/2020 12:47:54

*** 09/22/2020 17:32:21 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin All Others

*** Web - Advice created on 09/22/2020 17:36:42 and created by Eric Patterson ***
1: Please perform the wiring and component inspection for the battery module for these DTC's U04B100 U01B000

Please let me know if and what was found incorrect.

may need to swap one to confirm.
2: Connection poor? Defective sensor or open circuit?
3: Connector CB11 Tight No backed out pins. let me know

*** Case Escalated to CA as: 13802465 on 09/23/2020 01:12:55 (PST)

*** 09/23/2020 13:39:02 ***
Web - Note created on 09/23/2020 13:39:02 and created by John Mathews

Hello Eric. I followed DTC U04B100 wiring and component inspection as requested. Added stabilant 22 and inspected CB31,C206, EC11,and ICU-B per DTC guide and ETM. No bent or backed out pins .Scoped and attached LIN and power signal to verify component wit engine running..
Could not locate CB 11on ETM.
Could not locate any info on U01B000.
Please clarify.
The codes I retrieved were history codes not active codes. Am not sure how they relate to battery sensor.
Thank you.

*** 09/23/2020 13:39:04 ***
IMG_20200923_115548417_HDR.jpg added by John Mathews on 09/23/2020 13:39:03

*** 09/23/2020 13:39:06 ***
IMG_20200923_115625414_HDR.jpg added by John Mathews on 09/23/2020 13:39:05

*** Web - Advice created on 09/23/2020 20:12:44 and created by Eric Patterson ***
1: Those were the only 2 DTC's pending. All others were history.

Perfect, Lin is working .. Lets see if we can recreate any other DTC's again.

We will need the to be pending or active to find a concern most l kely.

*** 09/24/2020 09:09:54 ***
Web - Note created on 09/24/2020 09:09:54 and created by John Mathews

Test drove on I5 with cruise on ,no codes .Thank you.

*** Web - Advice created on 09/24/2020 12:08:32 and created by Eric Patterson ***
1: Thank you it could have just been a pin tension concern.
2: Thank you for the update, I would release the vehicle to the customer. Thanks again. Please close this case and send a re-open request if the vehicle should return in the future for the same concern.

*** 09/24/2020 21:02:23 ***
Web - Note created on 09/24/2020 21:02:23 and created by John Mathews

Will ship vehicle and close case. thankyou.

*** 09/24/2020 21:05:09 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: took advice given

*** 10/07/2020 14:35:32 ***
Case Number: [redacted] Reopen Requested by John Mathews.
Reason: [Customer states cruise went off by Itself going 70 MPH ,yanked the customer hard to the right, and all dash lights came on. The following History codes were scanned:C162604, C186286, and C169381. Same codes we had last time in. No freeze frame data was recorded. Thank you.]

*** 10/07/2020 16:47:59 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/07/2020 16:52:23 and created by Eric Patterson ***
1: I see there are no more steering angle sensor codes.

Please check the wiring inspections and also component inspections per KGIS for codes C186286 C169381

Please list if there is anything found wrong.

*** Service Alert Escalated to CA as: 13822715 on 10/08/2020 01:05:09 (PST)

*** 10/09/2020 15:26:53 ***
Web - Note created on 10/09/2020 15:26:53 and created by John Mathews

Checked connectors E04, E98,EE11,EF11,MF11,MR11, and R15 so far. All OK. C CAN at front camera OK.I drove it home the other night before your input. I have put 89 miles on vehicle with no issue although we can't ship it without finding something.

*** 10/09/2020 15:26:55 ***
IMG_20201008_145016828.jpg added by John Mathews on 10/09/2020 15:26:54

*** Web - Advice created on 10/09/2020 16:17:07 and created by Eric Patterson ***

1: Researching some other cases to see if I see anything familiar

*** Web - Advice created on 10/09/2020 16:26:42 and created by Eric Patterson ***
1: I would advice to perform a CAT discharge, but since we cant duplicate and currently there are no issue we cannot perform any more repairs.

Make sure the battery cables are tight and also check the MDPS pin drag and connectors. Wiggle them and see if any DTC's come back.

*** 10/16/2020 08:43:29 ***
Web - Note created on 10/16/2020 08:43:28 and created by John Mathews

I duplicated concern. Went over some bumps after driving home from work. Found that wiggling harness to E20 connector at MDPS unit caused issue. Tugging hard on the connector itself had same result. Tried tightening terminals with no effect. Connector M17 looked OK . Terminal drag test on it had passed. Do not have tool for drag test on E 20 but seems OK I attached files showing something of what happened. Data showed SAS data in MDPS but not HECU when fault happened. Thank you.

*** 10/16/2020 08:43:31 ***
IMG_20201014_180040694.jpg added by John Mathews on 10/16/2020 08:43:29

*** 10/16/2020 08:43:33 ***
IMG_20201014_180305919_HDR.jpg added by John Mathews on 10/16/2020 08:43:32

*** 10/16/2020 08:43:34 ***
2020-10-14 (5).png added by John Mathews on 10/16/2020 08:43:34

*** 10/16/2020 08:43:35 ***
SELTOS(SP2)_20201014_180826.jpg added by John Mathews on 10/16/2020 08:43:34

*** 10/16/2020 08:43:36 ***
2020-10-14 (6).png added by John Mathews on 10/16/2020 08:43:35

*** Web - Advice created on 10/16/2020 10:05:41 and created by Eric Patterson ***
1: Based on the information if you agree the dash harness seems to be the cause, I would recommend replacement .

*** 10/16/2020 10:38:28 ***
Web - Note created on 10/16/2020 10:38:28 and created by John Mathews

I am not sure I agree .Is that short jumper harness part of the MDPS unit? What have the past failures indicated?

*** Web - Advice created on 10/16/2020 10:54:40 and created by Eric Patterson ***
1: Ok, so after researching the DTC's there seem to be no cases exactly like this one. But you can see the SAS and the MDPS can codes in the other units. Please replace the sub harness and recheck for proper operation. Wiggle the new harness and see if you can duplicate the concerns,

The only other thing I can think of is depending on how hard you are pulling on the harness, the pins in the control unit could be the concern. Possible SAS or ECU failure.
2: But I agree the other control units seem to be loosing the signal causing the DTC's from the MDPS

*** 10/19/2020 14:54:48 ***
Web - Note created on 10/19/2020 14:54:47 and created by John Mathews

I swapped a sub harness from another vehicle. I drove it and wiggled the harness were it connects to the MDPS ECU. The fault reoccurred C162308,C136081,C174181, and C169381 were active. Many other history codes. Looks l ke ECU failure. I think its part of MDS unit. I was wrong thinking the connector I wiggled was E20. E20 is where the dash harness plugs into the sub harness. Thank you.

*** 10/19/2020 14:54:50 ***
IMG_20201019_143632881_HDR.jpg added by John Mathews on 10/19/2020 14:54:48

*** 10/19/2020 14:54:52 ***
IMG_20201019_143823171_HDR.jpg added by John Mathews on 10/19/2020 14:54:50

*** Web - Advice created on 10/19/2020 15:42:47 and created by Eric Patterson ***
1: Well that is the power supply for the MDPS. it could set all the DTC's.

Per TSB CHA084 if the ECU is suspected the ECU will need replaced itself.

*** 10/29/2020 08:43:25 ***
Web - Note created on 10/29/2020 08:43:25 and created by John Mathews

Replaced MDPS assembly which includes ECU. Wiggled harness and test drove OK. No codes now. Thank you for your help.

*** 10/29/2020 08:44:45 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Replaced MDPS assembly including ECU

Attachments

IMG_20200922_122720994.jpg.jpg, IMG_20200923_115548417_HDR.jpg.jpg, IMG_20200923_115625414_HDR.jpg.jpg, IMG_20201008_145016828.jpg.jpg, IMG_20201014_180040694.jpg.jpg, IMG_20201014_180305919_HDR.jpg.jpg, 2020-10-14 (5).png.png, SELTOS(SP2)_20201014_180826.jpg.jpg, 2020-10-14 (6).png.png, IMG_20201019_143632881_HDR.jpg.jpg, IMG_20201019_143823171_HDR.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC1LG[redacted] **Mileage:** 5,400 **Repair Date:** 09/24/2020

Prod Date: 06/17/2020 **Warranty Start Date:** 06/26/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: LA027 Sparks KIA **Service District:** SW04

Phone: (318) 322-1800

Contact: Maurice Jones **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C180581 C160649

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 09/24/2020 10:41:20 ***
Contact = Maurice Jones, Priority = Standard, Sub Status = Dispatched

*** 09/24/2020 10:41:20 ***
Web - Problem Description created on 09/24/2020 10:29:51 and created by Maurice Jones

Vehicle came in SCC and lane assist not working

*** 09/24/2020 10:41:21 ***
Web - Diagnostics created on 09/24/2020 10:29:51 and created by Maurice Jones

pulled DTC's C180581 and C160649 did wiring inspection on dtc C160649 tested pin 7 resistance at MFC connector got 3.8 ohns tested power at pin 5 got 12.5v tested resistance (R11 pin7 to MR11 pin1) got .1 ohn tested MR11 pin one to chassis ground got 3.9 ohns

*** 09/24/2020 10:50:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Phone - Advice created on 09/24/2020 11:05:24 and created by Eric Patterson ***
1: Tech has called in on the case.

Tech performed a voltage drop on the ground and the voltage was .020.. Ground is good.

Please replace the MFC and add the variant code information to the case in case you need ot to variant code the new MFC. Thank you again

*** Web - Advice created on 09/24/2020 11:05:58 and created by Eric Patterson ***
1: If the vehicle is ready to ship, It's been a pleasure assisting in this case, please complete the survey if you have a chance and close the case when convenient. Thanks again

*** 10/02/2020 11:04:06 ***
Web - Note created on 10/02/2020 11:04:06 and created by Maurice Jones

Everything went good with part thanks for the assist closing case

*** 10/02/2020 11:04:57 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced MFC

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 NIRO **Engine:** 1.6L GDI **Model Code:**

VIN: KNDCC3LC6L5[redacted] **Mileage:** 2,766 **Repair Date:** 09/28/2020

Prod Date: 03/20/2020 **Warranty Start Date:** 08/18/2020 **RO Number:** [redacted]

Port Options: CF, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO031 Arapahoe KIA **Service District:** SW08

Phone: (303) 874-2500

Contact: Matthew Rodrigue **Contact Title:** Exclusive Kia Technician **Contact Phone:** (281) 331-2379

Case Details

Title: MIL - AEB # C160C87 C180581 C174755 C170246 C272146

Symptom: Warning Light On

System: Brakes

Component: AEB

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 09/28/2020 07:52:38 ***
Contact = Matthew Rodrigue, Priority = Standard, Sub Status = Dispatched

*** 09/28/2020 07:52:39 ***
Web - Problem Description created on 09/28/2020 07:52:39 and created by Matthew Rodrigue

customer states mutiple waring lights on , cruise control , forward collision warning do not work . found lkas can time out and can sisgnal codes.

*** 09/28/2020 07:52:39 ***
Web - Diagnostics created on 09/28/2020 07:52:39 and created by Matthew Rodrigue

tried to get into multi function camera variant coding through software management and screen would pop up as communication error and wouldnt even let me view the variant coding in there. I ordered another multi functino camera and installed , i can now get into system for variant coding but it is all wrong . programmed for austrailia , right hand drive, all sorts of stuff is wrong so i tried to correct everything to the best of my knowledge and hit submit and with new camera is populates communication error after hitting submit. i took new camera out and installed customers original camera to see if it still wouldnt allow me to enter the screen to change variant coding and it still kicks me out before entering the variant coding screen with a display of communication error. plugged back in the new camera and with new camera it will still allow me to modify variant coding .

*** 09/28/2020 09:19:18 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin default

*** Web - Advice created on 09/28/2020 09:21:50 and created by Tony Thomas ***
1: Log into the vehicle using the KDS key on, engine off, and make sure you are connected to the Internet and you have a battery saver connected to the vehicle. Hit the home button on the tablet, find the all icons button and search for Mobile Support. Run the app and install any updates. When you

get a box requesting a 6-digit code, let me know and I will give you one and remote it to look at this for you.

*** 09/28/2020 11:24:01 ***
Web - Note created on 09/28/2020 11:24:00 and created by Matthew Rodrigue

125019278 is my id

*** 09/28/2020 11:24:55 ***
Web - Note created on 09/28/2020 11:24:54 and created by Matthew Rodrigue

sorry thats quick support

*** 09/28/2020 11:26:28 ***
Web - Note created on 09/28/2020 11:26:28 and created by Matthew Rodrigue

im ready for the code .

*** Web - Advice created on 09/28/2020 11:30:06 and created by Tony Thomas ***
1: 997 031 start with the original camera please.

*** 09/28/2020 11:38:45 ***
Web - Note created on 09/28/2020 11:38:45 and created by Matthew Rodrigue

i inputted the code and then a screen pops up asking if i want to uninstall the app . no matter how many times i click cancel it keeps popping up instantly . if i click OK it lets me proceed but then freezes and if i go back to the app it asks me to reinstall . i reinstall and window pops up asking me to uninstall .

*** Web - Advice created on 09/28/2020 11:47:27 and created by Tony Thomas ***
1: Select okay to uninstall. It needs to remove the old software to install the update which only takes a minute or less.

*** Case Escalated to CA as: 13810017 on 09/29/2020 01:08:28 (PST)

*** 09/29/2020 07:29:13 ***
Web - Note created on 09/29/2020 07:29:13 and created by Matthew Rodrigue

the code now says its invalid. can i get another access code to try this again today ? i completely uninstalled app manually and reloaded the app from app store .

*** Web - Advice created on 09/29/2020 07:52:23 and created by Tony Thomas ***
1: The app has to be running from my end to work so you need to let me know when you want to retry. 997 334.

*** 09/29/2020 08:43:28 ***
Web - Note created on 09/29/2020 08:43:28 and created by Matthew Rodrigue

retry at in 15 minutes

*** Web - Advice created on 09/29/2020 08:50:43 and created by Tony Thomas ***
1: Let me know when you are ready and I will provide the code.

*** 09/29/2020 08:51:16 ***
Web - Note created on 09/29/2020 08:51:16 and created by Matthew Rodrigue

i will call in and speak with you on the phone since i just got handed four waiting customers with 6 hours of work, i just lost my 15 minute window .

*** Web - Advice created on 09/29/2020 08:52:46 and created by Tony Thomas ***
1: Understood.

*** Phone - Advice created on 09/29/2020 12:39:16 and created by Greg Phillips ***
1: Matthew called in but missed Tony. Would l ke a call back at 281-331-2379.

*** Web - Advice created on 09/29/2020 12:45:22 and created by Tony Thomas ***
1: Let's try again . . . 997 504

*** 09/30/2020 04:05:39 ***
Web - Note created on 09/30/2020 04:05:38 and created by Matthew Rodrigue

could you give me a call today when you get free time or tell me a time to call in . my cell is 281-331-2379

*** Web - Advice created on 09/30/2020 04:37:14 and created by Tony Thomas ***
1: Call in when you are ready Matthew.

*** Phone - Advice created on 09/30/2020 08:16:12 and created by Tony Thomas ***
1: Remote in and variant code original and new MFC. New MFC coded properly but set C180581. Advised to find known good for testing and order a

new MFC from the PDC to correct this concern.

*** Service Alert Escalated to CA as: 13810017 on 10/06/2020 01:05:13 (PST)

*** Case has been auto closed by the system on 10/16/2020 01:08:08 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC4LG[redacted] **Mileage:** 22,325 **Repair Date:** 10/09/2020

Prod Date: 04/08/2019 **Warranty Start Date:** 04/28/2019 **RO Number:** [redacted]

Port Options: WL, CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NC061 Hendrick KIA of Cary **Service District:** SO15

Phone: (919) 388-2700

Contact: Jermaine Liverman **Contact Title:** Exclusive Kia Technician **Contact Phone:** (919) 285-9550

Case Details

Title: MIL - No communication # C161600 - C161608 - B261800

Symptom: Warning Light On

System: Body Electrical

Component: Wiring Harness (Dashboard)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 10/09/2020 06:34:08 ***
Contact = Jermaine Liverman, Priority = Standard, Sub Status = Dispatched

*** 10/09/2020 06:34:08 ***
Web - Problem Description created on 10/09/2020 06:26:24 and created by Jermaine Liverman

VEHICLE TOWED IN WITH MULTIPLE DASH LIGHTS ON. TURNED ON SIGNAL LIGHTS, ALL SIGNAL LIGHTS WORK OUTSIDE OF THE VEHICLE BUT NOT ON THE CLUSTER. CHECK SMART CRUISE CONTROL, CHECK TPMS, CHECK LANE KEEP ASSIST IS SHOWIN ON THE DASH. NONE OF THE BUTTONS WORK FOR THESE ITEMS

*** 10/09/2020 06:34:08 ***
Web - Diagnostics created on 10/09/2020 06:34:08 and created by Siebel eSupport

NONE

*** 10/09/2020 06:34:10 ***
code.jpg added by Jermaine Liverman on 10/09/2020 06:34:09

*** 10/09/2020 06:34:12 ***
code2.jpg added by Jermaine Liverman on 10/09/2020 06:34:11

*** 10/09/2020 06:34:15 ***
telluride dash.jpg added by Jermaine Liverman on 10/09/2020 06:34:12

*** 10/09/2020 06:36:16 ***
cluster.jpg added by Jermaine Liverman on 10/09/2020 06:36:15

*** 10/09/2020 07:25:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/09/2020 07:35:12 and created by Frank Lusic ***
1: Jermaine hello
Please perform the basic inspections and follow the DTC inspections for these codes before opening a tech line case, THEN if you still need assistance attach all of your findings in detail

*** 10/12/2020 06:15:18 ***
Web - Note created on 10/12/2020 06:15:17 and created by Jermaine Liverman

NEEDS A CLUSTER, TESTED AND FOUND C-CAN HIGH AND C- CAN LOW PINS 19 AND 20 FROM THE ESC MODULE AT EXPECTED VOLTAGE

*** Web - Advice created on 10/12/2020 07:07:47 and created by Frank Lusic ***
1: If you have determine that the cluster is at fault then base on this information replace it and retest

*** Case has been auto closed by the system on 10/28/2020 01:10:50 (PST)
*** 11/11/2020 08:56:07 ***
Case Number: [redacted] Reopen Requested by Jermaine Liverman.
Reason: [VEHICLE WILL NOT LET ME VARIANT CODE THE CLUSTER. I HAVE 60 OHMS TERMINATING RESISTANCE BETWEEN THE CLUSTER AND THE ICU. STILL GETTING CODES B261800 AND C161600 AS ACTIVE CODES]

*** Service Alert Escalated to CA as: 13842733 on 11/12/2020 01:04:41 (PST)
*** 11/12/2020 06:35:46 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/12/2020 06:44:45 and created by Frank Lusic ***
1: lets start over,
1, install the original cluster
2, Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, anything connected to the DLC or DLC wiring, or trailer wiring?

if there are none then
2: 1, Please use your VMI and graph the C CAN line signals both high and low at pins 29 and 30 at the ICU junction Block connector ICU-F , (PLUGGED IN) They should mimic each other, Then take a screen shot and attach it to the case,
2,with the battery disconnected
Using your DVOM measure the resistance the resistance of the CAN circuit with the ignition off
Using your DVOM measure the resistance the resistance of the CAN circuit between pins at pins 29 and 30 at the ICU junction Block connector ICU-F (PLUGGED IN

*** 11/27/2020 08:13:15 ***
Web - Note created on 11/27/2020 08:13:15 and created by Jermaine Liverman

waiting on the vmi to come back. the vmi would not work and had to be sent off

*** Case has been auto closed by the system on 11/28/2020 01:08:34 (PST)
*** 12/02/2020 11:40:35 ***
Case Number: [redacted] Reopen Requested by Jermaine Liverman.
Reason: [VMI IS OUT FOR REPAIRS. IS THERE ANY WAY TO SPEED THIS UP WITHOUT IT. THE CUSTOMER WANT THE VEHICLE BACK. CAN WE GET SOMEBODY OUT HERE TO TAKE A LOOK AT THIS VEHICLE. VEHICLE HAS BEEN HERE SINCE 10/12/20]

*** 12/02/2020 13:44:59 ***
Reopened with Sub Status of Working

*** 12/02/2020 13:45:58 ***
Inspection requested by Frank
Request Code: TL-NC061-[redacted]12220
Request Details: Provide location details if activity will not take place at a Kia dealership.

due to time down and the proper test equipment is not available

*** Web - FTS Note created on 12/02/2020 13:55:11 and created by Joe Mergl ***
Left message on tech cell to call me back.

*** Web - FTS Advice created on 12/03/2020 09:01:28 and created by Joe Mergl ***
Spoke to tech, he states its acting up right now all the time.. Advised to check JM07, MR11, EM21, MF11 and see if he wiggle tests it he can make the lights go off since e doesn't have a functioning VMI.

*** 12/07/2020 08:02:41 ***

Web - Note created on 12/07/2020 08:02:41 and created by Jermaine Liverman

PERFORMED THE WIGGLE TEST AND THE LIGHTS WOULD NOT GO OUT

*** 12/08/2020 07:47:41 ***
Web - Note created on 12/08/2020 07:47:41 and created by Jermaine Liverman

FOUND BATTERY VOLTAGE ON BOTH HIGH AND LOW C-CAN WIRES

*** Web - FTS Advice created on 12/08/2020 08:34:00 and created by Joe Mergl ***
Spoke to Jermaine, he has B+ on both CAN wires checking at top side of MR11. Had him check resistance of CAN and had 2 ohms, went through disconnecting connectors and found that when unplugging MR11 it went to OL. Plugged MR11 back in and unplugged cluster still had 3 ohms. Advised to thoroughly inspect harness between MR11 and cluster.

*** Web - FTS Advice created on 12/10/2020 09:37:17 and created by Joe Mergl ***
Tech called states he found rodent damage under ER fuse box. Advised to contact customer about CP or insurance claim for this repair.

*** 12/14/2020 06:53:49 ***
Web - Note created on 12/14/2020 06:53:49 and created by Jermaine Liverman

ISSUE FOUND IN THE FUSE BOX. WIRES CHEWED THROUGH CAUSE MULTIPLE MALFUNCTIONS IN THE VEHICLE.

*** Web - Advice created on 12/14/2020 08:22:22 and created by Frank Lusic ***
1: Thank you for the update

*** Web - FTS Advice created on 12/14/2020 09:51:25 and created by Joe Mergl ***
Jermaine, please update when vehicle is repaired, and if you repaired wiring or replaced harness.

*** Web - FTS Note created on 12/18/2020 14:21:43 and created by Joe Mergl ***
FTS assistance will resume after the KMA holiday break shut down (12/21 to 1/1/2021)

*** 12/28/2020 13:20:25 ***
Web - Note created on 12/28/2020 13:20:25 and created by Jermaine Liverman

REPLACED THE HARNESS

*** Web - Advice created on 12/28/2020 13:25:13 and created by Frank Lusic ***
1: is the vehicle now operating properly ?

*** 12/29/2020 05:21:03 ***
Web - Note created on 12/29/2020 05:21:02 and created by Jermaine Liverman

YES

*** Web - Advice created on 12/29/2020 05:54:40 and created by Frank Lusic ***
1: Thank you I will close the case

*** 12/29/2020 05:55:14 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Attachments

cluster.jpg.jpg, code.jpg.jpg, code2.jpg.jpg, telluride dash.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2019 NIRO EV
Engine: 201HP ELECTRIC MOTOR
Model Code:
VIN: KNDCE3LG3K5[redacted]
Mileage: 7,920
Repair Date: 10/12/2020
Prod Date: 11/12/2019
Warranty Start Date: 02/19/2020
RO Number: [redacted]
Port Options: WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO034 Ehrlich I-25 KIA
Service District: SW08
Phone: (303) 532-4617
Contact: Anthony Torres
Contact Title: Exclusive Kia Technician
Contact Phone: (720) 351-0276

Case Details

Title: ElecSys-Lane Departure Sys #
Symptom: Lane Departure Inop
System: Body Electrical
Component:
Resolution:
Category: Repair Assistance

Case History

*** 10/12/2020 08:14:14 ***
Contact = Anthony Torres, Priority = Standard, Sub Status = Dispatched

*** 10/12/2020 08:14:14 ***
Web - Problem Description created on 10/12/2020 08:09:45 and created by Anthony Torres

customers complaint is lane keep assist is on when cruise control is on he is wanting to disable it when cruise control is active is that possible he has tried to turn it off then activating cruise and the lane keep system is still on when in cruise control.

customer is getting a message on the instrument cluster when the battery is 79% charged and he has it to charge to 80% that message states not charging current battery level is higher then set target level is there a threshold where if the battery is close to the set charging level the vehicle will not charge to the charge set level?

*** 10/12/2020 08:14:15 ***
Web - Diagnostics created on 10/12/2020 08:14:15 and created by Siebel eSupport

customers complaint is lane keep assist is on when cruise control is on he is wanting to disable it when cruise control is active is that possible he has tried to turn it off then activating cruise and the lane keep system is still on when in cruise control.

customer is getting a message on the instrument cluster when the battery is 79% charged and he has it to charge to 80% that message states not charging current battery level is higher then set target level is there a threshold where if the battery is close to the set charging level the vehicle will not charge to the charge set level?

*** 10/12/2020 09:14:41 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin default

*** Web - Advice created on 10/12/2020 09:40:56 and created by Steven Okimura ***
1: Anthony, have you duplicated the Lane deep assist issue? Compare with a like Niro to see what normal opearation is, I don't see anythng in the owners manual at this time.

*** Web - Advice created on 10/12/2020 09:41:36 and created by Steven Okimura ***
1: Please open a new case for the other concern, we are only allowed one problem per case number.

*** Case has been auto closed by the system on 10/28/2020 01:10:50 (PST)

*** Service Alert Escalated to CA as: 13961338 on 01/19/2021 01:05:13 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG34J21MG[redacted] **Mileage:** **Repair Date:** 10/14/2020

Prod Date: 09/08/2020 **Warranty Start Date:** 11/21/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ039 Sands KIA **Service District:** WE07

Phone: (623) 474-3344

Contact: Steven Ludlow **Contact Title:** Maintenance Technician **Contact Phone:**

Case Details

Title: MIL - AEB # C180581 C166449

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 10/14/2020 14:07:16 ***
Contact = Steven Ludlow, Priority = Standard, Sub Status = Dispatched

*** 10/14/2020 14:07:16 ***
Web - Problem Description created on 10/14/2020 14:07:16 and created by Steven Ludlow

DURING PDI TEST DRIVE 3 WARNING LIGHTS CAME ON. CHECK FRONT SAFETY SYSTEM LIGHT, CHECK HIGHWAY DRIVING ASSIST SYSTEM. CHECK HIGH BEAM ASSIST SYSTEM.

*** 10/14/2020 14:07:16 ***
Web - Diagnostics created on 10/14/2020 14:07:16 and created by Steven Ludlow

AFTER TEST DRIVE USED KDS TO SCAN FOR CODES. CODES C180581(LKA LAN SIGNAL ERROR) AND CODE C166449 (ECU HARDWARE ERROR) WERE SET TO ACTIVE. WENT TO KGIS TO LOOK UP CODES NO INFO FOUND.

*** 10/15/2020 05:32:28 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 10/15/2020 05:36:31 and created by Tony Thomas ***
1: Remove the LDWS center and outer covers then lightly pull down on the camera to inspect the mounting of the LDWS camera. If the camera is not properly mounted, reattach the camera by sliding the front of the camera into the clip and pushing firmly up on the back of the camera into the clip. Lightly pull down on the camera to verify proper engagement and mounting.

*** 10/15/2020 15:44:29 ***
Web - Note created on 10/15/2020 15:44:28 and created by Steven Ludlow

I CHECKED THE MOUNTING OF THE CAMERA AND IT SEEMED LOOSE AND ALSO CHECKED THE CONNECTOR TO MAKE SURE IT WAS SEATED AND IT WAS A LITTLE LOOSE TOO. MADE SURE TO RECONNECT THE HARNESS AND PUSH ON THE CAMERA SO THAT IT SEATS BETTER. THE LIGHTS WENT AWAY AND MOVED FROM ACTIVE TO HISTORY. CLEARED CODES AND THEY HAVE NOT COME BACK.

*** 10/15/2020 16:19:36 ***
Web - Note created on 10/15/2020 16:19:35 and created by Steven Ludlow

after test drive found codes to come back, swapped camera with a known good stock unit and performed coding. test drove multiple times and found no further issues. camera seems to have internal failure

*** Web - Advice created on 10/16/2020 04:54:20 and created by Tony Thomas ***
1: Please retain the camera for collection and close this case and submit your warranty claim immediately after the repairs have been completed.

*** 10/19/2020 07:52:25 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED FRONT CAMERA

*** 10/19/2020 09:15:54 ***
Case Number: [redacted] Reopen Requested by Steven Ludlow.
Reason: [installed front camera trying to recalibrate camera no info on how to recalibrate on k5 kgis]

*** 10/19/2020 13:10:53 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/19/2020 13:12:51 and created by Tony Thomas ***
1: Use the KDS to perform variant coding back up from the original camera module and input to the new camera then complete SPC drive mode calibration.

*** 10/19/2020 16:18:13 ***
Web - Note created on 10/19/2020 16:18:12 and created by Steven Ludlow

all calibrated thank you.

*** 10/19/2020 16:44:06 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED FRONT CAMERA

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC9LG[redacted] **Mileage:** 25,201 **Repair Date:** 10/15/2020

Prod Date: 07/19/2019 **Warranty Start Date:** 08/07/2019 **RO Number:** [redacted]

Port Options: SPL, CF, RBP, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA266 Covina Valley KIA **Service District:** WE02

Phone: (888) 514-4195

Contact: Justin Dimapasoc **Contact Title:** Exclusive Kia Technician **Contact Phone:** (310) 213-9812

Case Details

Title: MIL - PCM # P050400 - ABS # C154201 - C164908 - MFC C186286

Symptom: Warning Light On

System: Brakes

Component: Grounds (General)

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 10/15/2020 08:34:50 ***
Contact = Justin Dimapasoc, Priority = Standard, Sub Status = Dispatched

*** 10/15/2020 08:34:50 ***
Web - Problem Description created on 10/15/2020 08:34:50 and created by Justin Dimapasoc

Customer states: auto hold, traction control light stayed on solid, Smart cruise control had warning light, and brake lights stayed on for an hour and a half

*** 10/15/2020 08:34:51 ***
Web - Diagnostics created on 10/15/2020 08:34:51 and created by Justin Dimapasoc

Couldnt verify concern, but did find multiple DTCs in multiple systems, please see attachment. Also customer has trailer hitch and connections, i am trying to figure out if OEM or from outside dealer, may be related

*** 10/15/2020 08:34:52 ***
Telluride.png added by Justin Dimapasoc on 10/15/2020 08:34:51

*** 10/15/2020 08:51:52 ***
Web - Note created on 10/15/2020 08:51:52 and created by Justin Dimapasoc

customer also has aftermarket brake control module please see new attachment

*** 10/15/2020 08:51:55 ***

IMG_8392.JPG added by Justin Dimapasoc on 10/15/2020 08:51:53

*** 10/15/2020 08:54:56 ***
Web - Note created on 10/15/2020 08:54:56 and created by Justin Dimapasoc

not sure if performing SC194 trailer brake light harness should be performed?

*** 10/15/2020 09:51:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/15/2020 10:00:11 and created by Jerry Gossling ***
1: Justin,
Do you have any stored freeze frame data ?
If so provide the data for review.
Note,
If the aftermarket device is directly connected to the brakes electrical system it can easily cause the concern.
I recommend to have the completely remove the aftermarket device & wiring than see if the concern returns.
Thank you

*** 10/15/2020 11:02:46 ***
Web - Note created on 10/15/2020 11:02:46 and created by Justin Dimapasoc

it is tapped into brake wiring in ipu, i will make a note of that in the RO
Here is the freeze frame data attached

*** 10/15/2020 11:02:49 ***
20201015-101203-720x960.mp4 added by Justin Dimapasoc on 10/15/2020 11:02:47

*** Web - Advice created on 10/15/2020 12:30:49 and created by Jerry Gossling ***
1: Justin,
I strongly recommend to completely remove the aftermarket device and see if the concern returns.
Thank you

*** 10/16/2020 09:15:36 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Disconnected aftermarket device

Attachments

Telluride.png.png, IMG_8392.JPG.JPG, 20201015-101203-720x960.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC4LG[redacted] **Mileage:** 19,265 **Repair Date:** 10/08/2020

Prod Date: 05/09/2019 **Warranty Start Date:** 06/19/2019 **RO Number:** [redacted]

Port Options: CF, TO, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA030 George Gee KIA **Service District:** WE10

Phone: (509) 210-2000

Contact: Joshua Dotson **Contact Title:** Exclusive Kia Technician **Contact Phone:** (206) 612-3916

Case Details

Title: MIL - Smart Cruise Control # C162078

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 10/15/2020 10:16:23 ***
Contact = Joshua Dotson, Priority = Standard, Sub Status = Dispatched

*** 10/15/2020 10:16:23 ***
Web - Problem Description created on 10/15/2020 10:16:23 and created by Joshua Dotson

CUST STATES THE FORWARD COLLISION IS DISABLED LOWER FRONT GRILLE HAS BEEN REPLACED

*** 10/15/2020 10:16:23 ***
Web - Diagnostics created on 10/15/2020 10:16:23 and created by Joshua Dotson

VERIFIED CUSTOMER CONCERN. WHEN USING SCC IT WILL RANDOMLY SHUT OFF THEN COME BACK ON. TRIED TO PERFORM RADAR ALIGNMENT BUT KEEP GETTING RADAR FAILURE AND 0.00 FOR MY VERTIAL AND HORIZONTAIL ANGLES. I HAVE EVERYTHING SET UP TO PERFORME THE ALIGNEMENT AS PER THE INSTRUCTIONS ON KGIS AND BUMPER COVER IS CLEAN THE ONLY CODE THAT I HAVE IN THE SYSTEM IS RADAR ALIGNEMENT FAILURE. I AM TESTING THIS KNOW WITH A KNOWN GOOD FRONT RADAR AND STILL GETTING THE SAME RESULT IM ASSUMING SOMEWHERE IM GOING WRONG IN THE PROCEDURE.

*** 10/15/2020 11:35:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/15/2020 11:40:33 and created by Jerry Gossling ***
1: Joshua,
Why was the front grill replaced ?
Thoroughly inspect the front of the vehicle for any damage to the frame or bracket for the SCC module. Look for any over spray or indication of repairs

to the core support area.
Thank you

*** 10/15/2020 11:49:03 ***
Web - Note created on 10/15/2020 11:49:03 and created by Joshua Dotson

I FIGURED IT OUT I WAS OFF CENTER A BIT WITH THE REFLECTOR MADE MY MESURMENTS EXACT AND ALIGNMENT COMPLEATED SORRY FOR BOTHERING YOU.

*** 10/15/2020 11:51:44 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: MADE ADJUSTMENT TO REFLECTOR

*** Service Alert Escalated to CA as: 13833394 on 10/16/2020 01:04:30 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC1LG[redacted] **Mileage:** 2,021 **Repair Date:** 10/16/2020

Prod Date: 01/06/2020 **Warranty Start Date:** 01/16/2020 **RO Number:** [redacted]

Port Options: IL, SPL, CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX022 Demontrond KIA **Service District:** SW01

Phone: (281) 872-7200

Contact: kory knapp **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - ABS/ESP # C121102

Symptom: Warning Light On

System: Brakes

Component: Wheel Speed Sensor

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 10/16/2020 08:46:06 ***
Contact = kory knapp, Priority = Standard, Sub Status = Dispatched

*** 10/16/2020 08:46:06 ***
Web - Problem Description created on 10/16/2020 08:41:25 and created by kory knapp

Vehicle had some rear end bearing noise so I ordered and replaced both hub assemblies. I went to go on a test drive and the ABS module started actuating the lane keep assist smart cruise and a bunch of other warning lights came on in the cluster and I had no brakes. I noticed that whenever I plugged in the old one again all the lights went away so I parts warrantied the right rear hub assembly. We happen to have one so I installed it and replaced the right rear hub assembly again and the exact same thing happened.

*** 10/16/2020 08:46:07 ***
Web - Diagnostics created on 10/16/2020 08:41:25 and created by kory knapp

The wheel speed sensor caps do look completely different I don't know if it's supposed to be for an all-wheel drive and not a front-wheel drive or what . I attached the DTC the current data and pictures of both installed will hub assemblies so you could see the difference.

*** 10/16/2020 08:56:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/16/2020 09:10:07 and created by Brian Lall ***
1: Thanks for letting me know what you found. What is the resistance of the original WSS from the R/R and what is the resistance of the new WSS. Please also check the pin tension and connections at the R/R WSS connector and make sure the pins are not being pushed out partially when installing the connector. Please also note the part # of the new bearings that were installed.

*** 10/16/2020 10:20:41 ***
Web - Note created on 10/16/2020 10:20:40 and created by kory knapp

PT#52720 S1000, PINS ARE STAYING IN PLACE WHEN THE CONNECTOR IS INSTALLED, PIN TENSION #110 VERIFIED PEN TENSION IS GOOD, LR RESISTANCE- IS 67K OHMS NO MATTER WHICH WAY THE LEADS ARE ATTACHED RR RESISTANCE- IS 1.0 OHM AND .6 OHM, THE RESISTANCE CHANGES WITH THE METER LEADS BEING SWAPPED AND THE BAD HUB/WSS ON THE TABLE IS MEASURING 46K OHMS AND 36K OHMS WITH THE LEADS SWAPPED.

*** Service Alert Escalated to CA as: 13834881 on 10/17/2020 01:04:39 (PST)

*** Web - Advice created on 10/19/2020 05:23:04 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the R/R WSS. Please have your parts department contat the parts hotline to see if they may be able to get one from a different PDC and to let them know about this issue with the new part supply.

*** 10/28/2020 10:48:46 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: REPLACED THE HUB/WSS ASSY

Attachments

160286277127153941225351200451 25.jpg.jpg, 160286281834942522143801140913 30.jpg.jpg, 160286292623856223543004182412 10.jpg.jpg, 160286294768019910312917300069 17.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC0LG[redacted] **Mileage:** 19,902 **Repair Date:** 10/21/2020

Prod Date: 05/21/2019 **Warranty Start Date:** 06/12/2019 **RO Number:** [redacted]

Port Options: CF, CN, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MS005 KIA of Meridian **Service District:** SW04

Phone: (601) 483-6444

Contact: David Seward **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C16B687 C166787 B100152

Symptom: Warning Light On

System: Brakes

Component: AEB

Resolution: Elec Open Circuit **Category:** Repair Assistance

Case History

*** 10/22/2020 06:56:27 ***
Contact = David Seward, Priority = Standard, Sub Status = Dispatched

*** 10/22/2020 06:56:27 ***
Web - Problem Description created on 10/22/2020 06:56:27 and created by David Seward

vehicle involved in front end collision, brought to us to attempt to re cal the front radar. upon further inspection i found a ton of can com dtcs c16b687, c163808, c166787, b100152. all dtcs are active and will not clear.

*** 10/22/2020 06:56:27 ***
Web - Diagnostics created on 10/22/2020 06:56:27 and created by David Seward

performed all active recalls, checked for related tsbs,

*** 10/22/2020 09:13:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 10/22/2020 09:24:27 and created by Eric Patterson ***
1: Based on the active DTC's lets check power and ground to the SCC radar unit and also CAN voltages on HIGH and low pins

Pins 4 and 5 @ E61 Radar voltage amounts connector disconnected=?
Pin 6 @ E61 Voltage=? Connector disconnected?
Pin 1 @ E61 Resistance to ground connector disconnected=?

please provide the measurements to the case.
2: Looks like we have no communication from the SCC to several modules

*** 10/22/2020 09:42:51 ***
Web - Note created on 10/22/2020 09:42:51 and created by David Seward

e51 connector pin1 ground it cut flush to the connector,

*** Web - Advice created on 10/22/2020 10:32:21 and created by Eric Patterson ***
1: Perfect, see if you can repair it with the wiring repair kit or advise the insurance the harness will need replaced.

*** 11/03/2020 06:51:21 ***
Web - Note created on 11/03/2020 06:51:21 and created by David Seward

removed front bumper and replaced front harness. verified repair in test drive and radar calibration

*** 11/03/2020 06:52:56 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: no comm from SCC to several modules, replaced harness

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA23M7[redacted] **Mileage:** 174 **Repair Date:** 11/02/2020

Prod Date: 07/28/2020 **Warranty Start Date:** 10/27/2020 **RO Number:** [redacted]

Port Options: CF, CNF, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX138 Clay Cooley KIA **Service District:** SW02

Phone: (972) 659-2204

Contact: Antonio Reynaga **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - ABS/ESP # C150113

Symptom: Warning Light Inop

System: Brakes

Component:

Resolution: Duplicate Web Case **Category:** Repair Assistance

Case History

*** 11/02/2020 06:56:07 ***
Contact = Antonio Reynaga, Priority = Standard, Sub Status = Dispatched

*** 11/02/2020 06:56:07 ***
Web - Problem Description created on 11/02/2020 06:56:07 and created by Antonio Reynaga

CUSTOMER STATES THAT HER EPB LIGHT IS ON AND THAT HER CRUISE CONTROL IS NOT WORKING PROPERLY EITHER.

*** 11/02/2020 06:56:07 ***
Web - Diagnostics created on 11/02/2020 06:56:07 and created by Antonio Reynaga

CONCERN WAS DUPLICATED. TECH SCANNED FOR CODES AND C150113 SWITCH FAILURE/ ACTIVE AND C136081 ESP IRREVERSIBLE ERROR /ACTIVE WAS DETECTED. TECH CHECKED AND RESECURED ABS MODULE CONNECTOR AND FRONT RADAR CONNECTOR, CODES WERE ERASED BUT WOULD COME BACK ON. WHEN LIFTING EPB SWITCH PARKING BRAKE LIGHT FLASHED BUT THE EPB LIGHT STAYS ON AND DOES NOT ERASE. ANY SUGGESTIONS? THANKS.

*** 11/02/2020 08:41:22 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin Repair Assistance

*** Web - Advice created on 11/02/2020 08:49:44 and created by Jay Jurado ***
1: Can you swap out the EPB switch with a known good, and see if the issue still reoccurs?

*** Case Escalated to CA as: 13856564 on 11/03/2020 01:09:13 (PST)

*** 11/03/2020 14:19:23 ***
Web - Note created on 11/03/2020 14:19:23 and created by Antonio Reynaga

SWAPPED EPB SWITCH AND IT WORKED. CODES WERE ERASED, PARKING BRAKE DIS/ENGAGES. WILL BE ORDERING SWITCH ASSY. THANKS.

*** Web - Advice created on 11/04/2020 08:23:01 and created by Jay Jurado ***
1: Thanks for the update. You may close the case if no longer needed.

*** 11/04/2020 11:19:20 ***
Case Closed with Resolution Code: Duplicate Web Case
Resolution Summary: REPLACED EPB SWITCH

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC0LG[redacted] **Mileage:** 17,731 **Repair Date:** 11/02/2020

Prod Date: 08/15/2019 **Warranty Start Date:** 09/13/2019 **RO Number:** [redacted]

Port Options: TO, CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NH014 Quirk KIA Manchester **Service District:** EA02

Phone: (603) 836-7600

Contact: Colin Chaput **Contact Title:** Exclusive Kia Technician **Contact Phone:** (603) 340-1620

Case Details

Title: MIL - AEB # C16B687 - C163808 - B100152

Symptom: Warning Light On

System: Body Electrical

Component:

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 11/02/2020 07:33:46 ***
Contact = Colin Chaput, Priority = Standard, Sub Status = Dispatched

*** 11/02/2020 07:33:46 ***
Web - Problem Description created on 11/02/2020 07:33:46 and created by Colin Chaput

c/s check smart cruise control on.

*** 11/02/2020 07:33:46 ***
Web - Diagnostics created on 11/02/2020 07:33:46 and created by Colin Chaput

scanned car found code c16b687 can time out aeb, c163808 can time out acc/scc, c16b687 can time out aeb, b100152 scc missing error without scc unit or connector fault

*** 11/02/2020 07:38:30 ***
Screenshot_20201102-103039.jpg added by Colin Chaput on 11/02/2020 07:38:30

*** 11/02/2020 09:24:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/02/2020 09:36:37 and created by Frank Lusic ***
1: Hello Colin
1, can you communicate with the SCC radar, HECU and cluster ?
2. disconnect the SCC radar unit connector E51

3, using the VMI graph the CAN signals pins 4-5 attach a screen shot to this case
4, disconnect the battery
5, measure the resistance between pine 4-5

*** 11/02/2020 12:16:56 ***
Web - Note created on 11/02/2020 12:16:55 and created by Colin Chaput

i can not communicate with scc radar. checked resistance at connector e51. pins 4 and 5 come up with ol for resistance.

*** Web - Advice created on 11/02/2020 13:12:31 and created by Frank Lusic ***
1: I am sorry I was not clear , you tested pins 4-5 on the harness side of the connector ? if so then
1, disconnect connector EE11 in front of the LF wheel
2, check for water intrusion and corrosion , check pin fit on pins 3-2 ,
3, if okay then check the resistance between pins 2-3 on the female side of the connector

*** 11/03/2020 04:16:52 ***
Web - Note created on 11/03/2020 04:16:52 and created by Colin Chaput

yes, i checked the resistance at the harness side of the connector. checked pin tension on entire connector and tension seems good. with battery disconnected checked resistance at pins 2-3 and have ol. looks and do not see water intrusion or corrosion inside or around connector.

*** Web - Advice created on 11/03/2020 06:55:02 and created by Frank Lusic ***
1: Thank you
at connector EF11 under the left kick panel,
1, back probe pins 17-18
2, measure the resistance between these two pins (this is with the connector connected)

*** 11/03/2020 07:05:48 ***
Web - Note created on 11/03/2020 07:05:48 and created by Colin Chaput

do you want the battery connected or disconnected?

*** 11/03/2020 07:06:58 ***
Web - Note created on 11/03/2020 07:06:57 and created by Colin Chaput

and with ee11 and e51 plugged back in or disconnected still?

*** Web - Advice created on 11/03/2020 08:44:05 and created by Frank Lusic ***
1: whenever you test CAN line resistance the battery should be disconnected
we are testing the resistance between the two resisters in the ICU and cluster so EE11 does not come into play

*** Web - Advice created on 11/03/2020 08:44:31 and created by Frank Lusic ***
1: call me if you want to for a better explanation

*** 11/03/2020 11:59:16 ***
Web - Note created on 11/03/2020 11:59:16 and created by Colin Chaput

measure resistance at pins 17-18 got 60.7 ohms

*** Web - Advice created on 11/03/2020 12:14:35 and created by Frank Lusic ***
1: Thank you, this is a normal resistance , These reading possibly indicate an open in the harness
1, before we proceed any further, Lets inspect the harness for damage , possibly rodent damage from EE 11 on back, If this is okay then
2, perform a end to end resistance check
EF11 pin 17 to pin 2 EE11

EF11 pin 18 to pin 3 EE11

*** 11/03/2020 12:32:30 ***
Web - Note created on 11/03/2020 12:32:29 and created by Colin Chaput

pin 17 to pin 2 has 119.4 ohms. pin 18 to pin 3 is ol

*** Web - Advice created on 11/03/2020 13:02:18 and created by Frank Lusic ***
1: both should be less than .5 ohms

did you inspect for rodent damage ?

*** 11/04/2020 04:05:52 ***
Web - Note created on 11/04/2020 04:05:52 and created by Colin Chaput

checked for rodent damage and can not see anything. no cuts or breaks in harness either.

*** Web - Advice created on 11/04/2020 06:28:51 and created by Frank Lusic ***

1: Thanks , based on these readings the harness will need to be replaced

*** 11/11/2020 05:07:30 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: found harness having to high of resistance. replaced front engine harness.

Attachments

Screenshot_20201102-103039.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC6LG[redacted] **Mileage:** 27,471 **Repair Date:** 10/28/2020

Prod Date: 02/14/2019 **Warranty Start Date:** 03/23/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MN017 Tom Kadlec KIA **Service District:** CE08

Phone: (507) 281-2222

Contact: Andrew schnable **Contact Title:** Maintenance Technician **Contact Phone:** (507) 361-2700

Case Details

Title: MIL - ABS/ESP # C136081 - C154201 -

Symptom: No Start

System: Engine Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 11/02/2020 09:16:51 ***
Contact = Andrew schnable, Priority = Standard, Sub Status = Dispatched

*** 11/02/2020 09:16:51 ***
Web - Problem Description created on 11/02/2020 09:16:41 and created by Andrew schnable

Customer states traction light is on. Vehicle takes multiple tries to start with push button and cruise control is inop.

*** 11/02/2020 09:16:51 ***
Web - Diagnostics created on 11/02/2020 09:16:41 and created by Andrew schnable

Verified concerns also found that brake light will intermittentently not light up with brake pedal pressed, coinciding with no start issue. checked codes and found C154201 brake circuit error. Tried replacing brake switch with no change to concern. rescanned for codes. C154201 returned along with C136081 ESP irreversible error.

*** 11/02/2020 12:15:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/02/2020 12:29:41 and created by Frank Lusic ***
1: Hello Andrew
Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, anything connected to the DLC or DLC wiring, or trailer wiring?

1, disconnect the brake light switch connector

2, check for power on pins 1-4
3, check the resistance to chassis ground on pin 6

*** 11/03/2020 10:53:12 ***
Web - Note created on 11/03/2020 10:53:11 and created by Andrew schnable

Pins 1 and 4 have battery voltage. pin 6 to ground is OL. Also note, I have found that the vehicle will not start consistently when holding the brake. However I have found that if you push the button twice, so that it is in RUN and wait until the system check message ends as well as all the warning lights complete a bulb check, then push the brake pedal hard it will start every time.

Please advise.

*** 11/03/2020 10:57:16 ***
Web - Note created on 11/03/2020 10:57:16 and created by Andrew schnable

Also no signs of any aftermarket, port or deal installed accessories. Nothing connected to DLC and no trailer wiring.

*** Web - Advice created on 11/03/2020 11:53:47 and created by Frank Lusic ***
1: Thank you,
Pin 6 is the ground for the brake light switch , the switch must be grounded to work properly
1, remove ground bolt GE02 (down by the lower radiator hose) scrape off the paint and install a star washer ,
2, retest pin 6 to chassis ground

*** 11/03/2020 13:48:15 ***
Web - Note created on 11/03/2020 13:48:15 and created by Andrew schnable

Cleaned and reattached ground cable. Still no ground at pin 6. If you wait for car to "Reset" after system check, car will start every time and brake lights function with brake switch unplugged.

*** 11/03/2020 13:53:12 ***
Web - Note created on 11/03/2020 13:53:12 and created by Andrew schnable

Tried another know good vehicle. Behaves the same way with brake switch unplugged. Lights will work and car will start with switch unplugged as long as you wait a few seconds in run mode before attempting to start.

*** Web - Advice created on 11/03/2020 14:13:34 and created by Frank Lusic ***
1: perform a end to end resistance check from the eyelet on GE01 and pin 6

*** Service Alert Escalated to CA as: 13858320 on 11/04/2020 01:06:12 (PST)

*** 11/04/2020 06:15:47 ***
Web - Note created on 11/04/2020 06:15:47 and created by Andrew schnable

End to end of wire test result OL.

*** Web - Advice created on 11/04/2020 07:23:11 and created by Frank Lusic ***
1: based on these readings the harness will need to be replaced

*** Case has been auto closed by the system on 11/20/2020 01:09:03 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG34J27MG[redacted] **Mileage:** 98 **Repair Date:** 11/03/2020

Prod Date: 07/09/2020 **Warranty Start Date:** 05/20/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KS010 Lawrence KIA **Service District:** CE05

Phone: (785) 856-8700

Contact: Casey Norris **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - AEB # C28AB87 C16B687

Symptom: Warning Light On

System: Brakes

Component: AEB

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 11/03/2020 08:45:44 ***
Contact = Casey Norris, Priority = Standard, Sub Status = Dispatched

*** 11/03/2020 08:45:44 ***
Web - Problem Description created on 11/03/2020 08:45:44 and created by Casey Norris

Smart cruise control warning.

*** 11/03/2020 08:45:44 ***
Web - Diagnostics created on 11/03/2020 08:45:44 and created by Casey Norris

Multiple DTCs
C16B687
C163808
C28AB87
C16B687
C166787
B100152

*** 11/03/2020 12:25:30 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin defaults

*** Web - Advice created on 11/03/2020 12:29:51 and created by Sam Camarillo ***
1: Please make sure the KDS is connected to the internet so I review E reports. If not please attach a screenshot of the codes so I can see definitions

and if active or not and if there is freezeframe attached.

*** 11/03/2020 12:45:18 ***
Web - Note created on 11/03/2020 12:45:17 and created by Casey Norris

E report is up.

*** Web - Advice created on 11/03/2020 13:35:22 and created by Sam Camarillo ***
1: Please check that the front radar and the MFC have good connection, no loose bent or backed out pins.
If OK check and see if the cluster shows to be variant coded?

*** 11/03/2020 13:49:48 ***
Web - Note created on 11/03/2020 13:49:48 and created by Casey Norris

No bent or backed out pins. Cluster is coded DE44

*** Web - Advice created on 11/03/2020 19:43:03 and created by Sam Camarillo ***
1: Does the radar module and the MFC both have good B+ and ground? See diagram SD957-10 and SD964-1. also make sure the end to end continuity of the local can circuit is 1 ohm or less from the MFC to the radar unit.

*** 11/04/2020 07:59:47 ***
Web - Note created on 11/04/2020 07:59:47 and created by Casey Norris

Both have power and ground. Both low and high local can lines have continuity.

*** Web - Advice created on 11/04/2020 08:22:46 and created by Sam Camarillo ***
1: Can you communicate with every module and read current data?
If so, please clear all codes and see which ones return active, thanks.

*** 11/04/2020 09:58:16 ***
Web - Note created on 11/04/2020 09:58:16 and created by Casey Norris

Can not see current data or pull codes from front radar.

*** Web - Advice created on 11/04/2020 10:18:53 and created by Sam Camarillo ***
1: Ok if you confirmed you have good connection, B+ and ground to the radar lets replace it with DPSM approval if needed.

*** 11/04/2020 10:29:09 ***
Web - Note created on 11/04/2020 10:29:09 and created by Casey Norris

Ok. Will get ok to order part. Will update case after repair.

*** Web - Advice created on 11/04/2020 12:05:54 and created by Sam Camarillo ***
1: Ok thanks

*** Case has been auto closed by the system on 11/20/2020 01:09:03 (PST)
*** 11/27/2020 09:44:59 ***
Case Number: [redacted] Reopen Requested by Casey Norris.
Reason: [Replacing front radar did not fix concern.]

*** 11/27/2020 15:00:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/27/2020 15:04:27 and created by Tony Thomas ***
1: Please swap the multifunction camera with a known good and test for normal operation.

*** 12/01/2020 10:50:40 ***
Assigned to WIPBin default of Tony Thomas by Rob Levy
Reason: Vehicle Down for 5 or more days

*** Web - Advice created on 12/01/2020 10:54:37 and created by Tony Thomas ***
1: Please update this case.

*** 12/07/2020 08:10:04 ***
Web - Note created on 12/07/2020 08:10:04 and created by Casey Norris

Known good camera got rid of codes. But now I can not communicate with front radar.

*** Web - Advice created on 12/07/2020 08:26:58 and created by Tony Thomas ***
1: Check for codes and see if smart cruise is working and try accessing variant coding options.

*** 12/17/2020 09:59:32 ***
Web - Note created on 12/17/2020 09:59:32 and created by Casey Norris

No communication with radar.

*** Web - Advice created on 12/17/2020 10:06:43 and created by Tony Thomas ***
1: Verify power and ground and can lines to the front radar and swap with known good if no problems are found.

*** 12/17/2020 10:55:11 ***
Web - Note created on 12/17/2020 10:55:11 and created by Casey Norris

Its almost like a pin tension issue. I can not figure out how to remove pins from connector.

*** Web - Advice created on 12/17/2020 10:57:57 and created by Tony Thomas ***
1: Not sure how no communication with the front radar module is a pin tension issue. Use the new pin tension tools sent to the dealer last year and verify powers and grounds.

*** Case has been auto closed by the system on 01/02/2021 01:09:47 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC6LG[redacted] **Mileage:** 10,437 **Repair Date:** 11/05/2020

Prod Date: 02/07/2020 **Warranty Start Date:** 02/22/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI045 Elhart KIA **Service District:** CE13

Phone: (616) 396-0441

Contact: STEVEN STEFANITS **Contact Title:** Exclusive Kia Technician **Contact Phone:** (231) 955-0658

Case Details

Title: MIL - AEB # C160A87 C153215 C160C87 C163881

Symptom: Warning Light On

System: Brakes

Component: AEB

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 11/05/2020 06:08:26 ***
Contact = STEVEN STEFANITS, Priority = Standard, Sub Status = Dispatched

*** 11/05/2020 06:08:26 ***
Web - Problem Description created on 11/05/2020 06:06:29 and created by STEVEN STEFANITS

Customer dropped vehicle off with a number of lane departure rear occupant detection and smart cruise issues complaints. Stated a number of warning lights were on, but now are
off. I road tested vehicle and verified all lane departure, lane keep assist, rear occupant detection, and smart cruise systems are operating normally at this time.

*** 11/05/2020 06:08:26 ***
Web - Diagnostics created on 11/05/2020 06:06:30 and created by STEVEN STEFANITS

Scanned all of the vehicles control systems. Found no active fault codes set in any system at this time. Did find a number of history fault codes stored in the SCC, MFC, and IBU-BCM
systems. SCC codes C160A88 local can bus off, C160C87 local can time out, and C163881 ACC/SCC communication error. MFC codes C160A87 local can bus off, and C1533215 LKAS
switch failure. IBU-BCM code B181000 UIP/ROA sensor error.
I inspected vehicle for aftermarket accessory interference. The vehicle has no aftermarket accessories installed. No front bumper area damage. The windshield is an OEM Kia glass
and does not look to have been replaced. The windshield in not cracked or damaged. The windshield mounted camera is mounted, installed correctly.
Any information on these issues, or diagnostic help would be appreciated. Thanks.

*** 11/05/2020 08:33:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/05/2020 08:42:30 and created by Tony Thomas ***
1: Please check for loose connections or residue in MF11. Remove and clean both sides of the connector and added Stabilant to the male pins. Clear all DTCs and test for normal operation.

*** 11/05/2020 11:17:15 ***
Web - Note created on 11/05/2020 11:17:15 and created by STEVEN STEFANITS

Checked connector MF 11. Was plugged in tight. Added stabilant to the male pins. Reconnected. Cleared codes. Sent one of our shuttle drivers out to road test vehicle. Will report
back later. Thanks.

*** Web - Advice created on 11/05/2020 11:36:31 and created by Tony Thomas ***
1: Thanks.

*** 11/10/2020 05:06:39 ***
Web - Note created on 11/10/2020 05:06:39 and created by STEVEN STEFANITS

No codes reset. Returned the vehicle to the customer. Thanks for the info.

*** 11/10/2020 05:08:02 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Checked added stabilitant to connector MF 11 as advised.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP2DHC0MG[redacted] **Mileage:** 3,161 **Repair Date:** 11/16/2020

Prod Date: 07/29/2020 **Warranty Start Date:** 08/20/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ074 Bridgewater KIA **Service District:** EA06

Phone: (732) 469-4500

Contact: Bob Dempsey **Contact Title:** Service Manager **Contact Phone:** (609) 540-9082

Case Details

Title: MIL - LKAS # C160649, C180581

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 11/17/2020 06:42:58 ***
Contact = Bob Dempsey, Priority = Standard, Sub Status = Dispatched

*** 11/17/2020 06:42:59 ***
Web - Problem Description created on 11/17/2020 06:42:58 and created by Bob Dempsey

Codes C180581 in Icas
Code x160649

*** 11/17/2020 06:42:59 ***
Web - Diagnostics created on 11/17/2020 06:42:59 and created by Bob Dempsey

Cleared codes, reset immediately
Checked variant coding. Looks correct to me
I see no damage to vehicle
In SCC I see failure of sensor calibration.
Not sure if we should recalibrate sensors or if the variant coding is incorrect.

*** 11/17/2020 09:27:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 11/17/2020 09:31:24 and created by Jay Jurado ***
1: Please perform the calibration procedure and see if the code goes away. If the code still resets, please replace the MFC and try again. If the repair cost exceeds $1500 then please contact your DPSM for approval. Please keep me posted with your results when you have them. Thanks.

*** Case Escalated to CA as: 13878610 on 11/18/2020 01:10:44 (PST)

*** 11/20/2020 05:37:04 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace camera

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J21MG[redacted] **Mileage:** 5,039 **Repair Date:** 11/17/2020

Prod Date: 09/02/2020 **Warranty Start Date:** 10/08/2020 **RO Number:** [redacted]

Port Options: CF, EH

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA033 KIA Autosport **Service District:** SO06

Phone: (706) 341-4444

Contact: James Burkett **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - BSD # C169381 - C183786

Symptom: Warning Light On

System: Body Electrical

Component: BSD Sensor (Master)

Resolution: **Category:** Repair Assistance

Case History

*** 11/17/2020 07:00:40 ***
Contact = James Burkett, Priority = Standard, Sub Status = Dispatched

*** 11/17/2020 07:00:40 ***
Web - Problem Description created on 11/17/2020 07:00:40 and created by James Burkett

I have a 2021 K5 here that the customer complains of random error messages popping up on her dash, from multiple modules including forward collision warning, smart cruise control, and blind spot detection. I scanned all the modules and found codes only from the rear master and slave radar modules- Both modules had a code C169381 ESC Signal Error

*** 11/17/2020 07:00:41 ***
Web - Diagnostics created on 11/17/2020 07:00:40 and created by James Burkett

The issue is currently not duplicating (shocker, I know). Have you guys seen this issue before? Anything I can do here?

*** 11/17/2020 09:42:56 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Everyday Cases

*** Web - Advice created on 11/17/2020 10:14:58 and created by Chris Schang ***
1: James,
Since both codes are signal errors, its likely a pin issue or the module itself is not sending the correct signal. I don't have any history of these DTCs for the new model yet. I would start with checking connections first.

*** 11/17/2020 11:41:44 ***
Web - Note created on 11/17/2020 11:41:44 and created by James Burkett

Taking your advice I thought I would check the ESC connector first. I found it installed crooked. I pulled it, applied stabilant-22 to all connections and reinstalled it. It now sits straight on the ESC receptacle. I will go through the rest of the connections as per the ETM

*** 11/17/2020 11:57:02 ***
Web - Note created on 11/17/2020 11:57:01 and created by James Burkett

When I went to rescan and clear codes, I didn't realize I had the ESC selected to erase, and I went to erase codes in the ESC system. It showed "success" in erasing ESC codes, but I didn't scan the ESC originally. The ESC system had a code C126002 Steering Angle Sensor Circuit- Signal in history mode. I believe a problem with the steering angle sensor can cause other erroneous codes to throw when the ESC system has any problem. We may have an intermittent steering angle sensor

*** Web - Advice created on 11/17/2020 14:49:17 and created by Chris Schang ***
1: James,
True. It may have been an improper signal from the crooked ESC connector. Lets reset the SAS and drive and see if any DTCs return and we will go from there.

*** Case Escalated to CA as: 13878623 on 11/18/2020 01:10:44 (PST)

*** 11/18/2020 05:56:29 ***
Web - Note created on 11/18/2020 05:56:28 and created by James Burkett

Okay, I have reset the steering angle sensor to zero as requested. The customer actually came back and got the vehicle last night and returned it this morning. I scanned all systems and the codes didn't return from yesterday's operation, so I am going to test drive it today and make sure it is ok, then return the vehicle to the customer if no problems occur. Thank you.

*** Web - Advice created on 11/18/2020 07:53:54 and created by Chris Schang ***
1: Thanks James.

*** Case has been auto closed by the system on 12/04/2020 01:13:33 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHCXLG[redacted] **Mileage:** 32,590 **Repair Date:** 11/23/2020

Prod Date: 05/10/2019 **Warranty Start Date:** 06/07/2019 **RO Number:** [redacted]

Port Options: CF, WL, CTS, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MD025 Laurel KIA **Service District:** SO10

Phone: (301) 604-1339

Contact: Scott Muder **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: Smart Key Sys-Prog Concerns# Warning - Blocked

Symptom: Warning Light On

System: Cruise Control

Component: Instrument Cluster

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 11/23/2020 10:00:20 ***
Contact = Scott Muder, Priority = Standard, Sub Status = Dispatched

*** 11/23/2020 10:00:20 ***
Web - Problem Description created on 11/23/2020 10:00:20 and created by Scott Muder

when driving without cruise control warning center states radar blocked

*** 11/23/2020 10:00:21 ***
Web - Diagnostics created on 11/23/2020 10:00:20 and created by Scott Muder

seems to do this without cruise control off cruise does work 40 plus mph has no codes see no damage but cust said front bumper cover has been painted preformed hard reset

*** 11/23/2020 12:12:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/23/2020 12:18:59 and created by Jerry Gossling ***
1: Scott,
Please run a CarFax on the vehicle for any history of an accident. If the impact was severe enough it could have damaged the SCC/AEB radar or wires.

Make sure the front license plate is not blocking the radar.
Thank You

*** Case has been auto closed by the system on 12/09/2020 01:10:52 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC8LG[redacted] **Mileage:** 10,869 **Repair Date:** 11/23/2020

Prod Date: 01/06/2020 **Warranty Start Date:** 01/23/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN037 Rusty Wallace KIA Morristown **Service District:** SO13

Phone: (423) 586-1441

Contact: Jeremy Jackson **Contact Title:** Exclusive Kia Technician **Contact Phone:** (865) 809-0441

Case Details

Title: ElecSys General-Smart Cruise # SCC module

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 11/23/2020 13:11:08 ***
Contact = Jeremy Jackson, Priority = Standard, Sub Status = Dispatched

*** 11/23/2020 13:11:08 ***
Web - Problem Description created on 11/23/2020 13:11:08 and created by Jeremy Jackson

customer states the cruise control will not slow them down when vehicle is slowing down in front of them

*** 11/23/2020 13:11:09 ***
Web - Diagnostics created on 11/23/2020 13:11:08 and created by Jeremy Jackson

vehicle does have ssc and have checked to insure that ssc is on and can duplicate concern
it acts like normal cruise control

*** 11/24/2020 06:25:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/24/2020 06:34:37 and created by Jerry Gossling ***
1: Jeremy,
Review the owners manual from 5-72 to 5-77 and make sure the SCC is set up correctly. If the vehicle to vehicle distance is not set correctly the vehicle may not keep comfortable distance for the customer.
Thank you

*** 11/24/2020 10:55:28 ***
Web - Note created on 11/24/2020 10:55:28 and created by Jeremy Jackson

have been through owners Manuel and is setup correctly
i noticed when driving a different vehicle that there is a car with 4 dashes then another car on cluster
on vehicle in question there is just a car and four dashes

*** Web - Advice created on 11/24/2020 14:43:17 and created by Jerry Gossling ***
1: Jeremy,
Check all systems for codes and if any are found list them in the case.

Next check for damage to the smart cruise control radar or the bracket. Next make sure the pin fit tension is tight at the SCC connector with the appropriate pin fit tool per SST 062 & the ETM connector view.

Look for any indication of accident or recent repairs.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 12/04/2020 06:40:48 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: customer took vehicle

*** 12/10/2020 11:40:22 ***
Case Number: [redacted] Reopen Requested by Jeremy Jackson.
Reason: [vehicle has returned
have b181000
b163100
b163200
b163300
b163400
all in history status
also checked pin tension at scc it good
no damage found
no aftermarket or dealer/port installed equipment]

*** 12/11/2020 04:19:25 ***
Reopened with Sub Status of Working

*** 12/11/2020 04:20:16 ***
Inspection requested by Jerry
Request Code: TL-TN037-[redacted]121120
Request Details: Provide location details if activity will not take place at a Kia dealership.
repeat repair

*** Web - Advice created on 12/11/2020 04:30:54 and created by Jerry Gossling ***
1: Jeremy,
For the SCC concern please make sure nothing is blocking or partly obstructing the radar.
Next perform the SCC calibration and see if this corrects the complaint.

Note for all the codes check connector MF11 pin 21 for poor tension with the appropriate pin fit tool per SST 062.
Next check joint connector JF03 for damage or backed out pins.
Reference the ETM Power window system page SD824-1.
Thank you

*** Web - FTS Advice created on 12/11/2020 06:03:23 and created by Joe Mergl ***
Called Jeremy, he states customer did not leave vehicle for diagnosis. They took it.
I advised when it comes back to check powers/ground/and connections at IBU.

*** Service Alert Escalated to CA as: 13913290 on 12/12/2020 01:06:17 (PST)

*** 12/16/2020 07:32:51 ***
Web - Note created on 12/16/2020 07:32:51 and created by Jeremy Jackson

ordered bu

*** Web - FTS Note created on 12/16/2020 09:19:36 and created by Joe Mergl ***
Thanks Jeremy.

*** Web - FTS Note created on 12/18/2020 14:18:42 and created by Joe Mergl ***
FTS assistance will resume after the KMA holiday break shut down (12/21 to 1/1/2021)

*** Web - FTS Note created on 01/04/2021 08:33:33 and created by Joe Mergl ***
Jeremy, did you get IBU yet?

*** 01/05/2021 13:19:44 ***
Web - Note created on 01/05/2021 13:19:43 and created by Jeremy Jackson

Yes waiting on customer to return

*** Web - Advice created on 01/06/2021 04:55:46 and created by Jerry Gossling ***
1: Thanks for the update Jeremy.

*** 01/06/2021 11:33:54 ***
Web - Note created on 01/06/2021 11:33:54 and created by Jeremy Jackson

ok replaced ibu and no change
vehicle still will not pace vehicle in front of it while in scc

*** Phone - Advice created on 01/06/2021 13:27:27 and created by Jerry Gossling ***
1: I called Jeremy to discuss the case and he informed me he just talk to Joe Mergl and was advised to check MF11 pin 21 & to check the continuity of the wire from M02-A pin 25 to JF03 pin 16.

None of the codes have returned since the IBU was replaced.
I informed Jeremy I have seen the SCC cause this issue with the spacing between the vehicles.

*** Web - FTS Note created on 01/12/2021 07:13:37 and created by Joe Mergl ***
Called tech for update. Customer has vehicle at this time.

*** 01/18/2021 06:37:51 ***
Web - Note created on 01/18/2021 06:37:51 and created by Jeremy Jackson

customer still has vehicle

*** Web - Advice created on 01/19/2021 07:57:48 and created by Jerry Gossling ***
1: Thank you for the update.

*** Web - Advice created on 01/29/2021 10:56:57 and created by Jerry Gossling ***
1: Please provide an update on the case or if the vehicle is repair please close the case.
Thank you

*** 01/29/2021 13:14:56 ***
Web - Note created on 01/29/2021 13:14:56 and created by Jeremy Jackson

customer still has not returned we can reopen if needed

*** Web - Advice created on 01/29/2021 14:29:44 and created by Jerry Gossling ***
1: Jeremy,
Yes you can close the case for now and when the customer return you can submit a reopen request for this case.

NOTE, submitting a reopen request. When you input the vin number to create a new tech line case the system will inform you there is a previous case under this vin number and gives you the option to reopen the original tech line case. The original tech line case should be requested to be reopened if it's related to the same concern and is not more than 1 year old.
If you are not able to submit a reopen request for the original tech line case you can call in to have the case reopened.
Thank you

*** Web - FTS Summary created on 01/29/2021 16:23:45 and created by Joe Mergl ***
Tech will close case until customer brings vehicle back for diagnosis.

*** 01/30/2021 06:52:55 ***
Case closed by Jerry Gossling with Resolution Code : Information Given
[Resolution Summary]
customer took vehicle

*** 03/02/2021 13:02:27 ***
Case Number: [redacted] Reopen Requested by Jeremy Jackson.
Reason: [vehicle has returned for further diag]

*** 03/02/2021 13:09:50 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/02/2021 13:10:13 and created by Jerry Gossling ***
1: Jeremy,
check MF11 pin 21 & to check the continuity of the wire from M02-A pin 25 to JF03 pin 16.

*** 03/04/2021 12:15:22 ***
Web - Note created on 03/04/2021 12:15:22 and created by Jeremy Jackson

ok replaced scc radar per fts and recalibrated vehicle is now working correctly

*** Web - FTS Summary created on 03/04/2021 12:19:59 and created by Joe Mergl ***
Tech replaced front radar, vehicle now working normally.

*** 03/05/2021 06:03:31 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
SCC module

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2MG[redacted] **Mileage:** 3,018 **Repair Date:** 11/14/2020

Prod Date: 09/29/2020 **Warranty Start Date:** 10/14/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX002 Ancira KIA **Service District:** SW05

Phone: (210) 684-4000

Contact: Richard Flores **Contact Title:** Exclusive Kia Technician **Contact Phone:** (210) 306-8567

Case Details

Title: ElecSys General-Smart Cruise # SCC disabled warning comes on

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 11/23/2020 14:15:06 ***
Contact = Richard Flores, Priority = Standard, Sub Status = Dispatched

*** 11/23/2020 14:15:07 ***
Web - Problem Description created on 11/23/2020 14:15:07 and created by Richard Flores

customer states warning light comes on randomlysmart cruise inop.

*** 11/23/2020 14:15:07 ***
Web - Diagnostics created on 11/23/2020 14:15:07 and created by Richard Flores

scanned all modules for codes no codes, no lights on, customer sent photo when warning come on will attach to case (smart cruise control disabled,radar blocked)checked radar nothing blocking it.

*** 11/23/2020 14:18:43 ***
16061698288302163158.jpg added by Richard Flores on 11/23/2020 14:18:41

*** Service Alert Escalated to CA as: 13886766 on 11/24/2020 01:07:03 (PST)

*** Escalated to CA as: 13886766 on 11/24/2020 01:10:13 (PST)
*** 11/24/2020 08:17:40 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/24/2020 08:27:37 and created by Jerry Gossling ***
1: Richard,
the complaint will need to be verified before any repair attempts are performed.
Next make sure the license plate is mounted correctly (If equip with one). thoroughly inspect the vehicle for any indication of an accident or recent repairs. check the SCC radar & mount to see if its loose or bent or shows any indication of impact. Make sure the pin fit tension is tight on the connectors and the connectors are fully seated into the module.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 11/24/2020 13:06:53 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: checked front radar for secured mounting,checked pin tention and added stabilant22 to connector.

*** 12/01/2020 10:44:03 ***
Case Number: [redacted] Reopen Requested by Richard Flores.
Reason: [vehicle back with same concern happens intermittently.]

*** 12/01/2020 10:51:37 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/01/2020 10:52:13 and created by Jerry Gossling ***
1: Richard,
Have you been able to verify the complaint ?
Thank you

*** 12/01/2020 10:57:51 ***
Web - Note created on 12/01/2020 10:57:51 and created by Richard Flores

scanned for codes no codes test drove 32 miles cant duplicate but does happen to customer intermittently only thing added to vehicle is an tracking device that dealership add to all vehicles.but everything works properly other than that message it gives.

*** Web - Advice created on 12/01/2020 13:45:47 and created by Jerry Gossling ***
1: Richard,
I strongly recommend to remove the tracking device and to test drive with the customer to see if the complaint can be duplicated.
Thank you

*** 12/02/2020 07:20:00 ***
Web - Note created on 12/02/2020 07:20:00 and created by Richard Flores

removed tracking device test drove vehicle warning light come on for about 5 min. scanned had no codes.same warning

*** Phone - Advice created on 12/02/2020 08:16:22 and created by Jerry Gossling ***
1: Richard,
I tried to reach you by phone to discuss the case and was sent to voice mail.
Can you please return my call. Thank you

*** Phone - Advice created on 12/02/2020 09:13:58 and created by Jerry Gossling ***
1: Richard called into discuss the case. This concern was verified by another tech who drove the vehicle home.
The pin fit tension was checked with no concern found. The radar is not blocked or damaged.
I recommended to replace the SCC radar per the replacement procedures in the shop manual than to have the same technician drive the vehicle home again as he lives a good distance from the dealership.

*** 12/07/2020 06:03:49 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: replaced front radar corrected concern

Attachments

16061698288302163158.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76242.0

VIN: 5XYRH4LF8MG[redacted] **Mileage:** 12 **Repair Date:** 11/25/2020

Prod Date: 11/16/2020 **Warranty Start Date:** 03/20/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO012 Roper KIA **Service District:** CE05

Phone: (417) 626-3800

Contact: Jeremy Chesnut **Contact Title:** Dual Technician **Contact Phone:** (479) 381-3297

Case Details

Title: Body - Interior - Trim # Vanity Mirror

Symptom: Damage (General)

System: Body Interior & Exterior

Component: Rear View Mirrors

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 11/25/2020 14:39:47 ***
Contact = Jeremy Chesnut, Priority = Standard, Sub Status = Dispatched

*** 11/25/2020 14:39:47 ***
Web - Problem Description created on 11/25/2020 14:39:47 and created by Jeremy Chesnut

1. During PDI found passenger sun visor vanity mirror cracked.
2. During test drive found cruise control inop. would show it was set, however vehicle would slow. If you go to accelerate past the set speed vehicle bogs and reduces your speed to whatever you have set cruise control at.
3. Upon return check engine light set.

*** 11/25/2020 14:39:48 ***
Web - Diagnostics created on 11/25/2020 14:39:47 and created by Jeremy Chesnut

Found 3 codes. C161386 CAN Signal Error EMS, C136081 ESP Irreversible Error, and P050400 Brake Switch "A" / "B" Correlation.

*** 11/25/2020 14:41:14 ***
E3095FC5-BCE2-4FFA-9A23-2420614C8C08.jpeg added by Jeremy Chesnut on 11/25/2020 14:41:12

*** 11/25/2020 14:41:17 ***
D791DD8A-732A-4317-BF2D-E6A0009526CF.jpeg added by Jeremy Chesnut on 11/25/2020 14:41:14

*** 11/27/2020 07:25:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 PI Campaigns/TSBs

*** Web - Advice created on 11/27/2020 07:27:43 and created by Aldo Parada ***
1: You can only open ONE tech line case PER issue. I will ONLY address the sun visor issue as it is the first one you mentioned. All other different issues open a new case. Make sure ONE issue per case. For titling and record purposes.
2: Send clear picture of cracked vanity mirror to this case.

*** 11/27/2020 09:56:47 ***
Web - Note created on 11/27/2020 09:56:47 and created by Jeremy Chesnut

Added photo of mirror crack

*** 11/27/2020 09:56:51 ***
1EB55B6B-B052-471E-B699-0DC5D3187EA6.jpeg added by Jeremy Chesnut on 11/27/2020 09:56:48

*** Web - Advice created on 11/27/2020 10:24:39 and created by Aldo Parada ***
1: Thank you, please order and replace.

*** 12/07/2020 11:00:14 ***
Case closed by Aldo Parada with Resolution Code : Damaged Component
[Resolution Summary]
Damaged Component

Attachments

E3095FC5-BCE2-4FFA-9A23-2420614C8C08.jpeg.jpeg, D791DD8A-732A-4317-BF2D-E6A0009526CF.jpeg.jpeg, 1EB55B6B-B052-471E-B699-0DC5D3187EA6.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76242.0

VIN: 5XYRH4LF8MG[redacted] **Mileage:** 12 **Repair Date:** 11/27/2020

Prod Date: 11/16/2020 **Warranty Start Date:** 03/20/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO012 Roper KIA **Service District:** CE05

Phone: (417) 626-3800

Contact: Jeremy Chesnut **Contact Title:** Dual Technician **Contact Phone:** (479) 381-3297

Case Details

Title: Cruise control - Inop # P050400 - C136081 - C161386

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Brake Switch

Resolution: Elec Harness Pinched **Category:** Repair Assistance

Case History

*** 11/27/2020 10:02:08 ***
Contact = Jeremy Chesnut, Priority = Standard, Sub Status = Dispatched

*** 11/27/2020 10:02:08 ***
Web - Problem Description created on 11/27/2020 10:02:08 and created by Jeremy Chesnut

During test drive found cruise control inop. would show it was set, however vehicle would slow. If you go to accelerate past the set speed vehicle bogs and reduces your speed to whatever you have set cruise control at.

Upon return check engine light set.

*** 11/27/2020 10:02:09 ***
Web - Diagnostics created on 11/27/2020 10:02:08 and created by Jeremy Chesnut

Found 3 codes. C161386 CAN Signal Error EMS, C136081 ESP Irreversible Error, and P050400 Brake Switch "A" / "B" Correlation.

*** 11/27/2020 10:02:45 ***
119226C2-BBB7-47D3-B759-06D27D87EF8D.jpeg added by Jeremy Chesnut on 11/27/2020 10:02:43

*** 11/27/2020 10:02:47 ***
6D4DC549-1A73-4F4A-A473-E0F70CF169A3.jpeg added by Jeremy Chesnut on 11/27/2020 10:02:46

*** 11/27/2020 13:32:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 11/27/2020 14:02:43 and created by Chris Schang ***
1: Jeremy,
I would start with the P0504 DTC and follow the harness and component inspections for this DTC and update the case with the results.

*** 12/01/2020 06:10:35 ***
Web - Note created on 12/01/2020 06:10:35 and created by Jeremy Chesnut

Tested brake switch. everything came back normal. went and test drove vehicle again. while cruise was set vehicle still would not maintain a speed. drives fine when cruise is not set. came back into the shop and brake pads were smoking.

*** Web - Advice created on 12/01/2020 06:44:51 and created by Chris Schang ***
1: Jeremy,
Check the current data for the ESC module. Does the brake switch show on all the time?

*** 12/01/2020 06:59:56 ***
Web - Note created on 12/01/2020 06:59:55 and created by Jeremy Chesnut

no it shows off except when brakes are applied. I did however notice that the motor voltage RH is bouncing between 0v and 655.26v and the motor voltage LH is staying at 0v. submitting picture of graph.

*** 12/01/2020 07:01:02 ***
image.jpg added by Jeremy Chesnut on 12/01/2020 07:01:00

*** Web - Advice created on 12/01/2020 09:14:53 and created by Chris Schang ***
1: Jeremy,
Nice find, that is an default open reading. I would check all pins at the ESC for loose tension although it seems to an internal issue. I will forward this to engineering to see if there is any additional inspections needed.

*** 12/01/2020 09:47:10 ***
Web - Note created on 12/01/2020 09:47:09 and created by Jeremy Chesnut

Checked pin tension at ESC found all okay.

*** Web - Advice created on 12/01/2020 09:49:20 and created by Chris Schang ***
1: Thanks Jeremy,
After I sent you the inspection, engineering responded and requested that the ESC module be replaced. Be sure that this is set aside for collection. Thanks.

*** Web - Advice created on 12/01/2020 15:36:48 and created by Stephen Thomas ***
Please R&R asap, & submit the warranty claim, so automated collection can take place for investigation.

*** 12/09/2020 07:47:00 ***
Web - Note created on 12/09/2020 07:46:59 and created by Jeremy Chesnut

Currently have part installed. keeps giving a variant coding error. ive tried auto variant coding, it says successful. when trying to do regular variant coding it gives a "could not contact server error, would you like to proceed manual mode. when you click manual mode it asks for a code.

*** Web - Advice created on 12/09/2020 10:35:56 and created by Chris Schang ***
1: Jeremy,
Give me a bit to see if I can get the code for you.

*** Web - Advice created on 12/09/2020 13:40:10 and created by Chris Schang ***
1: Jeremy,
Please try using variant code 1006. If this does not work, please use 0064. Thank you.

*** Web - Advice created on 12/16/2020 18:32:19 and created by Eric Patterson ***
1: 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

Please be sure to submit your warranty claim immediately after the vehicle has been repaired
Thank you.

2: Please let us know if the coding worked. Thank you jeremy

*** 12/21/2020 08:45:07 ***
Web - Note created on 12/21/2020 08:45:06 and created by Jeremy Chesnut

Installed new HECU. Test drove vehicle. cruise control is still inop. motor voltage are both now at 0v in current data.

*** Web - Advice created on 12/21/2020 14:47:02 and created by Chris Schang ***

1: Jeremy,
What about the Cruise will not set? Does it show the switch is on in the cluster?

*** 12/21/2020 14:52:58 ***
Web - Note created on 12/21/2020 14:52:58 and created by Jeremy Chesnut

Yes, it shows it sets. however it does not maintain speed, it gradually slows down. you can adjust speed up and down like normal through the switch, however the vehicle does not respond to it.

*** Web - Advice created on 12/21/2020 15:57:53 and created by Chris Schang ***
1: Jeremy,
Can you check the connections at the steering controls and the cluster? the cluster is what controls the speed.

*** 12/22/2020 12:11:40 ***
Web - Note created on 12/22/2020 12:11:39 and created by Jeremy Chesnut

Checked connections at both areas. Both were secure. pulled connectors and checked for bent pins and pin tension. none found and tension was okay.

*** 12/22/2020 12:12:59 ***
F8C2DAEA-0B83-4E59-881C-2914741D2D07.jpeg added by Jeremy Chesnut on 12/22/2020 12:12:57

*** 12/22/2020 12:13:02 ***
3E6DF60B-DC92-4B95-A0F5-6427D8FC2ED0.jpeg added by Jeremy Chesnut on 12/22/2020 12:13:00

*** Web - Advice created on 12/22/2020 14:45:18 and created by Chris Schang ***
1: Jeremy,
Check the MR11, EM21, EE21 and EF21 connectors for any soft set connections or loose pin fitment. Thanks.

*** 12/23/2020 06:25:56 ***
Web - Note created on 12/23/2020 06:25:56 and created by Jeremy Chesnut

Inspected connectors, found no soft set connections. Pin tension is good. Submitting video of cruise control.

*** 12/23/2020 06:26:24 ***
IMG_7037.MOV added by Jeremy Chesnut on 12/23/2020 06:25:57

*** 12/23/2020 08:54:03 ***
Inspection requested by Chris
Request Code: TL-MO012-[redacted]122320
Request Details: Provide location details if activity will not take place at a Kia dealership.

escalating due to time down
Techs name: Jeremy Chestnut
Techs number: (479) 381-3297

*** Web - Advice created on 12/23/2020 08:56:10 and created by Chris Schang ***
1: Jeremy,
I am escalating the case for an FTS at this time due to the time down. While waiting for an update, can you monitor the brake switch, either in ESC or PCM. Make sure that switch A shows the opposite of what switch B shows. When one is open, the other should be closed.

*** Web - FTS Note created on 12/23/2020 09:16:27 and created by David Pilotto ***
Jeremy, This is David Pilotto, I am the FTS for the central region, This case has been escalated to me for my assistance. Due to COVID-19 travel restrictions I will be assisting through this techline case and over the phone.

I see earlier in the case you found the brakes to be smoking after a test drive.
Can you please take the vehicle for a drive for the same distance as before and measure the temperature of the brake rotors using a infrared thermometer and add them to the case?

Please also advise on brake switch signal that Chris asked.

I look forward to working together on this case.
Dave

*** Web - Advice created on 12/23/2020 14:45:32 and created by Chris Schang ***
1: Thank you David.

*** 01/02/2021 08:29:34 ***
Web - Note created on 01/02/2021 08:29:34 and created by Jeremy Chesnut

sorry for the delay in response. looked for a brake switch a and b. could not find anything other than just brake switch.

as for the rotors, I drove vehicle measured 165 at the front and 125 in the rear. I have already replaced the abs module due to an internal error causing the rh motor voltage to sp ke and those issues are no longer present.

*** Web - FTS Note created on 01/04/2021 06:16:19 and created by David Pilotto ***
Thanks for the update Jeremy, So to be clear the smoking from the brakes has not happened since the module was replaced.

If you can not find the brake switch readings, can you get a flight recording of the brake module and pcm on a test drive activating the cruise and please note when you are activating the cruise.

Thanks Jeremy,
Dave

*** 01/07/2021 12:40:16 ***
Web - Note created on 01/07/2021 12:40:16 and created by Jeremy Chesnut

Correct the brakes haven't been smoking since.

I submitted a graphing of all cruise and brake switch related items in the pcm and abs modules. Hopefully that is the information you are looking for.

*** 01/07/2021 12:40:17 ***
SORENTO(MQ4A)_ENGINE_210107-142925.MSR added by Jeremy Chesnut on 01/07/2021 12:40:17

*** Web - FTS Note created on 01/07/2021 12:48:32 and created by David Pilotto ***
Jeremy, Thanks for adding that.
I left you a VM, Give me a call when you can 657-222-5852
Thanks
Dave

*** Web - Advice created on 01/07/2021 14:05:11 and created by Chris Schang ***
1: Jeremy,
Based on the switch never changing form off to on, have you checked pin fitment at connector E200-B pins 28 and 68? Also checking pin fitment at the stop lamp switch mainly pin 2?

*** 01/07/2021 15:18:58 ***
Web - Note created on 01/07/2021 15:18:58 and created by Jeremy Chesnut

Inspected pin fitment on E200-b pins 28 and 68. Found okay. tested pin 2. also found okay.

Just for sake of paper trail. Tested brake switch pins 1 and 4. Found battery voltage. tested pin 6 found .5 ohms resistance. tested from pin 5 of brake switch to pin 35 of abs module. found 7k ohms resistance. tested from brake switch pin 5 to pins 5-9 of JE01 joint connector. found approximately 0.3 ohms resistance. tested from pin 5 of JE01 to pin 35 of Abs module. found 7k ohms. performed wiring overlay from pin 5 to pin 35. cruise control still inop.

*** Web - FTS Note created on 01/08/2021 08:01:14 and created by David Pilotto ***
Jeremy, Thanks for working with me yesterday.

After running an overlay from JE01- ESC module we are no longer getting P0504 DTC, But now we are getting DTCs P045211 evap press sensor low input
P055700 Brake Booster pressure sensor circuit low
P053200 AC press sensor low input.

These components all share sensor power from ECM, lets continue to locate an issue with this circuit.

Thanks

*** Web - Advice created on 01/08/2021 08:22:47 and created by Chris Schang ***
1: Thanks David.
Jeremy,
Please keep me updated on this case.

*** 01/19/2021 15:20:04 ***
Web - Note created on 01/19/2021 15:20:04 and created by Jeremy Chesnut

Test drove vehicle while monitoring a.c. pressure, brake booster pressure voltage and fuel tank pressure sensor voltage. Submitted graph.

*** 01/19/2021 15:20:05 ***
SORENTO(MQ4A)_ENGINE_210119-165807.GSR added by Jeremy Chesnut on 01/19/2021 15:20:05

*** 01/19/2021 15:20:59 ***
Web - Note created on 01/19/2021 15:20:58 and created by Jeremy Chesnut

Dave recommended replacing the engine room harness and rechecking

*** Web - FTS Note created on 01/19/2021 15:25:26 and created by David Pilotto ***
Jeremy, Due to the resistance from JE01 P5 to the ESC module lets replace that harness.
Thanks again
Dave

*** 01/20/2021 05:54:38 ***
Web - Note created on 01/20/2021 05:54:37 and created by Jeremy Chesnut

Ordered harness

*** Web - Advice created on 01/20/2021 06:28:19 and created by Chris Schang ***
1: Thanks for the update Jeremy.

*** Web - FTS Note created on 02/04/2021 07:08:38 and created by David Pilotto ***
I spoke with Jeremy today, The harness is expected early next week.

Jeremy, let us know when you get it.

Thanks again
Dave

*** Web - Advice created on 02/04/2021 09:15:18 and created by Chris Schang ***
1: Thank you Dave for the update on this.

*** Web - Advice created on 02/04/2021 13:57:49 and created by Stephen Thomas ***
Please escalate the parts order if not already done so to UPER.

*** Web - FTS Note created on 02/25/2021 11:09:12 and created by David Pilotto ***
The harness has not yet arrived as of today.

Jeremy, Please update us when it arrives

Thanks
Dave

*** 02/26/2021 10:57:05 ***
Web - Note created on 02/26/2021 10:57:04 and created by Jeremy Chesnut

Harness came in today. will start replacement this afternoon.

*** 02/27/2021 14:54:47 ***
Web - Note created on 02/27/2021 14:54:46 and created by Jeremy Chesnut

REPLACED MAIN HARNESS. TEST DROVE VEHICLE. VERIFIED REPAIRS

*** 02/27/2021 14:55:21 ***
Case Closed with Resolution Code: Elec Harness Pinched
Resolution Summary: REPLACED MAIN HARNESS

Attachments

119226C2-BBB7-47D3-B759-06D27D87EF8D.jpeg.jpeg, 6D4DC549-1A73-4F4A-A473-E0F70CF169A3.jpeg.jpeg, image.jpg.jpg, F8C2DAEA-0B83-4E59-881C-2914741D2D07.jpeg.jpeg, 3E6DF60B-DC92-4B95-A0F5-6427D8FC2ED0.jpeg.jpeg, IMG_7037.MOV.MOV, MQ4A Brake light graph.PNG, SORENTO(MQ4A)_ENGINE_210107-142925.MSR.MSR, SORENTO(MQ4A)_ENGINE_210119-165807.GSR.GSR

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG34J22MG[redacted] **Mileage:** 727 **Repair Date:** 12/01/2020

Prod Date: 10/27/2020 **Warranty Start Date:** 11/11/2020 **RO Number:** [redacted]

Port Options: CA, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC019 KIA Country **Service District:** SO04

Phone: (843) 573-2300

Contact: Kai Tinsley **Contact Title:** Dual Technician **Contact Phone:** (706) 664-1411

Case Details

Title: Cruise control - Inop # switches inop

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Ctrl Switch SteeringPad

Resolution: Broken/Cracked/Etc. **Category:** Repair Assistance

Case History

*** 12/01/2020 04:50:19 ***
Contact = Kai Tinsley, Priority = Standard, Sub Status = Dispatched

*** 12/01/2020 04:50:19 ***
Web - Problem Description created on 12/01/2020 04:47:26 and created by Kai Tinsley

Customer stated that cruise control, steering mode, ok reset, is inop on the steering wheel switch.

*** 12/01/2020 04:50:19 ***
Web - Diagnostics created on 12/01/2020 04:47:26 and created by Kai Tinsley

Inspected switch on steering wheel, which is plugged in and not responding while in use. Getting power and ground in the harness. But nothing out of the switch control.

*** 12/01/2020 09:54:28 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Everyday Cases

*** Web - Advice created on 12/01/2020 09:55:58 and created by Chris Schang ***
1: Kai,
I know that the switches go through the clock spring, is that connector I believe to be M43 fully seated?

*** 12/01/2020 11:29:54 ***
Web - Note created on 12/01/2020 11:29:54 and created by Kai Tinsley

It is fully seated and pins are tight.

*** Case Escalated to CA as: 13896678 on 12/02/2020 01:08:37 (PST)

*** Web - Advice created on 12/02/2020 08:55:50 and created by Chris Schang ***
1: Kai,
Measure the resistance across pins 2 and 6 at the steering switch connector and record the resistance when checking the switches that are inop. You should have a resistance value.

*** 12/04/2020 12:26:10 ***
Web - Note created on 12/04/2020 12:26:10 and created by Kai Tinsley

Will do

*** Web - Advice created on 12/05/2020 08:00:33 and created by Chris Schang ***
1: Thanks.

*** 12/11/2020 12:01:01 ***
Web - Note created on 12/11/2020 12:01:00 and created by Kai Tinsley

Across pins 2 and 6 the resistance on the switch is OL.

*** Web - Advice created on 12/11/2020 14:51:05 and created by Chris Schang ***
1: Kai,
The switches should have a resistance value. I would say they are open. Lets replace the switch and retest.

*** 12/18/2020 08:05:21 ***
Web - Note created on 12/18/2020 08:05:21 and created by Kai Tinsley

Replaced switch remote as advised. Vehicle is in operating condition. Switching modes and cruise control functions.

*** 12/18/2020 08:07:05 ***
Case Closed with Resolution Code: Broken/Cracked/Etc.
Resolution Summary: Replaced remote switch for cruise control

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC8LG[redacted] **Mileage:** 15,286 **Repair Date:** 11/25/2020

Prod Date: 06/04/2019 **Warranty Start Date:** 06/18/2019 **RO Number:** [redacted]

Port Options: WL, CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL097 Key West KIA **Service District:** SO02

Phone: (305) 295-8646

Contact: Larson Edouard **Contact Title:** Exclusive Kia Technician **Contact Phone:** (407) 962-7759

Case Details

Title: InstrCluster-Warning light on# Radar Blocked

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 12/07/2020 11:32:17 ***
Contact = Larson Edouard, Priority = Standard, Sub Status = Dispatched

*** 12/07/2020 11:32:17 ***
Web - Problem Description created on 12/07/2020 11:32:17 and created by Larson Edouard

Customer stated there's was an intermittent fault on the radar

*** 12/07/2020 11:32:17 ***
Web - Diagnostics created on 12/07/2020 11:32:17 and created by Larson Edouard

I inspected the camera and there's nothing blocking the camera are no faults in the system.
is there anything I can check. everything within KDS looks normal.

*** 12/07/2020 15:38:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/07/2020 15:42:50 and created by Jerry Gossling ***
1: Larson,
what system is the customer refer to ? MFC, SCC or AEB ? Have you been able to duplicate the concern ?
It will be impossible to determine the cause of the complaint if you can't duplicate the concern.
Thank you
Make sure there is nothing blocking the MFC & make sure no electronic devices are next to the MFC.
Check for anything blocking the SCC/AEB radar in the front of the vehicle.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 12/15/2020 07:18:44 ***
Web - Note created on 12/15/2020 07:18:43 and created by Larson Edouard

its referring to the SCC
I scanned the car for DTC's and no codes were present
The warning pops up every so often when you try to activate the the cruise control
I checked for any blockage or visible damage to the radar and mounting and everything looks fine.
I read the PS399 and advised the customer to disconnect the aftermarket radar on the windshield to further diagnosis the issue.

*** Web - Advice created on 12/15/2020 08:25:05 and created by Jerry Gossling ***
1: Lance,
Thank you for the information.
If the radar is mounted next to the MFC it could cause interference with the system.
Thank you

*** 12/22/2020 13:20:08 ***
Web - Note created on 12/22/2020 13:20:08 and created by Larson Edouard

Hey,
I attached a video of the radar unplugged and the issues is still present.

*** 12/22/2020 13:20:12 ***
IMG_3508.mov added by Larson Edouard on 12/22/2020 13:20:09

*** Web - Advice created on 12/23/2020 06:34:02 and created by Jerry Gossling ***
1: Larson,
the radar is still mounted right next to the MFC camera plus I see another device on the windshield right next to the MFC camera ?
All these devices need to completely remove and you personally need to see if the complaint still occurs.
Thank you

*** Service Alert Escalated to CA as: 13929229 on 12/24/2020 01:06:39 (PST)

*** 01/04/2021 06:48:46 ***
Web - Note created on 01/04/2021 06:48:45 and created by Larson Edouard

Bright the telluride back made sure everything was off the windshield
SCC works when the distance is set to the first dot
When SCC is set to the last dot for distance the warning comes on "radar blocked"
I tried to recalibrate and I keep getting an error message "alignment failed "
I checked all the perimeters on the KDS regarding radar alignment and cal bration and the measurements are fine
I attached some videos as well

*** 01/04/2021 06:48:56 ***
IMG_3731.MOV added by Larson Edouard on 01/04/2021 06:48:46

*** 01/04/2021 06:48:59 ***
1391B222-F2D6-4E2E-89A1-E7732CDCC2A1.jpeg added by Larson Edouard on 01/04/2021 06:48:57

*** 01/04/2021 06:49:12 ***
IMG_3730.MOV added by Larson Edouard on 01/04/2021 06:48:59

*** Web - Advice created on 01/04/2021 13:40:57 and created by Jerry Gossling ***
1: Larson,
Based completely off of your provided information, I recommend to replace the SCC radar per the replacement procedure in the shop manual than to verify the repair.
Thank you

*** Case has been auto closed by the system on 01/20/2021 01:12:03 (PST)
*** 01/20/2021 05:11:01 ***
Case Number: [redacted] Reopen Requested by Larson Edouard.
Reason: [The part came in and the customer is scheduled for an appointment.]

*** 01/20/2021 05:13:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/20/2021 05:13:54 and created by Jerry Gossling ***
1: Larson,
The tech line case has been reopened. Please update the case once the repair is completed.
Thank you

*** 01/21/2021 14:24:10 ***
Web - Note created on 01/21/2021 14:24:10 and created by Larson Edouard

I installed the new radar and for some reason it wont give me a vertical reading regardless of any adjustments I make.
I get a horizontal reading of .20 degree.

reflector is set 98 inches away from the front bumper
15.8 inches high and I aligned it all with the laser but I keep getting a failure message
I even tried offset the laser as KGIS suggested and still i get a failure message.

*** Web - Advice created on 01/22/2021 05:41:19 and created by Jerry Gossling ***
1: Larson,
Please run a Carfax on this vehicle to see if its been involved in an accident.
Thank you

*** 01/26/2021 06:16:34 ***
Web - Note created on 01/26/2021 06:16:34 and created by Larson Edouard

carfax was clean with no accidents
I realigned the reflector and moved the car in a better location and was able to calibrate the front radar.
everything is working fine
Thank you for the help

*** Web - Advice created on 01/26/2021 08:10:05 and created by Jerry Gossling ***
1: Larson,
Thank you for the information.

*** 01/26/2021 08:10:10 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]

Attachments

IMG_3508.mov.mov, IMG_3731.MOV.MOV, 1391B222-F2D6-4E2E-89A1-E7732CDCC2A1.jpeg.jpeg, IMG_3730.MOV.MOV

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC2MG[redacted] **Mileage:** 3,969 **Repair Date:** 12/14/2020

Prod Date: 07/30/2020 **Warranty Start Date:** 08/16/2020 **RO Number:** [redacted]

Port Options: CO, CF, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN047 Wyatt Johnson KIA **Service District:** SO09

Phone: (931) 245-1120

Contact: Mike Mills **Contact Title:** Exclusive Kia Technician **Contact Phone:** (931) 539-1779

Case Details

Title: MIL - LKAS # MFC # C160649 - SCC # C180581

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 12/14/2020 06:59:45 ***
Contact = Mike Mills, Priority = Standard, Sub Status = Dispatched

*** 12/14/2020 06:59:46 ***
Web - Problem Description created on 12/14/2020 06:59:45 and created by Mike Mills

CUSTOMER STATES THAT THE MIL FOR LANE ASSIST AND COLLISION , ARE COMING ON AFTER DRIVING ABOUT 5 MINS

*** 12/14/2020 06:59:46 ***
Web - Diagnostics created on 12/14/2020 06:59:46 and created by M ke Mills

STARTED CAR AND LET RUN, NO MILS ARE ON AT THIS TIME, LET CAR RUN ABOUT 5 MINS AND TRACTION CONTROL AND COLLISION AND LANE ASSIST, MILS CAME ON, CHECKED FOR CODES VDN B28VATN047201214001/ FOUND DTC SCC- C180581 LKAS CAN SIGNAL ERROR / MFC ECU SOFTWARE ERROR / CODES ARE HISTORY AT THIS TIME. CLEARING CODES, MFC 160649 ECU SOFTWARE ERROR RETURNED ACTIVE AT THIS TIME. LOOKING UP DTC AT THIS TIME. REMOVED REAR VIEW MIRROR GARNISH / CHECKED CONNECTOR / NO ISSUE FOUND CLEARED CODES AND RECANED AND CODE CAME BACK ACTIVE/ PLEASE ADVISE

*** 12/14/2020 08:44:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/14/2020 08:51:09 and created by Jerry Gossling ***
1: Mike,
Thank you for the information.
Please thoroughly check the pin fit tension at R14 all pins and at MR11 pins 23, 32, 35 &38 with the appropriate pin fit tool per SST 062 and the

connector view in the ETM.
Please review lane departure warning system in the ETM page SD957-5 for the location of the listed connectors.
List the results when done.
Thank you

*** 12/14/2020 10:43:19 ***
Web - Note created on 12/14/2020 10:43:19 and created by Mike Mills

ok

*** 12/14/2020 11:34:34 ***
160797439667219265241 43.jpg added by Mike Mills on 12/14/2020 11:34:32

*** 12/14/2020 11:35:51 ***
Web - Note created on 12/14/2020 11:35:51 and created by Mike Mills

Checked R14 all pins feel good to me , sent pic of gauge used

*** 12/14/2020 11:59:57 ***
Web - Note created on 12/14/2020 11:59:57 and created by Mike Mills

CHECKED MR11 PINS 23,32,35,38, NO ISSUE FOUND, REINSTALLED CONNECTOR AND MIRROR WIRING AND CHECKED FOR CODES AND AT THIS TIME THERE IS NO C160649

*** 12/14/2020 12:01:35 ***
Web - Note created on 12/14/2020 12:01:35 and created by Mike Mills

B28VATN047201214014 NO CODES STORED AFTER CHECKING CONNECTORS

*** 12/14/2020 12:16:11 ***
Web - Note created on 12/14/2020 12:16:11 and created by Mike Mills

CAR HAS BEEN RUNNING ABOUT 10 MINS AND MIL S FOR COLLISION AND LANE ASSIST ARE BACK ON, CHECKED FOR CODES C160649 AND LKAS CAN SIGNAL ERROR 180581/ VDN B28VATN047201214015

*** Web - Advice created on 12/14/2020 15:45:12 and created by Jerry Gossling ***
1: Mike,
Use the KDS to screenshot all the MFC variant coding and save the information. Next replace the MFC per the replacement procedure outlined in the shop manual. When done set the variant coding to the saved screenshots and when completed thoroughly drive the vehicle to ensure the repair corrected the concern.
Thank you

*** 12/15/2020 06:31:06 ***
Web - Note created on 12/15/2020 06:31:05 and created by Mike Mills

ok

*** Web - Advice created on 12/15/2020 07:09:41 and created by Jerry Gossling ***
1: Mike,
Thanks for the update.

*** 12/17/2020 06:25:36 ***
Screenshot_20201216-094028.png added by Mike Mills on 12/17/2020 06:25:36

*** 12/17/2020 07:14:58 ***
Web - Note created on 12/17/2020 07:14:58 and created by Mike Mills

INSTALLED NEW CAMERA AND CODES NOT PRESENT AT THIS TIME , NOW IT SATS CALIBRATE CAMERA, SRTTING THAT UP NOW

*** 12/17/2020 11:29:56 ***
Web - Note created on 12/17/2020 11:29:56 and created by Mike Mills

GOT CALIBRATING COMPLETE CAR IS FIXED AT THIS TIME NO CODES HAVE RETURNED AT THIS TIME

*** 12/17/2020 11:30:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: INSTALLED MFC

Attachments

160797439667219265241 43.jpg.jpg, Screenshot_20201216-094028.png.png

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC8LG[redacted] **Mileage:** 9,285 **Repair Date:** 12/21/2020

Prod Date: 06/17/2020 **Warranty Start Date:** 06/29/2020 **RO Number:** [redacted]

Port Options: CF, SPL, CT, TO, IL, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX022 Demontrond KIA **Service District:** SW01

Phone: (281) 872-7200

Contact: kory knapp **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys General-Smart Cruise # INOP

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 12/21/2020 14:55:07 ***
Contact = kory knapp, Priority = Standard, Sub Status = Dispatched

*** 12/21/2020 14:55:08 ***
Web - Problem Description created on 12/21/2020 14:51:59 and created by kory knapp

I PUT A LKAS MODULE IN THIS VEHICLE THIS MORNING, COMPLETED THE VARIANT CODING, AND COMPLETED CALIBRATION.

*** 12/21/2020 14:55:08 ***
Web - Diagnostics created on 12/21/2020 14:52:00 and created by kory knapp

CUSTOMER TOOK THE VEHICLE AND CAME BACK SAYING THE SCC WASN'T WORKING. FOUND NO DTC'S IN THE SYSTEM AND I TOOK IT AND TEST DROVE IT TO FIND THE ERROR MESSAGES IN THE CLUSTER (PICTURES ATTACHED) AND THE SCC INOP AND STILL NO DTC'S IN THE SYSTEM. THE SCC RADAR IS BOLTED ON AND NOT LOOSE AND NO SIGNS OF PHYSICAL DAMAGE TO THE FRONT BUMPER COVER. I'M NOT SURE WHERE TO GE FROM HERE.

*** Service Alert Escalated to CA as: 13925633 on 12/22/2020 01:05:59 (PST)

*** 12/22/2020 05:09:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/22/2020 05:22:46 and created by Jerry Gossling ***

1: Kory,
Thank you for the information.
First start by plugging in the original MFC camera and taking screenshots of all the variant coding settings.
Next reinstall the new MFC camera and make sure the variant coding is set correctly by referencing the saved screenshot variant coding.
If everything is correct than I recommended to thoroughly check the pin fit tension at R14 all pins, MR11 pins 23 & 35, EM21 pins 3 & 13, EE11 pins 6, 7 & 8. than at E51 all pins. Thoroughly inspect the SCC module for any indication of impact or bent bracket. Make sure the license place is mounted correctly so it does not block the SCC radar.
Thank you

*** Case has been auto closed by the system on 01/07/2021 01:11:11 (PST)
*** 01/12/2021 14:47:03 ***
Case Number: [redacted] Reopen Requested by Maurice Grant.
Reason: [vehicle is not repaired. we checked the variant coding of both cameras and they are the same]

*** 01/13/2021 04:59:05 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/13/2021 05:00:32 and created by Jerry Gossling ***
1: Kory,
Did you follow the rest of my recommendation ?
" If everything is correct than I recommended to thoroughly check the pin fit tension at R14 all pins, MR11 pins 23 & 35, EM21 pins 3 & 13, EE11 pins 6, 7 & 8. than at E51 all pins. Thoroughly inspect the SCC module for any indication of impact or bent bracket. Make sure the license place is mounted correctly so it does not block the SCC radar. "
Thank you

*** 01/21/2021 09:18:28 ***
Web - Note created on 01/21/2021 09:18:27 and created by kory knapp

UPDATE... HAVE THE CAR BACK IN MY STALL AND ABOUT TO PULL OFF THE FRONT BUMPER COVER.

*** Web - Advice created on 01/21/2021 09:57:05 and created by Jerry Gossling ***
1: Kory,
Thank you for the update.

*** 01/21/2021 11:46:47 ***
Web - Note created on 01/21/2021 11:46:47 and created by kory knapp

All of the pins checked good on the male and female end nothing looked out of the ordinary. I went and test drove it with the bumper off and everything went fine for the first 3 mi and then it said cruise control canceled front radar blocked. I drove back to the shop put the front bumper cover on and the same thing happened again it lasted for about two miles and then said cruise control canceled radar blocked and Ford collision avoidance assist system disabled radar blocked.

*** 01/21/2021 11:49:59 ***
Web - Note created on 01/21/2021 11:49:58 and created by kory knapp

Well still on the same test drive that it kicked me out after 2 mi I tried it again and the system error cleared and allowed me to use the smart cruise control yet again

*** 01/21/2021 13:04:46 ***
Web - Note created on 01/21/2021 13:04:46 and created by kory knapp

IS THERE ANYWAY TO MOVE THIS CASE BACK INTO MY NAME SO I CAN SEE UPDATES IN MY EMAIL?

*** Web - Advice created on 01/22/2021 04:43:51 and created by Jerry Gossling ***
1: Kory,
Based off of your information, I recommend to replace the SCC radar per the replacement procedure in the shop manual. When done please thoroughly drive the vehicle to verify the repair.
Thank you

*** 02/03/2021 12:32:53 ***
Web - Note created on 02/03/2021 12:32:52 and created by kory knapp

OKIE DOKIE I HAVE REPLACED THE SCC RADAR, COMPLETED THE CALIBRATION, COMPLETED THE VARIANT CODING, CLEARED THE DTC'S, AND TEST DROVE AND THE SCC SYSTEM IS OPERATING AS DESIGNED IN ALL SPEEDS AND DISTANCES.

*** 02/03/2021 13:00:09 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced the scc module

Attachments

PXL_20201221_222254948.jpg.jpg, PXL_20201221_223014307.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC4MG[redacted] **Mileage:** 4,529 **Repair Date:** 12/30/2020

Prod Date: 08/03/2020 **Warranty Start Date:** 08/28/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MN014 Luther KIA of Bloomington **Service District:** CE08

Phone: (952) 258-8400

Contact: Lance Matsumoto **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Won't Set

System: Cruise Control

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 12/30/2020 09:13:14 ***
Contact = Lance Matsumoto, Priority = Standard, Sub Status = Dispatched

*** 12/30/2020 09:13:14 ***
Web - Problem Description created on 12/30/2020 09:13:14 and created by Lance Matsumoto

smart cruise works intermittently says conditions not met when doing over 40 mph.

*** 12/30/2020 09:13:14 ***
Web - Diagnostics created on 12/30/2020 09:13:14 and created by Lance Matsumoto

SCANNED ALL SYSTEMS NO CODE HISTORY OR PRESENT
CHECKED MFC FOR CALIBRATIONS SPTAC HAD FAILURE AND SPC HAD FAILURE LATEST CALIBRATION WAS EOL. COMPLETED CAMERA SPTAC CALIBRATION AND SPC CALIBRATION. VEHICLE WHEN SETTING CRUISE WILL RANDOMLY SAY RADAR IS BLOCKED AND CONDITIONS CAN NOT BE MET. VEHICLE IS CLEAN AND CLEAR OF DEBRIS. NO SIGNS OF DAMGE TO BUMBER. WHEN IT DOES WORK VEHICLE OPERATES NORMAL FOR A MIN OR TWO THEN STOPS AGAIN

*** 12/30/2020 10:53:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 12/30/2020 10:58:05 and created by Jay Jurado ***
1: Tech called in to review case. Recommend replacing the MFC at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 12/30/2020 12:20:03 ***
Web - Note created on 12/30/2020 12:20:02 and created by Lance Matsumoto

USED A MFC OUT OF A CAR ON THE LOT CALIBRATED SENSORS SINCE PART WAS TWO DAYS OUT. WHEN FOWARD COLLISION AVOIDANCE ASSIST LIGHT COMES ON THERE IS CODES EPS C180487, SCC C180487, SCC C160C87, BCW C166A87. THE VEHICLE WILL DRIVE WITH SMART CRUISE FOR ABOUT FOUR MINUTES COLLISION LIGHT COMES ON ABOUT 25 PERCENT OF THE TIME, OTHER TIMES JUST SAYS RADAR IS BLOCKED CONDITIONS NOT MET. IT TAKES ABOUT FOUR MINUTES OF DRIVING TO BE ABLE TO USE CRUISE AFTER IT STOPS. TEST DROVE FOR 30 MIN.

*** 12/30/2020 12:21:01 ***
Web - Note created on 12/30/2020 12:21:01 and created by Lance Matsumoto

CODES ARE IN HISTORY RIGHT AWAY

*** 12/31/2020 09:38:09 ***
Web - Note created on 12/31/2020 09:38:08 and created by Lance Matsumoto

WAS GOING TO DO INSPECTION / CORRECTION OF FRONT RADAR WHEN YOU LOOK UP IN KGIS THE PICTURE SHOWS ANGLE AT AT -2.7 AND WHEN I USE SCAN TOOL IT SHOWS -1 WITH DATA MATRIX 00. SHOULD IT BE SET TO -1?

*** Web - Advice created on 12/31/2020 09:55:21 and created by Jay Jurado ***
1: Tech called in to review case. Recommend comparing to a known good vehicle and see what the spec is. We may have to adjust the front radar if the readings are different.

*** 12/31/2020 10:03:39 ***
Web - Note created on 12/31/2020 10:03:39 and created by Lance Matsumoto

THE ONE ON THE LOT HAS A MATRIX CODE OF FD. IT SHOWS SHOULD BE -.7. WHEN YOU GO INTO SCC DATA SHOWS -1

*** Web - Advice created on 12/31/2020 10:03:52 and created by Jay Jurado ***
1: From the Telluride platform:
The corrected angle after the variant coding for the internal angle compensation is done has to be within 1º but the mounting angle is +/- 2.7º As close to 0º or 90º depending on how the level is used is best.

*** Web - Advice created on 12/31/2020 11:06:49 and created by Jay Jurado ***
1: Tech called in, still unable to calibrate the radar. Based on his information, recommend replacing the front radar sensor at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** Case has been auto closed by the system on 01/16/2021 01:09:28 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP6DHC8MG[redacted]
Mileage: 2,755
Repair Date: 12/29/2020
Prod Date: 09/30/2020
Warranty Start Date: 11/14/2020
RO Number: [redacted]
Port Options: CB, CF, IL, SKD, RBP
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA034 Car Pros KIA Renton
Service District: WE08
Phone: (425) 277-4228
Contact: Joseph Clinch
Contact Title: Exclusive Kia Technician
Contact Phone: (949) 295-3959

Case Details

Title: Unusual Noise-Pwr steering #
Symptom: Unusual Noise
System: Steering
Component: MDPS Column
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 12/30/2020 13:45:38 ***
Contact = Joseph Clinch, Priority = Standard, Sub Status = Dispatched

*** 12/30/2020 13:45:38 ***
Web - Problem Description created on 12/30/2020 13:45:38 and created by Joseph Clinch

CUSTOMER STATES SHE USED THE CRUISE CONTROL AND THEN THE STEERING WHEEL STARTED MAKING A WEIRD NOISE WHEN TURNING WHILE SLOWLY OR BACKING UP - STATES ITS ALSO LOCKING UP AND HAS A "CATCHING" FEELING - STATES SHE HAD THE

*** 12/30/2020 13:45:39 ***
Web - Diagnostics created on 12/30/2020 13:45:39 and created by Joseph Clinch

Verified concern. While at a stop turning the steering wheel there is an abnormal ratcheting scraping type noise coming from the MDPS column. Test drove vehicle a short distance at low speeds below 5mph. Verified the steering wheel felt like it was catching, binding (locking up). Inspected MDPS system assembly. No damages, after-market installation, or obstructions were found. Scanned all vehicle systems for DTCs. No DTCs were retrieved. Performed KGIS detailed search by VIN and concern symptom key word. No related articles were found,

*** Case Escalated to CA as: 13936845 on 12/31/2020 01:07:01 (PST)

*** 12/31/2020 08:04:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/31/2020 08:12:03 and created by Frank Lusic ***
1: Hello Joseph
please start disassembling the steering column one piece at a time to determine the source of the concern,
start with the intermediate shaft and then the clock spring, MDPS motor until the noise/binding goes away

*** 01/04/2021 10:30:42 ***
Web - Note created on 01/04/2021 10:30:42 and created by Joseph Clinch

Removed the Steering column intermediate shaft. Tested operation. Concern is still occurring. Disconnected Negative battery terminal cable end. Removed DAB and clock-spring assemblies. Tested operation. Concern is still occurring. Removed multi-function switch assembly. Tested operation. Concern is still occurring. Removed MDPS motor (MDPS power pack) assembly. Tested operation. With the MDPS motor (MDPS power pack) assembly removed the concern is no longer occurring.

*** Web - Advice created on 01/04/2021 11:03:34 and created by Frank Lusic ***
1: Nice work, please replace the MDPS motor and retest

*** 01/04/2021 15:17:39 ***
Web - Note created on 01/04/2021 15:17:39 and created by Joseph Clinch

01/04/21 1300hrs Ordered New MDPS motor (power pack) assembly ETA is 3-5 days away

*** Web - Advice created on 01/05/2021 06:11:44 and created by Frank Lusic ***
1: Thank you for the update

*** 01/11/2021 07:03:36 ***
Web - Note created on 01/11/2021 07:03:36 and created by Joseph Clinch

Found the new MDPS Power pack damaged upon opening box. Photo is attached.

*** 01/11/2021 07:03:38 ***
20210111_065027.jpg added by Joseph Clinch on 01/11/2021 07:03:37

*** Web - Advice created on 01/11/2021 07:29:54 and created by Frank Lusic ***
1: Thanks for the update

*** 01/14/2021 09:20:04 ***
Web - Note created on 01/14/2021 09:20:04 and created by Joseph Clinch

Received the 2nd new MDPS motor (power pack). No damaged are found. Installed the new power pack assembly. Performed MDPS type recognition. Performed SAS calibration. Scanned and cleared all DTCs now in history state that were set during diagnostic and repair. Inspected ETC current data. ETC current data is readings correctly. Tested operation / test drove vehicle. MDPS is functioning as designed.

*** 01/14/2021 09:21:12 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Installed new MDPS power pack assy.

Attachments

20210111_065027.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 NIRO **Engine:** 1.6L GDI **Model Code:**

VIN: KNDCC3LC7L5[redacted] **Mileage:** 5,781 **Repair Date:** 12/28/2020

Prod Date: 07/15/2020 **Warranty Start Date:** 10/15/2020 **RO Number:** [redacted]

Port Options: CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA316 KIA of Valencia **Service District:** WE02

Phone: (661) 255-0475

Contact: Adam provencio **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Engine - Lacks power #

Symptom: Lack of Power

System: Engine Mechanical

Component: Engine (General)

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

*** 12/31/2020 10:22:41 ***
Contact = Adam provencio, Priority = Standard, Sub Status = Dispatched

*** 12/31/2020 10:22:41 ***
Web - Problem Description created on 12/31/2020 10:22:41 and created by Adam provencio

customer states when driving uphill (Grapevine) the vehicle will loose power and will not go over 35mph and that the mileage has dropped to an average of 33 mpg

*** 12/31/2020 10:22:42 ***
Web - Diagnostics created on 12/31/2020 10:22:42 and created by Adam provencio

road tested vehicle uphill and was not able to duplicate concern. Scanned for codes and checked for updates,no codes stored or in history and no updates available. Current ECU update currently installed. Customer came in for first oil change and came in with gas level near empty. Customer wanted case documented. Advised service writer to have customer approve gas to further road test to try to duplicate concern.

*** 12/31/2020 14:12:21 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin Everyday Cases

*** Web - Advice created on 12/31/2020 14:14:09 and created by Chris Schang ***
1: Thanks for all the information Adam,
Please update the case when you have had a chance to drive the vehicle and either replicate the issue or confirm normal operation.

*** Case Escalated to CA as: 13938222 on 01/01/2021 01:06:24 (PST)

*** 01/04/2021 09:54:16 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: no repairs performed

*** 01/20/2021 16:43:04 ***
Case Number: [redacted] Reopen Requested by Adam provencio.
Reason: [Road tested vehicle with customer and verified battery voltage dropping. Road tested again with flight recording,vehicle does drop state of charge voltage but regenerates again while braking or driving downhill. Customer drives in the Grapevine weekly and has had the vehicle voltage drop all the way down causing the vehicle to go into limp home mode on able to drive 40 mph while semis are passing him by. No codes were stored or in history. While road testing,vehicle operated as designed. Will attach flight recording when case is reopened.]

*** 01/21/2021 06:08:55 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/21/2021 06:10:16 and created by Chris Schang ***
1: Adam,
When you were driving with the customer, what was the lowest that you got the SOC to go down to?

*** 01/21/2021 13:25:33 ***
NIRO(DE HEV)_BMS_210120-162727.GSR added by Adam provencio on 01/21/2021 13:25:32

*** 01/21/2021 14:24:48 ***
Web - Note created on 01/21/2021 14:24:48 and created by Mary Harris

The lowest the tech saw when driving was 41.8%

*** Web - Advice created on 01/21/2021 14:58:10 and created by Chris Schang ***
1: Adam,
I do not see anything in the recording that would make me think something is wrong. Could this be a customer perception issue? Have you tried driving a known good vehicle under the same conditions?

*** Service Alert Escalated to CA as: 13938222 on 01/22/2021 01:05:14 (PST)
*** 01/22/2021 08:31:17 ***
Web - Note created on 01/22/2021 08:31:17 and created by Adam provencio

according to the customer our hills are not steep and long enough for us to bring the vehicle voltage state of charge to drop low enough and my employer is not going to send me on a road test to the Grapevine to try to duplicate his concern. While road testing the vehicle with the customer i did notice he was using his cruise contol the whole time and would let the vehicle come to a stop and would let the cruise control gradually accelerate back to his cruise control speed he had it set to. Also customer was driving in ECO mode.

*** Web - Advice created on 01/25/2021 08:53:51 and created by Chris Schang ***
1: Adam,
Can you please call in when you have a chance?

800-494-4542

*** Web - Advice created on 01/25/2021 09:53:40 and created by Chris Schang ***
1: Adam called back in,
Tech is advised that the flight recordings look perfect and the vehicle is operating as designed and there is no fault found. Agent and tech have noted that the customer should not drive the vehicle using cruise control going up the grapevine due to the lengthy steep grades. Tech will pass the information along and have the SA explain tot the customer. Tech will close the case as the customer has picked up the vehicle on Saturday.

*** Web - Advice created on 01/25/2021 10:05:04 and created by Chris Schang ***
1: Adam,
If the customer comes back in, you may want to inspect the catalytic converter. This may by chance be a restricted exhaust that only shows up when its hot. You may open up the converter and see if there is any damage.

*** 01/25/2021 12:26:48 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: no repairs performed

Attachments

NIRO(DE HEV)_BMS_210120-162727.GSR.GSR

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC2MG[redacted] **Mileage:** 5,917 **Repair Date:** 01/05/2021

Prod Date: 10/30/2020 **Warranty Start Date:** 11/18/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO006 John Youngblood KIA **Service District:** CE05

Phone: (417) 882-3838

Contact: Trevor Marchbanks **Contact Title:** Exclusive Kia Technician **Contact Phone:** (660) 596-1269

Case Details

Title: MIL - Smart Cruise Control # C162078, C186286

Symptom: Warning Light On

System: Body Electrical

Component: Module

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 01/05/2021 07:34:10 ***
Contact = Trevor Marchbanks, Priority = Standard, Sub Status = Dispatched

*** 01/05/2021 07:34:10 ***
Web - Problem Description created on 01/05/2021 07:33:23 and created by Trevor Marchbanks

Customer states the smart cruise control will not set and the front collision warning will go off intermittently

*** 01/05/2021 07:34:10 ***
Web - Diagnostics created on 01/05/2021 07:33:24 and created by Trevor Marchbanks

Found codes C162078 Alignment failed active and C186286 Invalid signal of SCC history. Found no damage to the vehicle. Should I attempt to align the current radar or will it need a new SCC? Thanks!

*** 01/05/2021 11:02:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 01/05/2021 11:06:25 and created by Jay Jurado ***
1: Please first try performing the SCC/FCA alignment procedure and update the case with your results. Thanks.

*** Case Escalated to CA as: 13943669 on 01/06/2021 01:07:18 (PST)

*** 01/18/2021 07:53:11 ***
Web - Note created on 01/18/2021 07:53:11 and created by Trevor Marchbanks

Cruise control began working released vehicle to customer on 1/7/2020. Thanks for your assistance. I will close the case.

*** 01/18/2021 07:54:57 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: Adjusted the SCC radar

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF6MG[redacted] **Mileage:** 1,661 **Repair Date:** 01/08/2021

Prod Date: 11/11/2020 **Warranty Start Date:** 12/23/2020 **RO Number:** [redacted]

Port Options: WL, CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX050 Gene Messer KIA **Service District:** SW06

Phone: (806) 788-2200

Contact: Christopher Morales **Contact Title:** Exclusive Kia Technician **Contact Phone:** (806) 729-0396

Case Details

Title: MIL - Smart Cruise Control # C161386, C136081, C186286

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Elec Open Circuit **Category:** Repair Assistance

Case History

*** 01/08/2021 10:16:44 ***
Contact = Christopher Morales, Priority = Standard, Sub Status = Dispatched

*** 01/08/2021 10:16:44 ***
Web - Problem Description created on 01/08/2021 10:16:04 and created by Christopher Morales

CUSTOMER STATES THAT WHILE DRIVING THE CHECK SMART CRUISE CONTROL SYSTEM AND THE CRUISE CONTROL STOPPED WORKING

*** 01/08/2021 10:16:44 ***
Web - Diagnostics created on 01/08/2021 10:16:04 and created by Christopher Morales

SCANNED FOR CODES AND HAD ABS/ESC - C161386 CAN SIGNAL ERROR EMS, FR-RADAR - C136081 ESP IRREVERSIBLE ERROR, FR-CMR - C186286 - INVALID SIGNAL OF SCC. ALL CODES WERE HISTORY CODES. THERE IS NO DAMAGE TO THE VEHICLE EVERYTHING IS INTACT PROPERLY. I WILL UPLOAD A PHOTO OF THE SCREEN SHOT OF THE DTC'S.

*** 01/08/2021 10:19:37 ***
43A74CA7-053E-4084-BE5A-49039F09E921.jpeg added by Christopher Morales on 01/08/2021 10:19:35

*** 01/08/2021 15:05:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 01/08/2021 15:11:31 and created by Jay Jurado ***
1: Is there any aftermarket equipment installed? Are there any transponders or reflective stickers placed near the MFC? Please perform the wiring

inspection procedure listed under the C161386 and update the case with your results. Thanks.

*** Case Escalated to CA as: 13949130 on 01/09/2021 01:09:55 (PST)

*** Web - Advice created on 01/11/2021 07:53:21 and created by David Brisky ***
1: Please check related connections for the front radar and front view camera.EE11, EM11 and MR11 in particular.

*** Service Alert Escalated to CA as: 13949130 on 01/12/2021 01:03:13 (PST)
*** 01/12/2021 11:08:54 ***
Web - Note created on 01/12/2021 11:08:53 and created by Christopher Morales

CHECKED ALL CONNECTION ALL ARE GOOD PIN FITMENT IS GOOD. I EVEN CHECK ALL CONNECTIONS AT ALL THE COMPONENTS HECU, FRONT RADAR, AND MFC ALL GOOD

*** 01/13/2021 07:35:33 ***
Web - Note created on 01/13/2021 07:35:32 and created by Christopher Morales

HOW WOULD YOU LIKE TO PROCEED NEXT?

*** Web - Advice created on 01/13/2021 16:55:33 and created by Jay Jurado ***
1: Please replace the MFC and report back with your results. If the repair cost exceeds $1500 then please contact your DPSM for approval. Thanks.

*** 01/14/2021 15:34:22 ***
Web - Note created on 01/14/2021 15:34:22 and created by Christopher Morales

THE MFC HAS BEEN ORDERED IT IS A WEEK OUT I'LL UPDATE WHEN PART IS HERE

*** Web - Advice created on 01/15/2021 10:30:56 and created by Jay Jurado ***
1: OK. Thanks for the update.

*** Phone - Advice created on 01/20/2021 10:58:25 and created by Brian Hernandez ***
1: Christopher called in to update the case notes. He installed the MFC, performed the variant coding and the same issue remains. No DTC's but cruise control will not set. Everything turns on and switches work. It will ask you what speed you'd like to set the cruise control at but it won't set the speed. The customer bought the car and had it for about a week. Now the car has been in the shop longer than the customer has driven it. Christopher wants to help get the car back to the customer as soon as possible.

He's checking the front radar module and it says, vehicle speed is 12mph. When he checks the ABS module it shows that the wheel speed sensors are showing 0mph, which is correct because he wasn't moving at that time. I thought about asking him to swap the radar module but he mentioned when he swapped the MFC, the instrument cluster went crazy and had a bunch of abnormal readings. He's unsure if that would happen again.

I advised I would let Jay know what's going on to see which direction he thinks we can take here.

*** Web - Advice created on 01/20/2021 11:01:37 and created by Jay Jurado ***
1: Christopher, is it poss ble to swap out the front radar with a known good? Are there any aftermarket parts currently installed on the vehicle?

*** 01/20/2021 11:15:55 ***
Web - Note created on 01/20/2021 11:15:55 and created by Christopher Morales

HEY JAY WHEN I TRIED TO SWAP OUT THE MFC WITH A VEHICLE ON THE LOT THE VEHICLE DID NOT LIKE IT. THE CLUSTER WAS GOING HEY-WIRE AND WOULD NOT LET ME DO A VARIANT CODEING ON IT. WE DO NOT HAVE ONE WITH THE SAME EXCAT FEATURES AS THIS ONE. THERE ARE NO AFTERMARKET PARTS INSTALLED

*** Web - Advice created on 01/21/2021 14:24:20 and created by Jay Jurado ***
1: Please replace the front radar and update the case with your results. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** Web - Advice created on 01/25/2021 12:56:06 and created by Jay Jurado ***
1: Called tech to review case. He found an open circuit from joint connector JE01 to the PCM. Based on his information, recommend engine harness replacement at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** Web - FTS Summary created on 01/27/2021 11:18:43 and created by Leo McAdams ***
Tech called and said after jumping the circuit to verify that was the issue, he contacted the DPSM for authorization to replace the Engine Harness. The DPSM declined that repair and recommended the tech bypass the open circuit, which he did and now he can not duplicate the customer's concern any more.

*** 01/28/2021 07:32:10 ***
Web - Note created on 01/28/2021 07:32:10 and created by Christopher Morales

RAN THE WIRE OVERLAY AS PER DPSM FROM JOINT CONNECTOR JE01 PIN 7 TO ECM PIN 68. I TEST DROVE THE VEHICLE AND IT CORRECTED THE CRUISE CONTROL CONCERN IT IS NOW WORKING PROPERLY. WILL BE RELEASING VEHICLE TO CUSTOMER AND CLOSING THE CASE

*** 01/28/2021 08:36:36 ***

Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: OVERLAY WIRE FROM JONIT CONNECTOR TO ECM

Attachments

43A74CA7-053E-4084-BE5A-49039F09E921.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC3LG[redacted] **Mileage:** 15,175 **Repair Date:** 01/11/2021

Prod Date: 09/20/2019 **Warranty Start Date:** 09/29/2019 **RO Number:** [redacted]

Port Options: WL, CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KY008 The KIA Store **Service District:** CE03

Phone: (502) 968-6111

Contact: Isaac Matute **Contact Title:** Maintenance Technician **Contact Phone:** (502) 956-5197

Case Details

Title: MIL - AEB # C162078

Symptom: General Information

System: Body Electrical

Component: BCM

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 01/11/2021 08:49:12 ***
Contact = Isaac Matute, Priority = Standard, Sub Status = Dispatched

*** 01/11/2021 08:49:12 ***
Web - Problem Description created on 01/11/2021 08:49:12 and created by Isaac Matute

SCC code for alignment failed c162078 car has original bumper no signs of damage or part removal values are not met under data analysis

*** 01/11/2021 08:49:12 ***
Web - Diagnostics created on 01/11/2021 08:49:12 and created by Isaac Matute

Visual dtc scan

*** 01/11/2021 10:20:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/11/2021 10:31:35 and created by Steven Okimura ***
1: Isaac, verify the radar is not physically loose, no play. Perform the 'Inspection/Correction of the front radar mounting angle per KGIS Shop for Front radar unit. Thank you

*** Service Alert Escalated to CA as: 13967970 on 01/22/2021 01:06:54 (PST)

*** Case has been auto closed by the system on 01/27/2021 01:16:17 (PST)
*** 04/08/2021 20:53:51 ***
Reopened with Sub Status of Working

*** 04/08/2021 20:54:39 ***
Case closed by Steven Okimura with Resolution Code : Information Given
[Resolution Summary]

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC7LG[redacted] **Mileage:** 26,914 **Repair Date:** 01/11/2021

Prod Date: 12/06/2019 **Warranty Start Date:** 12/23/2019 **RO Number:** [redacted]

Port Options: MUG, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY085 KIA of Jamestown **Service District:** EA11

Phone: (716) 664-1222

Contact: Frank Houben **Contact Title:** Dual Technician **Contact Phone:** (716) 708-8244

Case Details

Title: MIL - Smart Cruise Control #

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 01/11/2021 11:40:00 ***
Contact = Frank Houben, Priority = Standard, Sub Status = Dispatched

*** 01/11/2021 11:40:00 ***
Web - Problem Description created on 01/11/2021 11:40:00 and created by Frank Houben

customer states smart cruise control is inop intermittently

*** 01/11/2021 11:40:00 ***
Web - Diagnostics created on 01/11/2021 11:40:00 and created by Frank Houben

i test drove multipul times 90 percent of the time the scc did not recognize the car infront and kept going at set speed i checked for tsbs and ecm updates i checke for codes in system no codes found

*** 01/11/2021 13:30:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/11/2021 13:34:15 and created by Frank Lusic ***
1: Hello Frank
1, attach two pictures one IN front of the radar unit the other IN front of the camera
2, if there in nothing blocking either perform the cal bration of the system be sure to use the angle meter on the radar unit , see shop information

*** Case has been auto closed by the system on 01/27/2021 01:16:17 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC1LG[redacted] **Mileage:** 118,854 **Repair Date:** 01/14/2021

Prod Date: 08/19/2019 **Warranty Start Date:** 09/17/2019 **RO Number:** [redacted]

Port Options: CF, MUG, CN, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OR011 Power KIA **Service District:** WE09

Phone: (503) 585-7333

Contact: Jose Mendoza **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - AEB # C162078

Symptom: Programming (General)

System: Brakes

Component: AEB

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 01/15/2021 09:46:06 ***
Contact = Jose Mendoza, Priority = Standard, Sub Status = Dispatched

*** 01/15/2021 09:46:07 ***
Web - Problem Description created on 01/15/2021 09:46:06 and created by Jose Mendoza

Vehilce came in from the body shop requesting reprogramming

was able to program the MFC no problem, but the front radar will not cal brate

*** 01/15/2021 09:46:07 ***
Web - Diagnostics created on 01/15/2021 09:46:07 and created by Jose Mendoza

i have tried everything but it just keep saying alignment failed.
is there any other way.

*** 01/15/2021 10:06:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/15/2021 10:12:24 and created by Tony Thomas ***
1: C170255 variant coding error will prevent the radar calibration from completing. Check your variant coding options are correct based on vehicle options and a known good vehicle.

Current options:

Country Code :_North America
HBA Option :_HBA
LKA/LDW Option :_LKA-L
FCW/FCA Option :_FCA(SENSOR FUSION)
DAW Option :_DAW
DA Option :_HDA
LFA Option :_LFA
LDW WARNING TYPE :_Haptic Warning

Make sure these are correct.

*** 01/15/2021 11:47:12 ***
Web - Note created on 01/15/2021 11:47:12 and created by Jose Mendoza

All those options are there. no changes to make.
but the FCC options are very different:
Trans option: AT
Driver seat position: LHD
SCC enable: Enable
NAVI SCC: Disable
HDA option: Enable
FCA CAR option: Enable
FCA Pedestrian: Enable
FCA Cyclist: Disable
Sensor option: Sensor Fusion
ADCU enable option: Disable
Country code: ALL

*** Web - Advice created on 01/15/2021 11:59:32 and created by Tony Thomas ***
1: Have you compared to known good? I do not see the haptic warning or LFA options.

*** 01/15/2021 13:48:45 ***
Web - Note created on 01/15/2021 13:48:45 and created by Jose Mendoza

there were some options in the SCC variant coding that did not match another vehilce. the pedestrian and cyclist option were dissabled. going to try and recalibrate now

*** Web - Advice created on 01/15/2021 14:13:21 and created by Tony Thomas ***
1: Thank you.

*** 01/15/2021 14:18:44 ***
Web - Note created on 01/15/2021 14:18:44 and created by Jose Mendoza

Alignment calibration is still failing. anything else we can try?

*** Web - Advice created on 01/15/2021 14:25:44 and created by Tony Thomas ***
1: Variant coding now shows success but smart cruise shows no communication. Verify the module and bracket are not damaged and the power and grounds are good and can communication lines are not damaged.

*** 01/15/2021 14:39:17 ***
Web - Note created on 01/15/2021 14:39:16 and created by Jose Mendoza

the module and bracket were just replaced by body shop

*** Web - Advice created on 01/15/2021 14:47:17 and created by Tony Thomas ***
1: Please check the harness for damage and for communication with the radar module.

*** 01/15/2021 14:50:35 ***
Web - Note created on 01/15/2021 14:50:35 and created by Jose Mendoza

it was working last week when they brought it in. wondering if i should just send it back to body shop

*** 01/15/2021 15:17:20 ***
Web - Note created on 01/15/2021 15:17:20 and created by Jose Mendoza

i dont see any damage to harness and the bracket is new

*** Web - Advice created on 01/15/2021 15:56:15 and created by Tony Thomas ***
1: If you do have communication with the front radar, the sensor must be adjusted to a rough base angle prior to fine adjustment during calibration, even if it was previously installed on the vehicle. After adjusting the rough vertical angle, install the front bumper and proceed to Stop Mode or Drive Mode calibration.
2: Stop Mode calibration allows the radar sensor to be adjusted in the shop. First, setup the vehicle & test equipment as shown on KDS. Then, run the Stop Mode calibration routine.
3: Drive Mode calibration allows the radar sensor to be adjusted on the road. First, set up the vehicle as shown on KDS. Then, start the Drive Mode calibration routine… And drive on a straight road with metallic reflectors (such as guard rails) with vehicle speed above 40 mph. Monitor the FEB/SCC data list during the cal bration process and do not turn the vehicle off until the process is complete.

*** 01/15/2021 16:16:17 ***
Web - Note created on 01/15/2021 16:16:17 and created by Jose Mendoza

i dont see drive mode calibration available. we have only been trying the stop mode calibration

*** Web - Advice created on 01/18/2021 06:06:30 and created by Tony Thomas ***
1: If no problems are found with the harness inspections for the codes, remove the bumper and the radar sensor if necessary for inspection for damage. Check the radar sensor alignment specifications with a bubble gauge and adjust if needed. Perform the radar alignment making sure you clear all codes before starting. See Brake System > Autonomous Emergency braking (AEB) system > Repairs. Thank you.

*** 01/21/2021 14:51:21 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: align radar

*** Service Alert Escalated to CA as: 13967908 on 01/22/2021 01:06:54 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP3DHC4LG[redacted]
Mileage: 8,588
Repair Date: 01/18/2021
Prod Date: 03/25/2020
Warranty Start Date: 05/19/2020
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ037 Oxendale KIA
Service District: WE11
Phone: (928) 773-1404
Contact: Brett Gerasim
Contact Title: Exclusive Kia Technician
Contact Phone: (928) 231-9612

Case Details

Title: Instr Cluster-Speedo inop # went to 0 with cruise set
Symptom: Gauges (General)
System: Body Electrical
Component: Meter Set (Gauge Cluster)
Resolution:
Category: Repair Assistance

Case History

*** 01/18/2021 08:17:37 ***
Contact = Brett Gerasim, Priority = Standard, Sub Status = Dispatched

*** 01/18/2021 08:17:37 ***
Web - Problem Description created on 01/18/2021 08:17:37 and created by Brett Gerasim

Vehicle came to us with the complaint of Speedometer went to zero while driving with the smart cruise control set. Some lighting appears to go out on the cluster as well. During the event, Smart Cruise Control worked as designed, but gauge and center screen displayed zero MPH.

*** 01/18/2021 08:17:37 ***
Web - Diagnostics created on 01/18/2021 08:17:37 and created by Brett Gerasim

Customer provided a photo of the issue as it was happening, which is attached below. We test drove the vehicle and everything was working correctly. We performed a global code scan which did not yield any codes anywhere. Verified the connectors to the cluster were properly seated, and that power and ground were present with no excessive drops. Please advise how to proceed. There are no signs of collision damage or anything like that on the vehicle. We see it routinely. It is well cared for.

*** 01/18/2021 08:17:38 ***
31327.jpeg added by Brett Gerasim on 01/18/2021 08:17:38

*** 01/18/2021 09:45:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 01/18/2021 09:48:58 and created by Chris Schang ***

1: Brett,
With no duplication, this is hard because we have nowhere to start other than where you did with the cluster. Would the customer be willing to leave the vehicle for some time to allow for driving and duplication attempts?

*** Case has been auto closed by the system on 02/03/2021 01:14:22 (PST)

Attachments

31327.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC0LG[redacted] **Mileage:** 7,025 **Repair Date:** 01/19/2021

Prod Date: 06/12/2020 **Warranty Start Date:** 07/22/2020 **RO Number:** [redacted]

Port Options:

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NE005 H & H KIA **Service District:** CE10

Phone: (402) 331-9100

Contact: John Martin **Contact Title:** Exclusive Kia Technician **Contact Phone:** (402) 650-7650

Case Details

Title: MIL - LKAS # C160649 C180581

Symptom: Lane Departure Inop

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 01/19/2021 11:53:14 ***
Contact = John Martin, Priority = Standard, Sub Status = Dispatched

*** 01/19/2021 11:53:14 ***
Web - Problem Description created on 01/19/2021 11:53:14 and created by John Martin

forward assist light coes on , did full system code check and has codes c180581 in the scc and c160649 in the mfc

*** 01/19/2021 11:53:14 ***
Web - Diagnostics created on 01/19/2021 11:53:14 and created by John Martin

cleared both codes and and the code in the mfc came back. unplugged the camera, inspected connections and plugged it back in. cleared the code test drove and it came on after driving a few miles. checked and codes were back in both modules.

*** 01/19/2021 14:44:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/19/2021 14:46:52 and created by John Nguyen ***
1: John, please locate a known good MFC to swap with this vehicle, calibrate and retest. Please report your findings.

*** 01/20/2021 05:21:53 ***
Web - Note created on 01/20/2021 05:21:53 and created by John Martin

ok

*** Case has been auto closed by the system on 02/05/2021 01:11:19 (PST)
*** 04/09/2021 09:13:02 ***
Reopened with Sub Status of Working

*** 04/09/2021 09:13:08 ***
Case closed by John Nguyen with Resolution Code : Faulty Component
[Resolution Summary]
Requested additional information.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC0LG[redacted] **Mileage:** 18,634 **Repair Date:** 01/21/2021

Prod Date: 06/23/2020 **Warranty Start Date:** 07/01/2020 **RO Number:** [redacted]

Port Options: MUG, CF, CO, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: LA045 Wa ker KIA **Service District:** SW01

Phone: (318) 445-4122

Contact: David Bridges **Contact Title:** Exclusive Kia Technician **Contact Phone:** (318) 969-8316

Case Details

Title: MIL - PCM # C174755

Symptom: Warning Light On

System: Cruise Control

Component: Instrument Cluster

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 01/21/2021 08:25:23 ***
Contact = David Bridges, Priority = Standard, Sub Status = Dispatched

*** 01/21/2021 08:25:24 ***
Web - Problem Description created on 01/21/2021 08:25:23 and created by David Bridges

CUSTOMER STATES MULTIPLE WARNING LIGHTS ARE COMING ON WHILE
AT IDLE OR DRIVING, THE FRONT COLLISION WARNING, CHECK LANE
CHANGE WARNING- WHEN NOTHING AROUND, LIGHTS ARE RANDOM.

*** 01/21/2021 08:25:24 ***
Web - Diagnostics created on 01/21/2021 08:25:24 and created by David Bridges

TESTED AND CODE SCC 180581 AND MFC 160649. THE MFC IS
AFFECTING SCC BECAUSE NOT SENDING INFORMATION TO SCC.
CHECKED VT ND GD TO MFCAND GOOD. TEST DROVE CHECKING DATA
AND VT NOT GOING BELOW 13 VT. DID TEST AS PER KGIS AND
ORDERED MFC.
There is Nothing in KAGIS on the variant coding reset or calibration
I have installed the new camera and have C170246 and C272146. I don't know what to use for Variant Coding

*** 01/21/2021 08:33:57 ***
Web - Note created on 01/21/2021 08:33:57 and created by David Bridges

I finally found variant coding, For Country I have only 2 options, 1C or Europe. What is 1C

*** 01/21/2021 08:37:17 ***
Web - Note created on 01/21/2021 08:37:15 and created by David Bridges

I also can't change LFA option, it only highlights LFA, the KAGIS info states to select NONE for LFA option

*** 01/21/2021 09:40:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/21/2021 09:45:34 and created by John Nguyen ***
1: David, The LFA option should be left at LFA. Does the issue still persist after performing variant coding?

*** 01/21/2021 10:05:22 ***
Web - Note created on 01/21/2021 10:05:22 and created by David Bridges

Haven't completed variant coding because I don't have country option, Directions show UNITED STATES, and the only option I have is 1C or EUROPE

*** 01/21/2021 10:05:23 ***
Screenshot_20210121-103840_GITM_AUX.jpg added by David Bridges on 01/21/2021 10:05:22

*** 01/21/2021 11:19:45 ***
Screenshot_20210121-131819_GITM_AUX.jpg added by David Bridges on 01/21/2021 11:19:45

*** 01/21/2021 11:30:47 ***
Web - Note created on 01/21/2021 11:30:47 and created by David Bridges

The 2nd picture is what is currently on the old MFC, the 1st Picture is what is on the New MFC, I have tried several times to change the country from 1C to Europe and each time I get a communication error on the NEW MFC, yet when I pug in the old one, it is all good.

*** Web - Advice created on 01/21/2021 11:37:06 and created by John Nguyen ***
1: Tech called in update on this case. He states that the new module is unable to be variant coded and can not communicate with the module.
2: David it sounds that you may have received a faulty module. Please order and replace the MFC again and report your findings.

*** 01/27/2021 07:49:42 ***
Web - Note created on 01/27/2021 07:49:42 and created by David Bridges

OK we ordered a new MFC

*** Web - Advice created on 01/27/2021 10:51:39 and created by John Nguyen ***
1: David, thank you for the update.

*** 02/04/2021 12:07:35 ***
Web - Note created on 02/04/2021 12:07:35 and created by David Bridges

I have installed and perform the variant coding, cal brated and verified operation of MFC, SCC, and LKA,

*** 02/04/2021 12:08:14 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced MFC information.

Attachments

Screenshot_20210121-103840_GITM_AUX.jpg.jpg, Screenshot_20210121-131819_GITM_AUX.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC1LG[redacted] **Mileage:** 6,156 **Repair Date:** 01/18/2021

Prod Date: 06/22/2020 **Warranty Start Date:** 07/21/2020 **RO Number:** [redacted]

Port Options: CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WI016 Russ Darrow Madison KIA **Service District:** CE07

Phone: (608) 275-7700

Contact: Er k Filipowicz **Contact Title:** Shop Foreman **Contact Phone:** (608) 213-6888

Case Details

Title: MIL - LKAS # MFC # C186286 - ABS # C123501 - SCC # C136081

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: **Category:** Repair Assistance

Case History

*** 01/21/2021 12:15:12 ***
Contact = Er k Filipowicz, Priority = Standard, Sub Status = Dispatched

*** 01/21/2021 12:15:12 ***
Web - Problem Description created on 01/21/2021 12:15:12 and created by Er k Filipowicz

c/s cruise will stop working at times.

*** 01/21/2021 12:15:13 ***
Web - Diagnostics created on 01/21/2021 12:15:13 and created by Erik Filipowicz

First Repair - Test drove, confirmed. Cluster shows "conditions not met to engage" Full system scan found all history C186286, C123501, C136081. I checked the SC194 and found it was not properly done. I reinstalled this correctly and test drove with no problems. Cleared all codes and released to owner.

This time - He cameback after 11 miles with the same warning message. Full system scan found the same history DTC's set. Visual inspections of harnesses looks normal. No aftermarket items noticed. Current data on test drive looks normal.

Any thoughts on this one??

*** 01/21/2021 13:26:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/21/2021 13:35:39 and created by Jerry Gossling ***

1: Erik,
Do you have any freeze frame data for review by chance ?
If so please attach it to the case.
Check the ABS/ESC module for brake fluid contamination.
Next thoroughly inspect the pin fit tension at the SCC/FCA module, ESC module and the MFC module with the appropriate pin fit tool per SST 062 and the connector view in the ETM. Look for backed out or bent or damaged pins or wires.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** Service Alert Escalated to CA as: 13968003 on 01/22/2021 01:06:54 (PST)

*** 01/23/2021 05:51:11 ***
Web - Note created on 01/23/2021 05:51:11 and created by Er k Filipowicz

Good morning.
I plan on spending some time on this today.
So far, I do not have have freeze frame data for you. I can try to get it to act up and record some data.Which modules should I be recording?
There is no brake fluid in the ABS/ESC connector.
There is a factory kia trailer hitch and harness installed on this Telluride.

Ill get into the connector/pin inspections as my day allows.

*** Web - Advice created on 01/23/2021 08:43:33 and created by Jerry Gossling ***
1: Erik,
Please thoroughly inspect the pin fit tension at the SCC/FCA module, ESC module and the MFC module with the appropriate pin fit tool per SST 062 and the connector view in the ETM. Look for backed out or bent or damaged pins or wires.

Next follow the DTC troubleshooting for C123501 and provide the actual test results (Readings) for review.
Thank you
2: Please check the installation of the trailer wire harness as well.
Thank you

*** 01/25/2021 07:03:32 ***
Web - Note created on 01/25/2021 07:03:32 and created by Er k Filipowicz

I was able to check the connectors and pins on ESC E02, MFC R14 and SCC E51. All looks good, pin tension is good. No problems found in connectors.

Monitor DTC status, all codes History
-current data on test drive. Primary Pressure Sensor went into a failure state after about 2 miles of driving with the cruise set. The cruise cutout. The current data showed the failure until the key was cycled. Added pic #3 of data

*** 01/25/2021 07:27:14 ***
TELLURIDE(ON)_20210125_085311.jpg added by Er k Filipowicz on 01/25/2021 07:27:14

*** Web - Advice created on 01/25/2021 09:20:36 and created by Jerry Gossling ***
1: Erik,
Based off of your provided information. I recommend to replace the ABS/ESC module per the replacement procedure in the shop manual and when done make sure to thoroughly drive the vehicle to verify the repair.
Thank you

*** Case has been auto closed by the system on 02/10/2021 01:12:46 (PST)

Attachments

TELLURIDE(ON)_20210125_085311.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC9LG[redacted] **Mileage:** 17,159 **Repair Date:** 01/26/2021

Prod Date: 10/24/2019 **Warranty Start Date:** 11/04/2019 **RO Number:** [redacted]

Port Options: CF, IL, TO, CO, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO040 Foundation KIA **Service District:** SW08

Phone: (303) 421-0100

Contact: milo greer **Contact Title:** Exclusive Kia Technician **Contact Phone:** (720) 930-5251

Case Details

Title: MIL - LKAS # C180581 C162808

Symptom: Dash Lights Inop

System: Body Electrical

Component: LDWS Module

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

*** 01/26/2021 15:29:21 ***
Contact = milo greer, Priority = Standard, Sub Status = Dispatched

*** 01/26/2021 15:29:22 ***
Web - Problem Description created on 01/26/2021 15:25:57 and created by milo greer

CUSTOMER WAS DRIVING VEHICLE AND SYSTEM CHECK MESSAGE WAS DISPLAYED ON SCREEN FOR ABOUT 4 MINUTES. FUEL GAUGE WENT DARK ALONG WITH ALL DASH INDICATOR LIGHTS.

*** 01/26/2021 15:29:22 ***
Web - Diagnostics created on 01/26/2021 15:25:58 and created by milo greer

SCANNED VEHICLE FOR CODES.C162808, B261700, C162887(SCC, EPS, MFC, AND BCW), C180581, C186286, AND C162800 WERE ALL STORED AS HISTORY CODES. TRIED PERFORMING HARD RESET ON VEHICLE. AND CLEARED CODES. DROVE VEHICLE FOR 2 DRIVING CYCLES. AND COULD NOT DUPLICATE CONCERN. CUSTOMER LEFT WITH VEHICLE AT THIS TIME. ABOUT 1 HOUR AFTER LEAVING DEALERSHIP AND DRIVING UP TO THE MOUNTAINS VEHICLES DASH WENT DARK AGAIN. CUSTOMER IS FROM OUT OF TOWN (OAKLAHOMA) AND IS HERE TIL FRIDAY. NOT SURE IF THIS IS A CLUSTER PROBLEM OR IF ITS SAFE FOR CUSTOMER TO DRIVE VEHICLE BACK TO WHERE THEY LIVE.

*** 01/27/2021 07:54:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/27/2021 08:00:07 and created by Tony Thomas ***
1: Remove the LDWS center and outer covers then lightly pull down on the camera to inspect the mounting of the LDWS camera. If the camera is not

properly mounted, reattach the camera by sliding the front of the camera into the clip and pushing firmly up on the back of the camera into the clip. Lightly pull down on the camera to verify proper engagement and mounting. Perform the harness and component inspections for the codes and check the camera for loose or backed out pins.

*** Service Alert Escalated to CA as: 13982594 on 02/02/2021 01:06:52 (PST)

*** 02/05/2021 10:31:56 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: CUSTOMER TOOK VEHICLE BACK TO OAKLAHOMA

*** 04/08/2021 09:50:13 ***
Reopened with Sub Status of Working

*** 04/08/2021 09:51:00 ***
Case closed by Tony Thomas with Resolution Code : Cust Took Vehicle
[Resolution Summary]

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC8LG[redacted] **Mileage:** 7,068 **Repair Date:** 01/26/2021

Prod Date: 02/01/2019 **Warranty Start Date:** 04/27/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA273 KIA of Irvine **Service District:** WE01

Phone: (949) 777-2300

Contact: Robert Ouellet **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - Smart Cruise Control #

Symptom: General Information

System: Cruise Control

Component: Cruise Control Module

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 01/26/2021 16:29:28 ***
Contact = Robert Ouellet, Priority = Standard, Sub Status = Dispatched

*** 01/26/2021 16:29:28 ***
Web - Problem Description created on 01/26/2021 16:29:28 and created by Robert Ouellet

SSC will work for about ten minutes and then stops working

*** 01/26/2021 16:29:28 ***
Web - Diagnostics created on 01/26/2021 16:29:28 and created by Robert Ouellet

verified concern, works for ten min then stops, message says conditions not met \. there are no codes in any systems

*** 01/27/2021 08:08:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/27/2021 08:14:57 and created by Frank Lusic ***
1: Hello Robert
SSC ? smart cruise control ? SCC
if so this can be caused by the front radar unit that is not calibrated properly or the MFC camera is blocked by dirt or anything else
1, perform the system cal bration , be sure to follow the shop information and use the angle gauge on the radar unit first

*** 02/01/2021 09:56:04 ***

Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: adjust radar

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC6MG[redacted] **Mileage:** 2,947 **Repair Date:** 01/29/2021

Prod Date: 11/06/2020 **Warranty Start Date:** 12/05/2020 **RO Number:** [redacted]

Port Options: SKD, CN, RBP, CF, EH

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI022 Fox KIA **Service District:** CE13

Phone: (616) 942-5000

Contact: Rob Peters **Contact Title:** Maintenance Technician **Contact Phone:**

Case Details

Title: MIL - Smart Cruise Control # C162078 - MFC # C186286

Symptom: Out Of Adjustment

System: Body Electrical

Component: Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 02/04/2021 05:27:20 ***
Contact = Rob Peters, Priority = Standard, Sub Status = Dispatched

*** 02/04/2021 05:27:20 ***
Web - Problem Description created on 02/03/2021 14:04:50 and created by Rob Peters

Forward collision failure warning message or cluster, cruise inop, and vehicle will not pass vehiles stoped in left turn lane

*** 02/04/2021 05:27:20 ***
Web - Diagnostics created on 02/03/2021 14:04:50 and created by Rob Peters

Dtc c162078 and cq86286. Cleared dtc and checked radar in smart cruise system vertical is 1.0 deg and horizontal .40 deg then test drove cruise now works but when driving past vehicles stoped or slow in left turn lane the vehicle thinks a forward collision is about to happen and brakes are applied warning buzzer sounds and also warning on cluster for about to hit car in front of you but there is no vehicles in front of me. This does not happen every time there is a vehivle in left turn lane but quite frequently maybe one out of four times No dtc currently stored after checking radar and clearing codes

*** 02/04/2021 07:23:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/04/2021 07:33:09 and created by Jerry Gossling ***
1: Rob,
Did you follow DTC # C162078 to make sure the SCC is variant coded correctly?
I know the vehicle is new but you should still run a CarFax to ensure it has not been involved in an accident.
NOTE, compare the SCC angle alignment to a known good 2021 Telluride S model.

Everything you have stated indicates the SCC module is out of alignment.
Thanks

*** 02/05/2021 07:48:59 ***
Web - Note created on 02/05/2021 07:48:59 and created by Rob Peters

it is variant coded correctly, it has not been in an accident no damage to front or rear of bumper. when tiring to adjust the radar then inspect with KDS the vertical angle does not change I have gone 2 turns of screw and when rechecking vertical has not changed at all I tried restarting KDS still no change. the adjustment is working the angle of the radar has chaned

*** Web - Advice created on 02/05/2021 08:28:58 and created by Jerry Gossling ***
1: Rob,
Based off of your information, I recommend to replace the SCC per the replacement procedure in the shop manual.
Please verify the repair when done.

*** 02/10/2021 05:43:23 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaed and calabrated front radar

*** 04/08/2021 09:52:30 ***
Reopened with Sub Status of Working

*** 04/08/2021 09:52:44 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
replaed and calabrated front radar

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC0MG[redacted] **Mileage:** 925 **Repair Date:** 01/04/2021

Prod Date: 11/20/2020 **Warranty Start Date:** 12/08/2020 **RO Number:** [redacted]

Port Options: CF, MUG, CTS

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH045 Jeff Wyler Fairfield KIA **Service District:** CE03

Phone: (513) 682-2500

Contact: James Faulkner **Contact Title:** Exclusive Kia Technician **Contact Phone:** (513) 858-5084

Case Details

Title: MIL - PCM # P2127 - P0193 - P0642 - C161381

Symptom: Warning Light On

System: Engine Electrical

Component: Engine Harness

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 02/04/2021 05:01:03 ***
Contact = James Faulkner, Priority = Standard, Sub Status = Dispatched

*** 02/04/2021 05:01:04 ***
Web - Problem Description created on 02/04/2021 04:58:49 and created by James Faulkner

Vehicle came in with a check engine light on, scanned for fault codes and found code C161381 in the SCC module and codes P2127, P0193, and code P0642 in the ECU.

*** 02/04/2021 05:01:04 ***
Web - Diagnostics created on 02/04/2021 04:58:49 and created by James Fau kner

Started by checking for 5 volt reference at the cam sensor due to having that code set at the time of diagnosis and had no 5 volt reference so I then checked at the accelerator pedal for reference voltage and had no reference voltage there neither so I replaced the PCM with DPMS approval and codes returned soon after replacing it. P0642 will not clear.

*** 02/04/2021 06:28:58 ***
Web - Note created on 02/04/2021 06:28:58 and created by James Faulkner

Update...I do not have a 5 volt reference at APS 2.

*** 02/04/2021 07:10:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/04/2021 07:16:53 and created by Brian Lall ***
1: Please monitor the 5v to the cam sensor with the ignition on and unplug the A/C transducer, the FTPS, the APS, the ETC, all CMPs, MAP, and the CKP. Note if the voltage returns when any one component is disconnected or you can start with them all disconnected and if the 5v is there you can connect them one at a time and note what is connected when the voltage goes away. Thanks.

*** 02/04/2021 07:44:18 ***
Web - Note created on 02/04/2021 07:44:18 and created by James Faulkner

So Right now I don't have 5 volts at APS 2, but do at cam sensor, so do the same thing? Monitor the voltage at APS and start unplugging?

*** 02/04/2021 08:28:47 ***
Web - Note created on 02/04/2021 08:28:47 and created by James Faulkner

I have unplugged every sensor i can think of and still no 5 volt reference at APS 2.

*** Web - Advice created on 02/04/2021 10:54:14 and created by Brian Lall ***
1: Did you cycle the ignition after unplugging each sensor? Please unplug the APS(1), MAP, OPS, CKPS, and brake vacuum sensor along with the other sensors previously disconnected and with them all unplugged check the voltage to the MAP, APS 1 and 2, CKP, and A/C transducer. Please also unplug the CC13 conector and engine temp sensor when testing. Thanks.

*** Service Alert Escalated to CA as: 13945413 on 02/05/2021 01:03:01 (PST)

*** Escalated to CA as: 13945413 on 02/05/2021 01:08:16 (PST)
*** 02/05/2021 05:47:48 ***
Web - Note created on 02/05/2021 05:47:48 and created by James Faulkner

I did not cycle the ignition previously but did this time. I have a 5 volt reference to all sensors except the A/C pressure transducer and APS 2.

*** Web - Advice created on 02/05/2021 07:39:15 and created by Brian Lall ***
1: Are the connectors for the APS and the pressure transducer unplugged or connected? Please inspect the wiring to both the A/C transducer and to the APS for any chaffing or damage.

*** 02/05/2021 10:33:57 ***
Web - Note created on 02/05/2021 10:33:57 and created by James Faulkner

There unplugged and I don't see any damage to the harness.

*** Web - Advice created on 02/05/2021 13:34:09 and created by Brian Lall ***
1: Please unplug the C107 connector from the oil pressure and temp sensor and note if the concern changes. Thanks.

*** 02/05/2021 13:52:13 ***
Web - Note created on 02/05/2021 13:52:13 and created by James Faulkner

Concern does not change.

*** Web - Advice created on 02/08/2021 06:32:25 and created by Brian Lall ***
1: Please check all the items that are unplugged and note what is missing the 5v referenance. Thanks.

*** 02/08/2021 06:55:48 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 02/08/2021 08:01:38 ***
Web - Note created on 02/08/2021 08:01:38 and created by James Faulkner

I have de-pinned the APS 2 supply circuit and checked for 5 volt reference out of PCM and have no reference voltage.

*** Web - Advice created on 02/08/2021 10:56:13 and created by Brian Lall ***
1: I know we have unplugged a lot of components, please also unplug the high pressure fuel pump regulator and confirm that the fuel tank pressure sensor of EF11, all 4 cam sensors, the brake vacuum sensor, A/C transducer, CC13, Electric Throttle Valve, APS connector (APS 1 and APS2), the CKP, MAP, and oil pressure & temp sensor are all unplugged, then cycle the ignition and check the 5v reference. Thanks.

*** 02/09/2021 09:24:30 ***
Web - Note created on 02/09/2021 09:24:30 and created by James Faulkner

Checked 5v reference to related sensors with ignition on and found all related sensors receive 5v reference voltage. Checked for short to ground with ignition off and found all sensors show continuity to ground OPS at 202 ohms, MAPS at 201 ohms, APS1 at 1.1kohms, brake booster vacuum sensor at 196.4 ohms. and CKPS at 189.3 ohms. Depinned APS1 pin from ECU and continuity to ground goes away at APS1 but continuity to other sensors changes to 19kohms.

*** Web - Advice created on 02/10/2021 05:45:39 and created by Brian Lall ***
1: When the ignition is on, and you have the 5v to all the sensors, install teh sensor connectors one at a time that are unplugged while leaving the APS unplugged and note if/when the voltage goes away at the APS1 or APS 2 connector. Thanks.

*** 02/11/2021 08:02:20 ***
Web - Note created on 02/11/2021 08:02:20 and created by James Faulkner

Attached flight record.

*** 02/11/2021 08:02:21 ***
TELLURIDE(ON)_ENGINE_210211-104947.GSR added by James Faulkner on 02/11/2021 08:02:21

*** 02/11/2021 08:02:22 ***
TELLURIDE(ON)_ENGINE_210211-104842.GSR added by James Faulkner on 02/11/2021 08:02:21

*** Web - Advice created on 02/11/2021 11:53:54 and created by Brian Lall ***
1: Thanks for the flight recordings. I saw that all sensors are reading but at some point the voltage from the APS 2 goes to 0. Is that because the voltage supply to the APS drops to 0v or just the signal out? Are you sure the connections to the APS are good with good pin tension?

*** 02/12/2021 06:36:20 ***
Web - Note created on 02/12/2021 06:36:20 and created by James Faulkner

In the flight record at the same time the APS drops to 0v the fuel rail pressure goes to 5v. Currently im going to check end to end resistance in the engine harness for APS and the FPS.

*** Web - Advice created on 02/25/2021 05:53:18 and created by Brian Lall ***
1: Is this vehicle still in the shop. Are there any updates to the status or what was found?

*** Web - FTS Note created on 02/25/2021 12:53:12 and created by David Pilotto ***
Worked with James over the phone. Conformed 5V worked, Swapped KG APS into the vehicle and it worked properly. Swapped suspect APS into other vehicle and no issues were noted. Replacing the harness from ECU to APS, ETA for the part is today.

*** Research - Advice created on 02/26/2021 06:14:00 and created by Brian Lall ***
1: Thanks for the update.

*** 03/01/2021 04:36:21 ***
Web - Note created on 03/01/2021 04:36:20 and created by James Faulkner

Still have not received part yet.

*** Research - Advice created on 03/01/2021 05:48:04 and created by Brian Lall ***
1: Thanks for the update.

*** 03/03/2021 07:12:19 ***
Web - Note created on 03/03/2021 07:12:19 and created by James Faulkner

Harness is here and im in the process of replacing it now.

*** Research - Advice created on 03/04/2021 11:44:20 and created by Brian Lall ***
1: Thanks for the update.

*** 03/08/2021 05:24:53 ***
Web - Note created on 03/08/2021 05:24:52 and created by James Faulkner

Okay so I replaced the harness and test drove the vehicle about 120 miles with no issues.

*** Web - FTS Note created on 03/08/2021 06:17:48 and created by David Pilotto ***
James, Thanks for the update, you can close the case when the vehicle is released.

Thanks for your hard work on this case, it is greatly appreciated.

Dave

*** Research - Advice created on 03/08/2021 14:20:00 and created by Brian Lall ***
1: Thanks for the update.

*** 03/08/2021 14:20:20 ***
Case closed by Brian Lall with Resolution Code : Elec Connection Poor
[Resolution Summary]
APS harness

*** 04/13/2021 13:55:10 ***
Reopened with Sub Status of Working

*** 04/13/2021 13:55:30 ***
Case closed by Rob Levy with Resolution Code : Elec Connection Poor
[Resolution Summary]
APS harness

Attachments

TELLURIDE(ON)_ENGINE_210211-104947.GSR.GSR, TELLURIDE(ON)_ENGINE_210211-104842.GSR.GSR

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC6LG[redacted] **Mileage:** 12,500 **Repair Date:** 02/04/2021

Prod Date: 12/12/2019 **Warranty Start Date:** 01/01/2020 **RO Number:** [redacted]

Port Options: MUG, CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA258 Jim Bone KIA of Santa Rosa **Service District:** WE04

Phone: (707) 545-7050

Contact: Steve Rayley **Contact Title:** Exclusive Kia Technician **Contact Phone:** (707) 478-8078

Case Details

Title: MIL - IGPM # C162800 - MFC # C162887 - C186286 - BSD # C162887 - SCC - C180581

Symptom: Dash Lights Inop

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Elec Open Circuit **Category:** Repair Assistance

Case History

*** 02/04/2021 09:37:52 ***
Contact = Steve Rayley, Priority = Standard, Sub Status = Dispatched

*** 02/04/2021 09:37:52 ***
Web - Problem Description created on 02/04/2021 09:37:47 and created by Steve Rayley

GOOD MORNING. CAR CAME IN WITH THE CLUSTER DEAD WITH ALL GAUGES FIXED WHERE THE CONCERN HAPPENED. ALSO HVAC HEAD IS ALSO DEAD BUT CONTROLLS ARE WORKING. THIS LOOKS LIKE A REPEAT CONCERN AS IT WAS AT ANOTHER DEALER FOR THE SAME CONCERN,

*** 02/04/2021 09:37:53 ***
Web - Diagnostics created on 02/04/2021 09:37:47 and created by Steve Rayley

SCAN ALL MODULES WITH CODES P046200. C162808 IN ABS. B261700 IN AIR BAG. C162887 IN EPS. C162887 IN SCC. C180581. C162887 MFC C186286 IN MFC. C162887 IN BCW. THE PROBLEM IS HAPPENING AS WE SPEAK.

*** 02/04/2021 11:41:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/04/2021 11:53:40 and created by Jerry Gossling ***
1: Steve,
I recommend to thoroughly check the pin fit tension at the cluster assembly connectors with the appropriate pin fit tool per SST 062 & the connector view in the ETM. Thoroughly check the pin fit tension at MF11 & MR11 as well.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 02/04/2021 15:03:33 ***
Web - Note created on 02/04/2021 15:03:33 and created by Steve Rayley

jerry all pin fits behind the cluster seem to be ok. all pin fits at mf11 seem to also be ok. i can not find mr11. with all gages stuck on what speed and rpm they were at when driving at almost sounds l ke the cluster has failed speedo 70mph and tach 2000 rpm. thanks!

*** Service Alert Escalated to CA as: 13982183 on 02/05/2021 01:03:01 (PST)
*** Web - Advice created on 02/05/2021 04:58:25 and created by Jerry Gossling ***
1: Steve,
It is possible the cluster is the cause, But I need to make sure there are no connection issues first.
Review the ETM under Data Link Details page SD200-2 and you will see MR11 in the left lower corner.
Click on the connector for the location.

*** Phone - Advice created on 02/08/2021 09:56:51 and created by Jerry Gossling ***
1: Steve called in to reviewed the case & stated the pin fit tension at the cluster connectors are all tight.
Based off of Steve's information, I recommended to replace the cluster and when it come to the step of programing the mileage in to the new cluster, I requested to contact GIT for assistance with the process at (888) 542 – 4371

*** 02/25/2021 08:31:26 ***
Web - Note created on 02/25/2021 08:31:26 and created by Steve Rayley

REPLACE THE CLUSTER HAD TO SEND IT OUT FOR PROGRAM. THANK YOU

*** 02/25/2021 08:33:24 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: CLUSTER

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP5DHC6MG[redacted]
Mileage: 5,095
Repair Date: 02/06/2021
Prod Date: 09/18/2020
Warranty Start Date: 10/21/2020
RO Number: [redacted]
Port Options: TOF, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH054 Vandevere KIA
Service District: CE02
Phone: (330) 253-8800
Contact: James Simpson
Contact Title: Technician Trainee
Contact Phone: (330) 812-8875

Case Details

Title: MIL - AEB # C162078 - C186286
Symptom: Warning Light On
System: Body Electrical
Component: Front View Camera
Resolution: Information Given
Category: Repair Assistance

Case History

*** 02/06/2021 09:14:44 ***
Contact = James Simpson, Priority = Standard, Sub Status = Dispatched

*** 02/06/2021 09:14:44 ***
Web - Problem Description created on 02/06/2021 09:14:44 and created by James Simpson

customer states forward collision warning has been on for about 1000 miles and his cruze control will not work

*** 02/06/2021 09:14:45 ***
Web - Diagnostics created on 02/06/2021 09:14:45 and created by James Simpson

found active dtc c162078 alignment failed and history code c186286 invalid signal of scc

*** 02/08/2021 05:12:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/08/2021 05:16:34 and created by Brian Lall ***
1: Please inspect the front of the vehicle, the undercarriage, and the SCC radar for any signs of damage. If it was bumped then it may be misaligned and the mounting bracket may be damaged. Please also check the connections and wiring to it. Let me know what you find. Thanks.

*** 02/10/2021 10:36:47 ***
Web - Note created on 02/10/2021 10:36:47 and created by James Simpson

SCC RADAR IS POSITIONED CORECTLY WITH NO SIGNS OF EXTERNAL DAMAGE, CONECTIONS TO SCC ARE GOOD AS WELL

*** Web - Advice created on 02/10/2021 14:20:51 and created by Brian Lall ***
1: Please try to complete the SCC alignment and let me know if it completes. Thanks.

*** Case has been auto closed by the system on 02/25/2021 18:36:37 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2LG[redacted] **Mileage:** 61,656 **Repair Date:** 02/08/2021

Prod Date: 05/10/2019 **Warranty Start Date:** 05/22/2019 **RO Number:** [redacted]

Port Options: WL, CF, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NC057 University KIA **Service District:** SO15

Phone: (919) 572-1700

Contact: Kalan Lankford **Contact Title:** Exclusive Kia Technician **Contact Phone:** (919) 924-4279

Case Details

Title: AutoTrans-Erratic Shift/Flair#

Symptom: Shift Flair

System: Automatic Transmission

Component: Torque Converter

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 02/08/2021 08:34:00 ***
Contact = Kalan Lankford, Priority = Standard, Sub Status = Dispatched

*** 02/08/2021 08:34:00 ***
Web - Problem Description created on 02/08/2021 08:33:58 and created by Kalan Lankford

Customer states transmission is slipping when shifting gears. Vehicle downshifts from 8th to 7th when activating cruise control on highway, then shifts back to 8th gear.

*** 02/08/2021 08:34:00 ***
Web - Diagnostics created on 02/08/2021 08:33:58 and created by Kalan Lankford

Verified vehicle downshifted on highway when cruise control was activated. This did not occur when going downhill, only flat and uphill surfaces. Vehicle could maintain speed in 8th gear without problem. Customers main concern is shift flair. Could not duplicate with higher throttle input such as highway or leaving stoplight. Verified slight shift flair from 3rd to 4th at about 25% accelerator pedal input. Watched live graph of APS, current gear, and damper clutch slip using KDS. Vehicle did not show much sign of shift flair on the graphs but while torque converter was locked I still saw 300-400 rpm of damper slip at steady APS input. Performed auto trans adaptive value reset and followed static and driving learning procedures. This is when I noticed a small flair. Please advise.

*** 02/08/2021 10:30:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/08/2021 10:41:50 and created by Andrew Velasco ***
1: Thank you for all of the information, Kalan. Please note the fluid level and content on the case. Does it smell burnt?

2: Please attach a picture of a sample of fluid to the case. Please also run the sample through a strainer and attach a picture of it as well.

3: If the fluid looks good, please remove chassis ground GE06, clean the paint off, reattach and check if the issue is still present.

*** 02/09/2021 07:57:30 ***
Web - Note created on 02/09/2021 07:57:30 and created by Kalan Lankford

Fluid does not smell burnt. Attached pictures of fluid and strainer. Should the trans be drained completely through a strainer? No particles were discovered by straining sample fluid.

*** 02/09/2021 07:57:31 ***
20210209_104616.jpg added by Kalan Lankford on 02/09/2021 07:57:31

*** 02/09/2021 07:57:32 ***
20210209_104633.jpg added by Kalan Lankford on 02/09/2021 07:57:32

*** 02/09/2021 07:57:34 ***
20210209_104834.jpg added by Kalan Lankford on 02/09/2021 07:57:33

*** 02/09/2021 07:57:35 ***
20210209_104837.jpg added by Kalan Lankford on 02/09/2021 07:57:34

*** 02/09/2021 07:57:37 ***
20210209_104924.jpg added by Kalan Lankford on 02/09/2021 07:57:36

*** Web - Advice created on 02/09/2021 11:42:21 and created by Andrew Velasco ***
1: Thank you for the attachments, Kalan. The sample is good enough for the straining. Was the ground also cleaned?

2: Please perform the adaptive relearn procedure. Please refer Trans/Driveline – 018 for the proper procedure to reset the adaptive value reset/ relearn, Please take note on page 4 at the bottom of the page, Static Shift relearn must be done 3 to 5 times.

3: Please check to see that the transmission range switch is reading properly in current data and the cluster and the PCM current data too.

*** Web - Advice created on 02/09/2021 11:42:28 and created by Andrew Velasco ***
1: Please test drive in manual mode and sport mode to see if the concern is still there, Please report your findings on all of these items

*** 02/09/2021 14:00:01 ***
Web - Note created on 02/09/2021 14:00:01 and created by Kalan Lankford

does not occur in sport mode. Did occur in manual mode being in the highest gear I could be in. I cleaned ground GE06 on the passenger A pillar. Performed auto trans adaptive relearn procedure per trans/driveline 018. I performed static shift and driving relearn multiple times. Transmission is showing the correct position on the cluster and on the KDS. I took some screenshots of the live graph showing some flairing. Some torque converter shudder can be felt under 1500rpm but does not show on graph.

*** 02/09/2021 14:00:04 ***
20210209_165723.jpg added by Kalan Lankford on 02/09/2021 14:00:02

*** 02/09/2021 14:00:05 ***
20210209_165650.jpg added by Kalan Lankford on 02/09/2021 14:00:04

*** Web - Advice created on 02/10/2021 07:38:15 and created by Andrew Velasco ***
1: Thank you, Kalan. Based on the information you have provided, I recommend that you replace the transmission following normal service procedures. Once the transmission is replaced, please reset adaptive values, input oil pressure characteristic values and test for normal operation.

2: Please make sure if the vehicle has an external transmission oil cooler, that it is flushed in both directions ONLY IF there is an external cooler.

3: (Don't add the cooler flushing line above if it's an IVT! They don't have a cooler.)

*** Web - Advice created on 02/10/2021 07:38:57 and created by Andrew Velasco ***
1: Kalan, I apologize, but this vehicle is out of warranty.

*** 02/25/2021 04:52:19 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: CUSTOMER TOOK VEHICLE

Attachments

20210209_104616.jpg.jpg, 20210209_104834.jpg.jpg, 20210209_104837.jpg.jpg, 20210209_104924.jpg.jpg, 20210209_104633.jpg.jpg, 20210209_165650.jpg.jpg, 20210209_165723.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2LG[redacted] **Mileage:** 11,532 **Repair Date:** 02/10/2021

Prod Date: 11/11/2019 **Warranty Start Date:** 12/13/2019 **RO Number:** [redacted]

Port Options: WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX142 Casa KIA **Service District:** SW05

Phone: (915) 856-2982

Contact: Raul Ceballos **Contact Title:** Exclusive Kia Technician **Contact Phone:** (915) 834-2341

Case Details

Title: MIL - No communication # P046200 - C162808 - C180581 - C162887 - C186286

Symptom: Electrical Short

System: Body Electrical

Component: Audio System (Head Unit)

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 02/10/2021 14:34:56 ***
Contact = Raul Ceballos, Priority = Standard, Sub Status = Dispatched

*** 02/10/2021 14:34:56 ***
Web - Problem Description created on 02/10/2021 14:18:07 and created by Raul Ceballos

customer states all lights on dash turned off

*** 02/10/2021 14:34:56 ***
Web - Diagnostics created on 02/10/2021 14:18:07 and created by Raul Ceballos

checked customer concern. checked codes and found c162808, c162887 and c162800 can time out cluster on history. took off cluster and interior trim and checked connectors on can communication harness. no problems found. cleaned and add stabilant 22 on connectors. and test drove vehicle for 3 days. checked codes no codes were found. let go vehicle customer bring back vehicle after 10 to 12 days after. checked codes and found p046200 fuel level sensor low input, c162808 can time out of cluster, b261700 cluster air bag warning lamp can time out, c162887 can time out cluster, c180581 kas can signal error, c162887 can time out cluster, c186286 invalid signal of scc, c 162887 can time out cluster and c162800 can time out cluster all on history.

*** Service Alert Escalated to CA as: 13996424 on 02/11/2021 01:05:33 (PST)
*** 02/11/2021 07:17:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/11/2021 07:25:19 and created by Frank Lusic ***

1: Hello Raul
Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, anything connected to the DLC or DLC wiring, or trailer wiring?

2: disconnect connector MF11 under the left kick panel and MR11 under the A pillar to check for corrosion

*** 02/11/2021 08:55:11 ***
Web - Note created on 02/11/2021 08:55:11 and created by Raul Ceballos

vehicle is bone stock. the brake trailer recall has not been performed yet.

*** Web - Advice created on 02/11/2021 09:55:03 and created by Frank Lusic ***
1: Thank you
2: disconnect connectors MF11 under the left kick panel and MR11 under the A pillar to check for corrosion

*** 02/11/2021 10:47:55 ***
Web - Note created on 02/11/2021 10:47:54 and created by Alan Pena

checked connectors and no corrosion found.

*** Web - Advice created on 02/11/2021 11:34:44 and created by Frank Lusic ***
1: Thanks for checking
1, Please use your VMI and graph the C CAN line signals both high and low at pins 29 and 30 at the ICU junction Block connector ICU-F , (PLUGGED IN) They should mimic each other, Then take a screen shot and attach it to the case,
2,with the battery disconnected
Using your DVOM measure the resistance the resistance of the CAN circuit with the ignition off
Using your DVOM measure the resistance the resistance of the CAN circuit between pins at pins 29 and 30 at the ICU junction Block connector ICU-F (PLUGGED IN

*** 02/12/2021 14:55:56 ***
Web - Note created on 02/12/2021 14:55:56 and created by Raul Ceballos

send screen shot picture. measured resistance between pins 29 and 30 with connector disconnected was 116 ohms. and connected was 56 ohms.

*** 02/12/2021 14:58:25 ***
Screenshot_20210212-152323.png added by Raul Ceballos on 02/12/2021 14:58:25

*** Web - Advice created on 02/25/2021 05:46:16 and created by Frank Lusic ***
1: thank you , The resistance is and the CAN signals are close to normal, is the concern and codes active at this time ?

*** 02/26/2021 07:54:47 ***
Web - Note created on 02/26/2021 07:54:47 and created by Raul Ceballos

No it comes and goes it took close to 10 days to come back. Checked codes and there were no codes active.

*** 02/26/2021 08:35:07 ***
Inspection requested by Frank
Request Code: TL-TX142-[redacted]22621
Request Details: Provide location details if activity will not take place at a Kia dealership. due to time down, the CAN issue is intermittent

*** Web - Advice created on 02/26/2021 08:35:39 and created by Frank Lusic ***
1: I am asking that a FTS assist you with this case

*** Web - FTS Advice created on 03/01/2021 11:08:56 and created by Leo McAdams ***

Hi Raul,
1. Can you please connect the B2Q Battery tester to the vehicle and then start the vehicle up. After it has been started please scan the Q code and when it ask you if you want to email the report please say yes and email it to me...LMcAdams@Kiausa.com.

2. Then can you connect KDS to the vehicle and scan ALL the modules for codes. DO NOT clear them at this time.

3. Please go to ECU Update and check for updates for the Engine and or transmission. If there are updates please take a screen shot of the updates for each, even if it says the updates do not apply. Then attach those to this case.

4. Please go to Software Management select Engine > System info and take a screen shot of the pop-up with that info. Then go to Trans, scroll the screen so the TCM is the top item and open it and select System Info and take a screen shot of the pop-up with that info. Then attach both of those to this case.

*** 03/01/2021 16:40:53 ***
Screenshot_20210301-173911.jpg added by Raul Ceballos on 03/01/2021 16:40:53

*** 03/01/2021 16:43:49 ***
Screenshot_20210301-173343.jpg added by Raul Ceballos on 03/01/2021 16:43:48

*** 03/01/2021 16:43:49 ***
Screenshot_20210301-173324.jpg added by Raul Ceballos on 03/01/2021 16:43:49

*** 03/01/2021 16:43:50 ***
Screenshot_20210301-173240_GITM_ECU.jpg added by Raul Ceballos on 03/01/2021 16:43:49

*** 03/01/2021 16:43:50 ***
Screenshot_20210301-173231_GITM_ECU.jpg added by Raul Ceballos on 03/01/2021 16:43:50

*** 03/01/2021 16:43:51 ***
Screenshot_20210301-173146.jpg added by Raul Ceballos on 03/01/2021 16:43:50

*** 03/01/2021 16:44:32 ***
Web - Note created on 03/01/2021 16:44:31 and created by Raul Ceballos

Send B2q to email. Attached info to this case.

*** Web - FTS Advice created on 03/02/2021 05:27:33 and created by Leo McAdams ***

Thank you for updating the case with the information I requested. Can you please perform the following and then update the case.

1. Slow charge the battery, please use a trickle charger set for 2 amps if possible. After the battery is charge perform a second battery test and email the results to LMcAdams@Kiausa.com.

2. Only after the battery is completely charged, connect up the GR8 and to charge the battery while you perform the ECM & the TCM updates that are available for this vehicle.

3. Though the image you attached of the KDS Fault Code Scan shows your KDS was online the VDN for that event did not upload to our system yet. Please turn on the KDS, make sure it is online and you are logged in, then go down to the lower right corner and tick on the e-reports link. You should see a popup window showing you that some files were renamed and uploaded.

4. Scan all the modules again for codes and clear any codes that may have been set by performing the two updates.

*** 03/02/2021 11:38:46 ***
Screenshot_20210302-115735.jpg added by Raul Ceballos on 03/02/2021 11:38:46

*** 03/02/2021 11:38:47 ***
Screenshot_20210302-123620.jpg added by Raul Ceballos on 03/02/2021 11:38:47

*** 03/02/2021 11:38:47 ***
Screenshot_20210302-123210.jpg added by Raul Ceballos on 03/02/2021 11:38:47

*** 03/02/2021 11:40:04 ***
Web - Note created on 03/02/2021 11:40:04 and created by Raul Ceballos

recharged battery for 2 hours slow charge. Performed b2q test and email results. Performed both engine and transmission updates. Erased codes and send pictures of e report list.

*** Web - FTS Advice created on 03/03/2021 04:00:22 and created by Leo McAdams ***

Thank you for the information. Can you or someone else drive the vehicle for a few days to see if you can get any of the codes to reset?

I would ask that you scan all the modules once a day even if no lights come on. If you find codes in any module and the lights are not on please take a screenshot of the codes and attach it to the case.

Also do you know what the last connector you moved/touched was?

*** 03/03/2021 11:01:23 ***
Web - Note created on 03/03/2021 11:01:23 and created by Raul Ceballos

i will and keep you updated.

*** Web - FTS Advice created on 03/18/2021 07:38:37 and created by Leo McAdams ***

Hi Raul, during my visit last week we found most of the pins in the Instrument cluster connector M08 had poor pin tension and I recommended you replace the Main (dash) Harness. It had to be special ordered then.

I also recommended you test the tension of the all the terminals in the same connector of the new harness before installing it, and if they are good, apply Stabilant 22a to all the terminals and install the harness.

Can you give us a status update?

*** Web - FTS Advice created on 03/21/2021 17:43:00 and created by Leo McAdams ***

Raul, can you tell me if the special order parts came in for this vehicle and if so have they been installed yet?
Thanks, Leo

*** 03/22/2021 11:58:30 ***
An FTS is scheduled to inspect this VIN on 03/11/2021 at TX142.

*** Web - FTS Advice created on 03/24/2021 07:03:36 and created by Leo McAdams ***

Raul, please disregard that last notice, i.e. FTS scheduled for 3/11/21. As that was the date I was there and we took the dash out of the vehicle to

inspect the main harness.

Did that harness come in yet? If so has it been installed?

*** 03/25/2021 11:28:17 ***
Web - Note created on 03/25/2021 11:28:17 and created by Raul Ceballos

We got the harness checked pin tension on the cluster connector and it was fine. Installed harness yesterday and reset the steering angle sensor. Checked codes no codes were found shopforemen has being driving vehicle but so far the issue has not been present.

*** Web - Advice created on 03/25/2021 12:18:47 and created by Frank Lusic ***
1: Great, Thank you , please release the vehicle

*** 03/30/2021 10:34:54 ***
Web - Note created on 03/30/2021 10:34:54 and created by Raul Ceballos

I will close this case thanks.

*** 03/30/2021 10:36:04 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Replaced main harness

Attachments

Screenshot_20210212-152323.png.png, Screenshot_20210301-173343.jpg.jpg, Screenshot_20210301-173324.jpg.jpg, Screenshot_20210301-173240_GITM_ECU.jpg.jpg, Screenshot_20210301-173231_GITM_ECU.jpg.jpg, Screenshot_20210301-173146.jpg.jpg, Screenshot_20210301-173911.jpg.jpg, Screenshot_20210302-115735.jpg.jpg, Screenshot_20210302-123620.jpg.jpg, Screenshot_20210302-123210.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J28MG[redacted] **Mileage:** 169 **Repair Date:** 02/12/2021

Prod Date: 12/22/2020 **Warranty Start Date:** 02/09/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI036 Summit Place KIA East **Service District:** CE06

Phone: (586) 463-1521

Contact: Justin Rowe **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: AutoTrans-Erratic Shift/Flair# Case for Warranty Authorization

Symptom: Improper Operation

System: Automatic Transmission

Component: Transmission

Resolution: Faulty Component **Category:** Prior Warranty Authorization

Case History

*** 02/12/2021 06:43:18 ***
Contact = Justin Rowe, Priority = Standard, Sub Status = Dispatched

*** 02/12/2021 06:43:18 ***
Web - Problem Description created on 02/12/2021 06:43:07 and created by Justin Rowe

customer states was on freeway last night , used cruise control , heard a loud cranking noise and turned off cruise control, noise continued. shaking on acceleration, will not shift past 5th gear.

*** 02/12/2021 06:43:18 ***
Web - Diagnostics created on 02/12/2021 06:43:08 and created by Justin Rowe

verified customers concern, scanned vehicle for dtc's, found p0279 p076f, gear ratio incorrect gear 6 and gear 7

*** 02/12/2021 12:06:41 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 02/12/2021 12:07:40 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the transmission. Please complete the adaptive values reset and any necessary calibrations after the transmission has been installed.

*** 02/12/2021 12:07:50 ***
PWA has been authorized by Tony Thomas

*** 02/12/2021 12:07:51 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC7LG[redacted] **Mileage:** 33,437 **Repair Date:** 02/12/2021

Prod Date: 10/10/2019 **Warranty Start Date:** 10/26/2019 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX097 Southwest KIA-Nw **Service District:** SW06

Phone: (214) 694-2800

Contact: Mark Pumphrey **Contact Title:** Exclusive Kia Technician **Contact Phone:** (214) 263-9587

Case Details

Title: MIL - LKAS # C160649

Symptom: Lane Departure Inop

System: Body Electrical

Component: Front View Camera

Resolution: Manufacturing Defect **Category:** Repair Assistance

Case History

*** 02/12/2021 07:54:27 ***
Contact = Mark Pumphrey, Priority = Standard, Sub Status = Dispatched

*** 02/12/2021 07:54:27 ***
Web - Problem Description created on 02/12/2021 07:54:27 and created by Mark Pumphrey

CUSTOMER STATES LANE DEPARTURE AND FRONTAL COLLISION LIGHTS ON DASH. 2 FAULTS IN SYSTEM. SCC C180581 LKAS CAN SIGNAL ERROR AND MFC C160649 ECU SOFTWARE
ERROR

*** 02/12/2021 07:54:27 ***
Web - Diagnostics created on 02/12/2021 07:54:27 and created by Mark Pumphrey

CHECKED FOR ANY DAMAGE TO VEH AND CHECKED CONNECTORS TO SCC MODULE AND MFC MODULE. ALL LOOK NORMAL. NO SOFTWARE UPDATES AVAILABLE FOR EITHER SYSTEM

*** 02/12/2021 07:56:08 ***
16131453401903881970785887979699.jpg added by Mark Pumphrey on 02/12/2021 07:56:07

*** 02/12/2021 13:25:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/12/2021 13:28:47 and created by Frank Lusic ***
1: Hello Mark

Telluride MIL - LKAS # C160649 - C180581
1, disconnect the MFC connector R14
2, check for power on pin 5
3 check the resistance to chassis ground on pin 7
4, disconnect the battery
5, measure the resistance between pins 4-12
If all of these inspection read properly replace the MFC

*** 02/25/2021 06:11:31 ***
Web - Note created on 02/25/2021 06:11:31 and created by Mark Pumphrey

CHECKED WIRES. ALL NORMAL READINGS. ORDERED CAMERA BUT HAS NOT COME IN YET

*** Web - Advice created on 02/25/2021 06:51:07 and created by Frank Lusic ***
1: Thanks for the update

*** 02/25/2021 07:27:19 ***
Web - Note created on 02/25/2021 07:27:19 and created by Mark Pumphrey

CAMERA CAME IN THIS MORNING, INSTALLED UNIT AND ON KGIS IS SAYS 1ST STEP IS TO SET VARIANT CODING. ERROR FOR 3 ATTEMPS. ON 4TH IT WENT THREW BUT SHOWS EUROPE
COUNTRY CODE ? HOW WOULD I CHANGE THAT TO USA ? NOW THERE IS ALL KINDS OF FAULT LIGHTS ON INSTRUMENT CLUSTER AND 5 faults
c160c87, c180581, c174755, c170246, c272146

*** 02/25/2021 07:30:11 ***
16142669740556022636391674197731.jpg added by Mark Pumphrey on 02/25/2021 07:30:10

*** 02/25/2021 07:30:59 ***
16142670196443165991311767875836.jpg added by Mark Pumphrey on 02/25/2021 07:30:58

*** Web - Advice created on 02/25/2021 08:18:42 and created by Frank Lusic ***
1: please have your shop foreman assist you
normally you would copy the variant code setting from the old camera or from a like vehicle and then transfer these settings to the new camera

*** 02/25/2021 09:12:21 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: NEW MFC

*** Service Alert Escalated to CA as: 14008120 on 02/25/2021 18:32:20 (PST)

*** 04/08/2021 10:10:00 ***
Reopened with Sub Status of Working

*** 04/08/2021 10:10:21 ***
Case closed by Frank Lusic with Resolution Code : Manufacturing Defect
[Resolution Summary]
NEW MFC

*** 07/13/2021 14:54:20 ***
Reopened with Sub Status of Working

*** 07/13/2021 14:54:32 ***
Case closed by Frank Lusic with Resolution Code : Manufacturing Defect
[Resolution Summary]
NEW MFC

Attachments

16131453401903881970785887979699.jpg.jpg, 16142670196443165991311767875836.jpg.jpg, 16142669740556022636391674197731.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP5DHC2MG[redacted]
Mileage: 2,619
Repair Date: 02/15/2021
Prod Date: 10/22/2020
Warranty Start Date: 11/24/2020
RO Number: [redacted]
Port Options: CF, TOF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MN017 Tom Kadlec KIA
Service District: CE08
Phone: (507) 281-2222
Contact: Andrew schnable
Contact Title: Maintenance Technician
Contact Phone: (507) 361-2700

Case Details

Title: Cruise control - Inop #
Symptom: Improper Indication
System: Cruise Control
Component: Instrument Cluster
Resolution: Improper Adjustment
Category: Repair Assistance

Case History

*** 02/25/2021 11:00:12 ***
Contact = Andrew schnable, Priority = Standard, Sub Status = Dispatched

*** 02/25/2021 11:00:12 ***
Web - Problem Description created on 02/25/2021 10:59:05 and created by Andrew schnable

Customer was in previously with cruise control inop and reported warning messages on dash. Recalibrated radar cruise control and test drove. Cruise worked and no warning messages. Returned to customer. Vehicle returned a week later. Customer states the vehicle will suddenly lock up the brakes as if to avoid collision when passing a car in the left lane. Also, some times the cruise control will slow him down even though he is very far from the next vehicle ahead.

*** 02/25/2021 11:00:12 ***
Web - Diagnostics created on 02/25/2021 10:59:05 and created by Andrew schnable

Verified concerns. Vehicle suddenly locked brakes for a split second while going around a curve, just as a car was passing in the opposite direction. As the vehicle was just about passed. Also noticed cruise slowing down while going up a hill with a car significantly far ahead. No stored codes in the system.

*** Service Alert Escalated to CA as: 14008105 on 02/25/2021 18:32:20 (PST)

*** 02/26/2021 12:40:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/26/2021 12:46:21 and created by Frank Lusic ***
1: Hello Andrew
1, check the area in front of the radar unit to see if license plate or anything else might be blocking it , and the camera on the windshield too if okay then
2, check for any damage to the lower grill and radar unit and brackets , if okay then
3, perform the calibration of the radar unit/system. but be sure to start with using the angle gauge on the radar unit, be sure to refer to the shop information and follow each step for the calibration procedures

*** 03/02/2021 10:59:30 ***
Web - Note created on 03/02/2021 10:59:30 and created by Andrew schnable

Nothing is blocking the radar or the camera. No damage to the grill or radar brackets. The vehicle has not been in any kind of collision. Re-performed angle check and cal brationof radar unit. Still intermittently applies brakes unexpectedly.

*** Web - Advice created on 03/02/2021 11:27:28 and created by Frank Lusic ***
1: Thanks for trying, please replace the radar unit and retest

*** 03/08/2021 14:57:45 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: Replaced front radar

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76292.0

VIN: 5XYRK4LF1MG[redacted] **Mileage:** 1,067 **Repair Date:** 02/26/2021

Prod Date: 01/20/2021 **Warranty Start Date:** 02/08/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX083 Classic KIA **Service District:** SW01

Phone: (409) 896-5050

Contact: Gary Weaver **Contact Title:** Dual Technician **Contact Phone:** (409) 790-9068

Case Details

Title: MIL - ABS/ESP # P0504

Symptom: Warning Light On

System: Body Electrical

Component: Module

Resolution: Elec Open Circuit **Category:** Repair Assistance

Case History

*** 02/26/2021 06:40:49 ***
Contact = Gary Weaver, Priority = Standard, Sub Status = Dispatched

*** 02/26/2021 06:40:49 ***
Web - Problem Description created on 02/26/2021 06:40:49 and created by Gary Weaver

CUSTOMER SAID CAR HAD WARNING MESSAGES ON. CHECK ENGINE LIGHT WAS ON, CRUISE CONTROL DIDNT WORK, AND THE AUTO/STOP START DIDNT WORK

*** 02/26/2021 06:40:49 ***
Web - Diagnostics created on 02/26/2021 06:40:49 and created by Gary Weaver

UNABLE TO DUPLICATE CONCERN, BUT HAD P0504 IN THE ECM. NO PROBLEMS AT THIS TIME.

*** Service Alert Escalated to CA as: 14011757 on 02/26/2021 19:44:37 (PST)

*** Escalated to CA as: 14011757 on 02/26/2021 19:47:18 (PST)
*** 03/01/2021 06:55:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 03/01/2021 06:57:57 and created by Chris Schang ***

1: Gary,
I would believe that all of these issues are related. Lets start with checking EM11 for loose pin fitment and E22 at the stop lamp switch. Thanks.

*** 03/04/2021 13:08:13 ***
Web - Note created on 03/04/2021 13:08:13 and created by Gary Weaver

PIN FITMENT GOOD AT EM11 AND E22. CAR STILL HAS NOT DUPLICATED ISSUE

*** Web - Advice created on 03/04/2021 16:28:47 and created by Chris Schang ***
1: Gary,
I would advise to release the vehicle at this time with no duplication. Please have your advisor request the customer return when the issue is active or at least duplicated more consistently.

*** 03/05/2021 07:45:15 ***
Web - Note created on 03/05/2021 07:45:15 and created by Gary Weaver

SMART CRUISE CONTROL STILL DOESNT WORK. NO CODES AT THIS TIME. YOU CAN SET IT AND IT WILL NEVER HOLD SPEED. LICENCE PLATE IS NOT BLOCKING SENSOR. IF YOU SET IT AT 20MPH AND TRY TO ACCELERATE, THE CAR WILL BOG DOWN, AND FIGHT YOU, BUT IF YOU TURN OFF CRUISE CONTROL. IT WILL ACCELERATE FINE. WILL NOT SET AT ANY SPEED ABOVE 20MPH.

*** Web - Advice created on 03/05/2021 13:27:17 and created by Chris Schang ***
1: Gary,
Can you get a flight recording of the SCC data when this is happening?

*** Web - Advice created on 03/05/2021 13:44:24 and created by Chris Schang ***
1: Gary,
Please also check the ECM current data pertaining to the stop lamp switch. The pids should read opposite of each other at all times. I would also check the stop lamp switch adjustment since the P0504 DTC had returned as of today.

*** 03/09/2021 08:18:48 ***
Web - Note created on 03/09/2021 08:18:48 and created by Gary Weaver

DTC NEVER RETURNED. ONE OF THE STOP LAMP SWITCH PIDS IS ALWAYS OFF. THE ONE THAT SAYS TEST SWITCHES OFF AND ON THOUGH. STOP LAMP SWITCH ADJUSTMENT IS WITHIN SPEC

*** 03/09/2021 08:32:04 ***
Web - Note created on 03/09/2021 08:32:04 and created by Gary Weaver

Cruise set speed does not match dash set speed by over 10 mph

*** 03/09/2021 08:32:05 ***
SORENTO(MQ4A)_FR_RADAR_210309-102309.GSR added by Gary Weaver on 03/09/2021 08:32:05

*** Web - Advice created on 03/09/2021 16:13:51 and created by Chris Schang ***
1: Gary,
Please check for an open between pin 7 at JE01 and E200-B pin 6. Let me know what you find.

*** 03/15/2021 09:43:20 ***
Web - Note created on 03/15/2021 09:43:20 and created by Gary Weaver

PIN 7 AT JE01 AND PIN 6 OF E200-B I HAVE 10K OHMS BUT IT DOESNT SET OFF MY CONTINUITY SETTING OF MY DVOM. I CHECKED PIN 68 OF E200-B TO PIN 7 OF JE01 JUST IN CASE IT WAS A TYPO AND THAT WAS OPEN. I ALSO CHECKED FROM PIN 6 OF E200-B TO PIN 11 OF ICU-A AND GOT THE SAME 10K OHMS WITH NO SETTING OF CONTINUITY OF DVOM JUST LIKE BEFORE

*** Web - Advice created on 03/16/2021 13:38:24 and created by Chris Schang ***
1: Gary,
Per your findings, the engine room harness will have to be replaced with DPSM approval. Thank you.

*** Case has been auto closed by the system on 04/01/2021 01:11:26 (PST)
*** 04/08/2021 10:53:07 ***
Reopened with Sub Status of Working

*** 04/08/2021 10:53:56 ***
Case closed by Chris Schang with Resolution Code : Elec Open Circuit
[Resolution Summary]
Tech replaced engine room harness to correct concern.

*** 04/12/2021 14:14:38 ***
Reopened with Sub Status of Working

*** 04/12/2021 14:14:50 ***
Case closed by Chris Schang with Resolution Code : Elec Open Circuit
[Resolution Summary]
Tech replaced engine room harness to correct concern.

Attachments

SORENTO(MQ4A)_FR_RADAR_210309-102309.GSR.GSR

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC8LG[redacted] **Mileage:** 15,765 **Repair Date:** 02/26/2021

Prod Date: 07/12/2019 **Warranty Start Date:** 07/20/2019 **RO Number:** [redacted]

Port Options: MUG, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX090 Cowboy KIA of Conroe **Service District:** SW01

Phone: (936) 494-0600

Contact: Klifton Murley **Contact Title:** Exclusive Kia Technician **Contact Phone:** (254) 220-3699

Case Details

Title: MIL - AEB # C166787, C16B687, B100152

Symptom: Warning Light On

System: Body Electrical

Component: Wiring Harness (Front & Rear)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 02/27/2021 11:08:41 ***
Contact = Klifton Murley, Priority = Standard, Sub Status = Dispatched

*** 02/27/2021 11:08:41 ***
Web - Problem Description created on 02/27/2021 11:08:41 and created by Klifton Murley

multiple lights on cluster

*** 02/27/2021 11:08:42 ***
Web - Diagnostics created on 02/27/2021 11:08:42 and created by Klifton Murley

DTCs found as active

C166787 - CAN Time-out SCC
C16B687 - CAN Time-out AEB
B100152 - SCC Missing Error - without SCC unit or connector fault

I checked MFC variant coding, it was all correct, tried cluster variatn got message aout DTC B100152.

Attempted to verifiy SCC radar variant coding, no communication. Tried to get ECU ID for SCC, no communication.

*** 03/02/2021 08:34:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 03/02/2021 08:44:35 and created by Jay Jurado ***
1: Please verify that there are no loose pin fit issues present at the SCC module. You may apply stabilant if needed. Please also verify that there is currently a good CAN signal present with the VMI. Clear all codes and see if any of the codes come back. Thanks.

*** 03/11/2021 13:28:52 ***
Web - Note created on 03/11/2021 13:28:52 and created by Klifton Murley

PIN fitment good, no change with stabilant. codes returned

*** Service Alert Escalated to CA as: 14044460 on 03/14/2021 01:02:20 (PST)

*** 03/16/2021 04:57:44 ***
Web - Note created on 03/16/2021 04:57:44 and created by Klifton Murley

Any Update?

*** Web - Advice created on 03/17/2021 07:38:28 and created by Jay Jurado ***
1: Tech called in to review case. Recommend checking CAN waveform with VMI, or try swapping out the MFC with a known good and see if the issue is still present.

*** 03/17/2021 10:19:15 ***
Web - Note created on 03/17/2021 10:19:15 and created by Klifton Murley

After swapping MFC with a know good unit same codes remain, even after clearing and restarting vehicle

*** Web - Advice created on 03/17/2021 12:33:59 and created by Jay Jurado ***
1: Tech called in to review case. Based on his information, recommend replacing the SCC radar at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 03/25/2021 06:52:04 ***
Web - Note created on 03/25/2021 06:52:04 and created by Klifton Murley

replaced SCC, same codes and still no communication. re-checked Pin fitment and made sure there is still power and ground at module. good power and ground.

*** Web - Advice created on 03/26/2021 11:06:13 and created by Jay Jurado ***
1: Please see the system inspection listed under the B100152 DTC, and update the case with your results.

*** 04/01/2021 11:43:43 ***
Web - Note created on 04/01/2021 11:43:42 and created by Klifton Murley

SCC Pin 4 to CLU Pin 32 0.9
SCC Pin5 to CLU Pin 33 O.L

*** Web - Advice created on 04/02/2021 14:08:41 and created by Jay Jurado ***
1: Please continue to narrow down when your open circuit is. Please refer to the schematic on SD200-2 for wire details.

*** 04/14/2021 13:28:24 ***
Web - Note created on 04/14/2021 13:28:24 and created by Klifton Murley

M10 Pin 26 to M09-B Pin 8 is open.

Seeing as the photo in KGIS for the M10 connector doesn't quite look the same I have uploaded a photo of each pin I test to make sure I was in the correct spot. If so I will start looking for the open in that section

*** 04/14/2021 13:28:25 ***
6A231D1B-411A-40CF-9F69-EE3A0603656E.jpeg added by Klifton Murley on 04/14/2021 13:28:25

*** 04/14/2021 13:28:26 ***
9D7FA7EA-DD29-4860-BF10-84798760C1C1.jpeg added by Klifton Murley on 04/14/2021 13:28:26

*** Phone - Advice created on 04/15/2021 06:42:07 and created by Tony Thomas ***
1: Klifton called in and I reviewed the case and attachments. Advised to test from the instrument cluster to MR11; MR11 to EM21; EM21 to EE11; EE11 to the smart cruise radar. Do not go to any components except the cluster and radar unit. This will quickly identify where the open in the low can line is and where to look in the harness.

*** 04/15/2021 08:53:45 ***
Web - Note created on 04/15/2021 08:53:45 and created by Klifton Murley

Following instruction from Tony I found open from EE11 to EM21.
I check from EM11 to JE02 pin 10 and still had a result of open.

*** Web - Advice created on 04/16/2021 07:16:23 and created by Jay Jurado ***
1: Tech called in to review case. Based on his information, recommend replacing the front harness at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 04/20/2021 07:47:45 ***
Web - Note created on 04/20/2021 07:47:45 and created by Klifton Murley

Update, parts estimated ETA is Friday 4-23 or sat 4-24

*** Web - Advice created on 04/21/2021 10:51:29 and created by Jay Jurado ***
1: Thanks for the update.

*** 04/29/2021 08:24:34 ***
Web - Note created on 04/29/2021 08:24:33 and created by Klifton Murley

Harness install completed, no current codes. seems the harness fixxed the concern

*** Web - Advice created on 04/29/2021 13:04:31 and created by Jay Jurado ***
1: Thanks for the update. If you have verified your repair and there are no other issues noted, you may go ahead and release the vehicle and close the case. Thanks for all of the hard work Klifton.

*** 04/30/2021 09:02:19 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: front harness

*** 05/07/2021 14:05:34 ***
Case Number: [redacted] Reopen Requested by Klifton Murley.
Reason: [Vehicle returned last ight with over 12 CAN codes. all history. After attempting to clear and restart the vehicle 4 have returned as active. I have already checked all grounds for the harness i just installed.]

*** 05/07/2021 14:07:01 ***
Reopened with Sub Status of Working

*** 05/07/2021 14:07:59 ***
Inspection requested by Jay
Request Code: TL-TX090-[redacted]5721
Request Details: 2nd visit.

*** Web - Advice created on 05/07/2021 14:11:49 and created by Jay Jurado ***
1: Can you isolate the BSD sensors from the rest of the vehicle, and see if the issue still reoccurs?

*** 05/07/2021 14:13:34 ***
Web - Note created on 05/07/2021 14:13:33 and created by Klifton Murley

by isolate do you mean just disconnect at the sensors?

*** Web - FTS Advice created on 05/07/2021 15:28:43 and created by Nick Bibeault ***
Hi Klifton. I'll be assisting this case remotely for the time being. Out of curiosity, what codes were active? I'm not seeing active codes in E-reports as of yet. Please also follow Jay's last recommendation and see if we can duplicate the concern.

You may want to use the VMI to monitor the CAN waveform while you perform your checks.

*** 05/08/2021 07:10:03 ***
Web - Note created on 05/08/2021 07:10:02 and created by Klifton Murley

To isolate the sensors would disconnecting connector F37 be enough? or will i need to also disconnect F36?
F37 is the only C-CAN connection that I see in the schematic.

*** 05/08/2021 07:55:48 ***
Web - Note created on 05/08/2021 07:55:47 and created by Klifton Murley

My tablet was being dumb and did not store the 4 active, will try to pull again today

*** Web - Advice created on 05/10/2021 07:47:45 and created by Jay Jurado ***
1: You can disconnect F37 and see if anything arises with the C-CAN.

*** 05/10/2021 12:13:28 ***
EF00B575-12A4-4D8B-AD8C-B7214A5188BE.jpeg added by Klifton Murley on 05/10/2021 12:13:28

*** 05/10/2021 12:13:31 ***
ECA975B1-CCB9-4296-AC22-A863CB0E1D92.jpeg added by Klifton Murley on 05/10/2021 12:13:29

*** 05/10/2021 12:13:33 ***
image.jpg added by Klifton Murley on 05/10/2021 12:13:32

*** Web - FTS Advice created on 05/10/2021 12:32:39 and created by Nick Bibeault ***
Klifton called me to discuss the case as the concern was now active. While reviewing his DTC scans over the phone, he noted he had no communication with the Cluster, MDPS and MFC. I advised him to go to connector EM21 and gently manipulate the connector. While doing so, he noted that information on the cluster started coming back such as engine RPM and some of the warning lights turned off.

I advised Klifton to carefully preform a connector inspection of EM21 and use the pin tension tool to check for proper pin tension and verify there are no other damaged/bent pins on either side of the connector. This is likely the cause and location of your problem with this vehicle. Please refer to the ETM under data link details to get the correct pin numbers for the C-CAN circuit.

Please update the case once you have found your issue. Thanks!

*** 05/10/2021 13:48:24 ***
Web - Note created on 05/10/2021 13:48:24 and created by Klifton Murley

Pin Test showed no drag or resistance at all on PIN 25. working on locating a new end for that pin now

*** Web - Advice created on 05/10/2021 14:58:54 and created by Jay Jurado ***
1: Thanks for the update Klifton.

*** 05/14/2021 08:21:54 ***
Web - Note created on 05/14/2021 08:21:54 and created by Klifton Murley

replaced the damaged pin, cleared codes and test drove 40 miles. No codes or other concerns at this time. We have released the vehicle

*** Web - FTS Summary created on 05/14/2021 08:24:08 and created by Nick Bibeault ***
Klifton. Thank you for the good news. Please close the case if the vehicle has been released. Thanks!

*** 05/14/2021 08:42:21 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: front harness

Attachments

6A231D1B-411A-40CF-9F69-EE3A0603656E.jpeg.jpeg, 9D7FA7EA-DD29-4860-BF10-84798760C1C1.jpeg.jpeg, EF00B575-12A4-4D8B-AD8C-B7214A5188BE.jpeg.jpeg, ECA975B1-CCB9-4296-AC22-A863CB0E1D92.jpeg.jpeg, image.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC7LG[redacted]
Mileage: 6,577
Repair Date: 03/02/2021
Prod Date: 03/11/2020
Warranty Start Date: 03/24/2020
RO Number: [redacted]
Port Options: CN, CF, TO
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH028 Ricart KIA
Service District: CE12
Phone: (614) 836-5321
Contact: ADAM DONNELLY
Contact Title: Shop Foreman
Contact Phone: (614) 209-8678

Case Details

Title: ElecSys General-AEB # early brakes activation C162078
Symptom: Cruise Contol Inop
System: Cruise Control
Component: Cruise Control Module
Resolution: Information Given
Category: Repair Assistance

Case History

*** 03/02/2021 11:37:07 ***
Contact = ADAM DONNELLY, Priority = Standard, Sub Status = Dispatched

*** 03/02/2021 11:37:07 ***
Web - Problem Description created on 03/02/2021 11:37:07 and created by ADAM DONNELLY

DTC C162078 IN SCC SYSTEM. FORWARD COLLISION WARNING ON DASH, CRUISE INOPERATIVE. BRAKES RANDOMLY APPLY WHEN ANOTHER VEHICLE IS NEXT TO THEM WHILE DRIVING.

*** 03/02/2021 11:37:08 ***
Web - Diagnostics created on 03/02/2021 11:37:08 and created by ADAM DONNELLY

SCANNED VEHICLE AND FOUND DTC C162078 IN SMART CRUISE SYSTEM FOR ALIGNMENT FAILURE. I HAVE NOT ATTEMPTED TO PERFORM SCC RADAR CALIBRATION YET. THIS IS THE THIRD TELLURIDE I HAVE HAD SINCE THURSDAY WITH THIS SAME CODE/ISSUE. I CALIBRATED THE FIRST THURSDAY AND IT COMPLETED AND RADAR MOUNTING WAS WITHIN SPEC. THAT VEHICLE CAME BACK TODAY WITH THE SAME CODE/ISSUE. THE SECOND I CALIBRATED YESTERDAY WHICH HAPPENED TO BE MY PARENTS TELLURIDE. THIS THIRD ONE FOR THIS CASE I AM NOT SURE HOW TO APPROACH FOR REPAIRS SINCE THE ONE I DID THURSDAY CAME BACK TODAY WITH THE SAME ISSUE. OBVIOUSLY ITS A SAFETY ISSUE SINCE IT IS DETECTING CARS AND APPLYING BRAKES, SOMETIMES VERY AGGRESSIVELY. HOW SHOULD I PROCEED?

*** 03/04/2021 12:50:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/04/2021 13:03:18 and created by Frank Lusic ***

1: Hello Adam , we do not have that many Tellurides with this code , it would seem that if this was a larger issue we would have many case, plus the cases that we do have have other codes too
lets start be cal brating the system be sure to check the radar unit and bracket for damage and then be sure to follow the shop information step by step and use the angle gauge on the face of the radar unit , then retest

*** 03/05/2021 06:28:42 ***
Web - Note created on 03/05/2021 06:28:42 and created by ADAM DONNELLY

I SET RADAR ANGLE. VERTICAL AT .20 DEGREES, HORIZONTAL AT -.50 DEGREES. RETRIEVED LAST 2 DIGITS OF LOT NUMBER FROM RADAR "01" AND PERFORMED CALIBRATION PROCEDURE ACCORDING TO SHOP MANUAL WITH REFLECTOR SET 98.4" FROM FRONT BUMPER, 15.4" HEIGHT AND WITHIN 3MM LATERAL OFFSET. TEST DROVE AFTER CALIBRATION AND VERIFIED PROPER OPERATION OF FORWARD COLLISION WARNING SYSTEM AND SCC SYSTEM.

*** Web - Advice created on 03/05/2021 06:39:16 and created by Frank Lusic ***
1: Great Thank you

*** 03/05/2021 09:59:15 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: SET ANGLE OF SCC RADAR AND CALIBRATED SCC SYSTEM

*** 03/26/2021 07:16:01 ***
Case Number: [redacted] Reopen Requested by ADAM DONNELLY.
Reason: [Vehicle returned with same issue today. When a car is on the left turn lane next to this vehicle and this vehicle is traveling straight, this vehicle will give warnings and apply brakes. This vehicle will notify, beep and vibrate the steering wheel when customer is in an intersection with two left turn lanes. If customer is in the right lane of the two left turn lanes, once the car to the left of her in the other left turn lane is next to her this beeping and vibrating steering wheel notification occurs.]

*** 03/26/2021 08:07:57 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/26/2021 08:24:45 and created by Frank Lusic ***
1: 1, did the same code return?
2, is here any indication of an impact to the area around the radar unit ? attach pictures
3, did the vehicle operate properly since it was released 20 days ago ?
4, what is the mileage now?
5, have you been able to duplicate this concern?

*** 03/26/2021 09:58:00 ***
Web - Note created on 03/26/2021 09:57:59 and created by ADAM DONNELLY

1: I have No DTCs
2: No indication of impact - picture attached
3: vehicle has randomly had issue the past week
4:current mileage 6,577 so vehicle has only been driven 366 miles since March 5th
5: I have not duplicated concern yet

Note: we also had another telluride in yesterday with same concern and DTC this vehicle previously had. It was calibrated and released. So we have had 5-6 tellurides this month with this concern

*** 03/26/2021 09:59:14 ***
16167778944801635355621.jpg added by ADAM DONNELLY on 03/26/2021 09:59:14

*** Web - Advice created on 03/26/2021 11:07:06 and created by Frank Lusic ***
1: I needs some clarification please , are you saying that you have had 5 or 6 Tellurides where the AEB system was activating when it should have not been ?
I am calling you now , call me back if you do not pick up

*** Web - Advice created on 03/26/2021 11:36:57 and created by Frank Lusic ***
1: I talked to Adam
He said that there were 4 other Tellurides recently at the dealership where the AEB system activated , I asked that tech line case be opened on each of these vehicles and then let me know the case numbers so I can pull the cases
2: I asked Adam for a picture of the angle gauge on the face of the radar unit showing that it is adjusted properly and a screen shot all of the AEB PIDs

*** 03/26/2021 11:40:56 ***
Web - Note created on 03/26/2021 11:40:56 and created by ADAM DONNELLY

Frank, one other thing I just remembered that I wanted to make you aware of is all of these that I have cal brated the lot numbers have ended in "01" or "07". I am not sure if this has anything to do with the system issues but it just popped in my head. Pics attached of state farm devices in windshield.

*** 03/26/2021 11:45:55 ***
16167840987152143801537.jpg added by ADAM DONNELLY on 03/26/2021 11:45:54

*** 03/26/2021 11:45:56 ***
16167842737533172209 87.jpg added by ADAM DONNELLY on 03/26/2021 11:45:56

*** Web - Advice created on 03/26/2021 12:25:31 and created by Frank Lusic ***
1: Thank you , Those look like toll road transponders , are there toll roads in your area?

*** 03/26/2021 12:46:31 ***
Web - Note created on 03/26/2021 12:46:31 and created by ADAM DONNELLY

Definitely no tolls roads in our area.

*** Web - Advice created on 03/26/2021 12:55:21 and created by Frank Lusic ***
1: Hmm interesting, please contact the customer to find out what they are for

*** Service Alert Escalated to CA as: 14070996 on 03/27/2021 01:07:03 (PST)

*** 03/30/2021 10:47:39 ***
Web - Note created on 03/30/2021 10:47:39 and created by ADAM DONNELLY

Are engineers coming out to look at this vehicle? Customer is asking for an update.

*** Web - Advice created on 03/30/2021 11:19:17 and created by Frank Lusic ***
1: I emailed the engineer asking for an update

*** Web - Advice created on 03/30/2021 13:58:50 and created by Frank Lusic ***
1: The engineer would like a screen shot of all of the PIDs for the AEB /radar system attached to the case , Sorry I forgot to ask earlier

*** Web - Advice created on 03/30/2021 14:00:02 and created by Frank Lusic ***
1: also a picture of the angle gauge on the face of the radar unit too

*** 04/06/2021 10:54:17 ***
Web - Note created on 04/06/2021 10:54:16 and created by ADAM DONNELLY

Screenshot of data added

*** 04/06/2021 10:54:18 ***
Screenshot_20210406-135103.png added by ADAM DONNELLY on 04/06/2021 10:54:17

*** 04/06/2021 10:54:18 ***
Screenshot_20210406-135111.png added by ADAM DONNELLY on 04/06/2021 10:54:18

*** 04/06/2021 11:07:16 ***
16177327336281150336.jpg added by ADAM DONNELLY on 04/06/2021 11:07:15

*** Web - Advice created on 04/06/2021 11:21:17 and created by Frank Lusic ***
1: Thank you I have informed the engineer

*** Web - Advice created on 04/06/2021 12:39:55 and created by Frank Lusic ***
1: Adam the engineer has reviewed that attachments
1, I believe that you said that the system had already been calibrated again, is that is correct ?
if so then replace the radar unit,
2, perform the system cal bration
3, , attach screen shots again after you calibrate the system
4, drive the vehicle confirm proper operation,
5, hold onto the radar unit for connection
6, let me know your findings

*** 04/06/2021 12:51:25 ***
Web - Note created on 04/06/2021 12:51:25 and created by ADAM DONNELLY

Frank, that is correct. The system has already been cal brated. I will get a Radar Unit ordered for this vehicle. I will report back with the screenshots and let you know how the test drive goes.

*** Web - Advice created on 04/06/2021 12:57:37 and created by Frank Lusic ***
1: Great Thank you

*** 04/07/2021 12:02:06 ***
Screenshot_20210407-150049.png added by ADAM DONNELLY on 04/07/2021 12:02:06

*** 04/07/2021 12:02:07 ***
Screenshot_20210407-150038.png added by ADAM DONNELLY on 04/07/2021 12:02:07

*** 04/07/2021 12:06:36 ***
Web - Note created on 04/07/2021 12:06:36 and created by ADAM DONNELLY

Frank, we had a radar in stock. I got it installed and I am going to check with customer to see if I can drive vehicle home. I have attached pictures of new radar angle, alignment success screen and current data for SCC system. I am going to take vehicle out and drive it now, I will report back tomorrow after driving vehicle home, assuming customer is ok with it.

*** 04/07/2021 12:06:37 ***

new radar angle.jpg added by ADAM DONNELLY on 04/07/2021 12:06:37

*** 04/07/2021 12:06:37 ***
new radar calibration.jpg added by ADAM DONNELLY on 04/07/2021 12:06:37

*** Web - Advice created on 04/07/2021 12:40:01 and created by Frank Lusic ***
1: Great Thank you

*** 04/08/2021 05:10:53 ***
Web - Note created on 04/08/2021 05:10:53 and created by ADAM DONNELLY

Frank, no issues when vehicle was driven home last night. Vehicle has had 39 miles put on it without issues. Should we keep this vehicle again and drive home today? I am not sure how many miles you would like put on this vehicle before releasing it back to customer.

*** Web - Advice created on 04/08/2021 05:51:11 and created by Frank Lusic ***
1: due to the possible safety concern , please drive the vehicle one more time

*** 04/08/2021 12:09:27 ***
Web - Note created on 04/08/2021 12:09:27 and created by ADAM DONNELLY

I am going to have one of my other guys drive the vehicle home tonight, he will be on the freeway in more traffic, whereas i am more back roads driving home. I will let you know in the AM.

*** Web - Advice created on 04/08/2021 12:32:18 and created by Frank Lusic ***
1: Great, Thank you for all of your hard work trying to resolve this issue

*** 04/09/2021 05:06:34 ***
Web - Note created on 04/09/2021 05:06:34 and created by ADAM DONNELLY

Frank, the vehicle was driven home yesterday in rush hour traffic on the freeway. No issues at all. All systems functioned properly, no issues of brakes being applied unexpectedly.

*** Web - Advice created on 04/09/2021 06:05:16 and created by Frank Lusic ***
1: Thank you, please release the vehicle
The old radar unit will need to be held for a return , I will send you information

*** 04/09/2021 06:11:06 ***
Web - Note created on 04/09/2021 06:11:06 and created by ADAM DONNELLY

Ok, thank you

*** 04/09/2021 06:39:38 ***
Web - Note created on 04/09/2021 06:39:37 and created by ADAM DONNELLY

Ending mileage is 6,665.

*** Web - Advice created on 04/09/2021 07:20:49 and created by Frank Lusic ***
1: Great Thank you

*** 06/30/2021 07:53:04 ***
Case closed by Rob Levy with Resolution Code : Information Given
[Resolution Summary]
SET ANGLE OF SCC RADAR AND CALIBRATED SCC SYSTEM

*** 07/14/2021 06:12:36 ***
Reopened with Sub Status of Working

*** 07/14/2021 06:13:06 ***
Case closed by Rob Levy with Resolution Code : Information Given
[Resolution Summary]
SET ANGLE OF SCC RADAR AND CALIBRATED SCC SYSTEM

Attachments

16167778944801635355621.jpg.jpg, 161678427375331722098 7.jpg.jpg, 16167840987152143801537.jpg.jpg, Screenshot_20210406-135103.png.png, Screenshot_20210406-135111.png.png, 16177323733628115033 6.jpg.jpg, Screenshot_20210407-150049.png.png, Screenshot_20210407-150038.png.png, new radar angle.jpg.jpg, new radar calibration.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC2LG[redacted] **Mileage:** 9,022 **Repair Date:** 03/02/2021

Prod Date: 06/22/2020 **Warranty Start Date:** 06/29/2020 **RO Number:** [redacted]

Port Options: SPL, EH, SS, CT, CO, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO027 Napleton's Mid Rivers KIA **Service District:** CE04

Phone: (636) 926-2110

Contact: JONATHAN TIEPELMAN **Contact Title:** Exclusive Kia Technician **Contact Phone:** (314) 917-7837

Case Details

Title: ElecSys General-AEB # Sees vehicle when there is not one

Symptom: Programming (General)

System: Cruise Control

Component: Instrument Cluster

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 03/03/2021 14:01:18 ***
Contact = JONATHAN TIEPELMAN, Priority = Standard, Sub Status = Dispatched

*** 03/03/2021 14:01:18 ***
Web - Problem Description created on 03/03/2021 14:01:18 and created by JONATHAN TIEPELMAN

CUSTOMER STATES SMART CRUISE CONTROL WILL STOP WHEN IT SHOULD NOT AND WILL NOT STOP WHEN IT SHOULD. VEHICLE WILL ALSO STOP ON ITS OWN WHEN NOTHING IS AROUND

*** 03/03/2021 14:01:18 ***
Web - Diagnostics created on 03/03/2021 14:01:18 and created by JONATHAN TIEPELMAN

TOOK ON TEST DRIVE AND FOUND SMART CRUISE CONTROL SEEING GHOST CARS SEE ATTACHED VIDEO.

*** 03/03/2021 14:02:48 ***
IMG_2682.mov added by JONATHAN TIEPELMAN on 03/03/2021 14:02:45

*** 03/05/2021 15:41:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/05/2021 15:46:23 and created by Eric Patterson ***
1: The video freezes in the middle since its the .mov format.
2: Please look for any damage to the front of the vehicle. The angle of the senor may bee off.
Please make sure there is no license plate installed near the SCC sensor. Or no stickers near the MFC camera on the windshield.

3: This is usually caused by the bracket of the SCC radar sensor Look for previous or not so obvious repairs or damage. Look at the sensor is it at () angle to the floor?

*** 03/06/2021 10:36:12 ***
Web - Note created on 03/06/2021 10:36:12 and created by JONATHAN TIEPELMAN

THERE IS 0 DAMAGE TO THE FRONT OF THIS VEHICLE SO I REMOVED THE UNDER SHIELD AND INSPECTED FOR NOT SO OBVIOUS DAMAGE. I COULD NOT FIND ANY DAMAGE ANYWHERE ON THIS VEHICLE. THE LICENSE PLATE IS MOUNTED ON THE FRONT BUMPER ABOVE THE SCC RADAR. THERE ARE NO STICKES ON THE WINDSHIELD.

*** 03/06/2021 10:37:25 ***
Web - Note created on 03/06/2021 10:37:25 and created by JONATHAN TIEPELMAN

THE SENSOR LOOKS TO BE AIMING STRAIGHT NOT IN EITHER DIRECTION UP OR DOWN

*** Web - Advice created on 03/06/2021 12:15:20 and created by Eric Patterson ***
1: Please try and calibrate the Cameras and the SCC. See which one is having the issue.

*** 03/16/2021 12:33:13 ***
Web - Note created on 03/16/2021 12:33:13 and created by JONATHAN TIEPELMAN

I RE CALIBRATED THE MULTIFUNCTION CAMERA AND RE TESTED. VEHICLE STILL WOULD NOT SLOW DOWN WITH SCC ON. SO I RECALIBRATED THE FRONT RADAR AND VEHICLE LEFT LAST FRIDAY WITH THE CUSTOMER. NO COMPLAINTS SO FAR FROM THE CUSTOMER

*** Web - Advice created on 03/16/2021 15:53:17 and created by Eric Patterson ***
1: Great Job Thank you for the Update. lets close the case. if the Customer should return, please send a re open request for the case. Thanks Jonathan
Have a great week.

*** 03/25/2021 07:49:07 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: calibrated SCC

*** 04/12/2021 11:36:05 ***
Reopened with Sub Status of Working

*** 04/12/2021 11:36:14 ***
Case closed by Eric Patterson with Resolution Code : Improper Adjustment
[Resolution Summary]
calibrated SCC

Attachments

IMG_2682.mov.mov

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP3DHC3LG[redacted]
Mileage: 19,657
Repair Date: 03/04/2021
Prod Date: 05/21/2020
Warranty Start Date: 05/30/2020
RO Number: [redacted]
Port Options: TO, CB
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO012 Roper KIA
Service District: CE05
Phone: (417) 626-3800
Contact: Brock Goodpasture
Contact Title: Technician Trainee
Contact Phone: (417) 540-8541

Case Details

Title: ElecSys General-Smart Cruise #
Symptom: Improper Indication
System: Cruise Control
Component: Cruise Control Module
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 03/04/2021 09:52:30 ***
Contact = Brock Goodpasture, Priority = Standard, Sub Status = Dispatched

*** 03/04/2021 09:52:30 ***
Web - Problem Description created on 03/04/2021 09:51:00 and created by Brock Goodpasture

Smart cruise control not working properly

*** 03/04/2021 09:52:31 ***
Web - Diagnostics created on 03/04/2021 09:51:00 and created by Brock Goodpasture

Smart cruise control inop, does not recognize vehicle in front of you, will only recognize vehicles in the lane to the left of the lane you're driving in. Performed cal bration 2/23/21 for SCC warning light illuminated. No warning code this visit. Performed calibration and found horizontal angle at -9.0 degrees. After cal bration angles were +1 and 0. Drove vehicle and problem continued. Checked vehicle current data and found Horizontal angle at -8.6 and Vertical at 0.6. Cannot visibly see bend in brackets or any impact damage on/near sensor or bumper cover.

*** Service Alert Escalated to CA as: 14025590 on 03/05/2021 01:07:06 (PST)

*** 03/06/2021 13:45:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/06/2021 13:48:29 and created by Frank Lusic ***

1: Hello Brock
did you follow the shop information for the calibration of this system and actually use the angle gauge on the face of the radar unit ? if not please do so

*** 03/08/2021 06:41:04 ***
Web - Note created on 03/08/2021 06:41:04 and created by Brock Goodpasture

Yes the gauge was used for vertical angle level, there is nothing in the calibration procedure showing any instructions for using it to measure Horizontal angle.

*** Web - Advice created on 03/08/2021 07:41:50 and created by Frank Lusic ***
1: the instructions are in the SHOP information ,
Advanced Driver Assistance System (ADAS)
Front Radar System
Front Radar Unit
Repair procedures
Then scroll down to the instructions

*** 03/08/2021 08:20:34 ***
Web - Note created on 03/08/2021 08:20:34 and created by Brock Goodpasture

Correct. I followed these instructions with the shop foreman after performing them once myself. The horizontal angle only comes up as a measured result of the calibration. The concern still happens after our cal bration was performed.

*** Web - Advice created on 03/08/2021 09:41:07 and created by Frank Lusic ***
1: Thank you, please replace the radar unit and retest

*** 03/19/2021 14:54:15 ***
Web - Note created on 03/19/2021 14:54:15 and created by Brock Goodpasture

Replaced radar unit, performed calibration procedure and verified proper operation of smart cruise control. Thank you.

*** Web - Advice created on 03/19/2021 14:58:12 and created by Frank Lusic ***
1: Thank you

*** 03/19/2021 15:01:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced SCC radar module

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2LG[redacted] **Mileage:** 15,889 **Repair Date:** 03/11/2021

Prod Date: 08/01/2019 **Warranty Start Date:** 08/24/2019 **RO Number:** [redacted]

Port Options: TO, CF, RBP, CN, SS

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY128 KIA of West Nyack **Service District:** EA04

Phone: (845) 353-1919

Contact: Jorge Mizhquiri **Contact Title:** Exclusive Kia Technician **Contact Phone:** (845) 659-7504

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Out Of Adjustment

System: Body Electrical

Component: Front View Camera

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 03/12/2021 06:44:29 ***
Contact = Jorge Mizhquiri, Priority = Standard, Sub Status = Dispatched

*** 03/12/2021 06:44:30 ***
Web - Problem Description created on 03/12/2021 06:44:30 and created by Jorge Mizhquiri

customer states when vehicle stopped in left lane, vehicle smart cruise control will think vehicle in left lane is in front and will slam on the brakes

*** 03/12/2021 06:44:30 ***
Web - Diagnostics created on 03/12/2021 06:44:30 and created by Jorge Mizhquiri

will attach videos and have pcitures of a good radar and the bad one in the customer car

*** 03/12/2021 06:50:55 ***
20210228_123550.mp4 added by Jorge Mizhquiri on 03/12/2021 06:50:47

*** 03/12/2021 06:51:01 ***
20210227_140016.mp4 added by Jorge Mizhquiri on 03/12/2021 06:50:56

*** Service Alert Escalated to CA as: 14043596 on 03/13/2021 01:06:35 (PST)

*** 03/13/2021 06:38:45 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/13/2021 06:50:19 and created by Eric Patterson ***
1: Thank you for the video

I didn't see the vehicle stopped in the lane ahead or the AEB activate.

But the sensor could be out of position or the camera could be loose

Please try and calibrate both.

But most importantly have you duplicated the problem the Customer is explaining?
2: The vehicle in front of the vehicle in the video (the display is not always accurate)

3: Any poss ble angle position of the MFC or thew SCC radar sensor could cause what the Customer is explaining. Please duplicate and inspect the sensor. If there was a minor fender bender or they hit a bunch of snow etc the sensor being out of alignment may cause the scenario

*** 03/17/2021 07:24:00 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: aeb

Attachments

20210228_123550.mp4.mp4, 20210227_140016.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC1LG[redacted] **Mileage:** 30,160 **Repair Date:** 03/15/2021

Prod Date: 06/25/2019 **Warranty Start Date:** 07/12/2019 **RO Number:** [redacted]

Port Options: WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY022 Northtown KIA **Service District:** EA11

Phone: (716) 217-2391

Contact: Martin Ceciliano **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # MFC # C186286 - C164286 - FCA # C162078 - SCC # C128381 - C180581 - BCW # C167181 - C1

Symptom: Warning Light On

System: Body Electrical

Component: Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 03/15/2021 17:22:14 ***
Contact = Adrien Smith Jr., Priority = Standard, Sub Status = Dispatched

*** 03/15/2021 17:22:14 ***
Web - Problem Description created on 03/15/2021 17:20:07 and created by Adrien Smith Jr.

customer states twice while driving vehicle applied brakes. Was in middle of intersection with cars on opposite side of the road with no vehicles in front the first time. Second time was driving with cars on either side and vehicle braked on its own.

*** 03/15/2021 17:22:14 ***
Web - Diagnostics created on 03/15/2021 17:20:08 and created by Adrien Smith Jr.

Scanned with KDS found DTSs C136081, C174181, C186286, C162708, C181887, C165A87 and multiple LIN communication codes. Visually inspected connectors at PCM, ESC, MFC, and Front radar all look good. Drove vehicle 5 miles and could not duplicate.

*** 03/16/2021 07:35:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/16/2021 07:47:26 and created by Jerry Gossling ***
1: Adrien,
I only found to active codes in the E-Report MFC # C186286 - FCA # C162078,
Make sure Ground GE11 is tight.
Thoroughly inspect the FCA for damage or a bent bracket. Run a CarFax on the vehicle to see if there has been any accidents.
Check the pin fit tension at the FCA connectors with the appropriate pin fit tool per SST 064 or TSB electrical 064.

Look for any aftermarket device connected to the DLC connector.
2: Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 03/16/2021 12:31:57 ***
Web - Note created on 03/16/2021 12:31:57 and created by Adrien Smith Jr.

NO aftermarket devices connected to vehicle. Pin tension at FCA good. I got about a half of turn out of GE11 to tighten it more.

*** 03/16/2021 12:32:43 ***
Web - Note created on 03/16/2021 12:32:43 and created by Adrien Smith Jr.

FCA bracket does not look bent or damaged.

*** Web - Advice created on 03/16/2021 13:48:43 and created by Jerry Gossling ***
1: Adrien,
Did you clear the code and see if it returns after tightening up the ground.

*** 03/22/2021 05:44:07 ***
Web - Note created on 03/22/2021 05:44:07 and created by Adrien Smith Jr.

codes did not return but forward collision warning still coming on. Sometimes when changing lanes. Also came on multiple times passing vehicles always with other vehicle in left lane.

*** Web - Advice created on 03/23/2021 05:04:50 and created by Jerry Gossling ***
1: Adrien,
Did you run a CarFax on the vehicle as requested to check for any accidents ?
Thanks

*** 03/23/2021 07:22:32 ***
Web - Note created on 03/23/2021 07:22:32 and created by Adrien Smith Jr.

Ran a carfax no accidents reported

*** Web - Advice created on 03/23/2021 13:20:32 and created by Jerry Gossling ***
1: Adrien,
Please follow the advanced driver assistance system than on front radar system.
Next scroll down to front radar & click on it. Next scroll down to repair procedure and click on it than check the radar angle per the information.
Thank you

*** 03/23/2021 16:15:01 ***
Web - Note created on 03/23/2021 16:15:00 and created by Adrien Smith Jr.

Ok i will do that and let you know the results. Just to let you know this has been a very common problem in l ke the past two weeks. We just got two more tellurides in today complaining of the same thing just seems weird they all randomly loose radar alignment.

*** Service Alert Escalated to CA as: 14064168 on 03/24/2021 01:07:03 (PST)

*** Web - Advice created on 03/24/2021 08:18:02 and created by Jerry Gossling ***
1: Thanks for the update.

*** 03/30/2021 05:26:18 ***
Web - Note created on 03/30/2021 05:26:18 and created by Adrien Smith Jr.

Adjusted radar angle and perform cal bration. Fixed issues. I cannot close case it wont let me select a component to close.

*** 03/30/2021 07:05:53 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
FCA Alignment.

*** 04/02/2021 07:00:21 ***
Case Number: [redacted] Reopen Requested by Martin Ceciliano.
Reason: [Customer states that the problem has returned and the Blind spot monitoring, Lane detection and Forward collision lights are flashing.
3rd time in for this concern. Scanned and found the following codes.
ABSESC C128302 Yaw rate and G sensor Signal
SCC C128381 Lateral G sensor/longitudinal G sensor/Yaw rate sensor signal error.
SCC C180581 LKAS CAN Signal error
MFC C164286 CAN Message failure Brakes
BCW C169381 ESC signal error
BCW C167181 Signal LAT_ACCEL or LONG_ACCEL or YAW_RATE or YL_PRES_STAT not valid

This is the 3rd time in for this concern. How would you l ke us to proceed??]

*** 04/02/2021 07:07:41 ***

Reopened with Sub Status of Working

*** Web - Advice created on 04/02/2021 07:12:25 and created by Jerry Gossling ***
1: Martin,
Any freeze frame data ?

*** 04/02/2021 07:13:04 ***
Inspection requested by Jerry
Request Code: TL-NY022-[redacted]4221
Request Details: Provide location details if activity will not take place at a Kia dealership. Vehicle currently at dealer. 3RD time in for concern.

*** Web - FTS Note created on 04/02/2021 07:22:06 and created by Peter Von Schwedler ***
I will be working this case remotely

*** Web - Advice created on 04/02/2021 07:50:19 and created by Jerry Gossling ***
1: Martin,
Any freeze frame data ?

*** Web - FTS Advice created on 04/02/2021 09:18:09 and created by Peter Von Schwedler ***
Adrien, do you have any freeze frame data?

Can you check the Lateral G rate sensor data with the vehicle on flat level surface?

Report your results

*** 04/03/2021 07:06:49 ***
Web - Note created on 04/03/2021 07:06:49 and created by Martin Ceciliano

There is no freeze frame data stored for any of these modules.
I took a recording of the G sensors.

*** 04/03/2021 07:06:50 ***
TELLURIDE(ON)_ABSESC_210403-100227.GSR added by Martin Ceciliano on 04/03/2021 07:06:50

*** Web - Advice created on 04/05/2021 04:39:20 and created by Jerry Gossling ***
1: Martin,
Please thoroughly check the pin fit tension at EE11, EM21 & MR11 with the appropriate pin fit tool per SST 062.
Thank you

*** Web - FTS Advice created on 04/05/2021 05:15:37 and created by Peter Von Schwedler ***
Martin, the last time the vehicle was in the SCC radar showed horizontal misalignment of -9.5 degrees.
Did you just recalibrate the radar or did you physically change the angle of the radar?

*** 04/05/2021 07:57:56 ***
Assigned to WIPBin default of Jerry Gossling by Rob Levy
Reason: Repeat Repair

*** 04/06/2021 04:50:59 ***
Web - Note created on 04/06/2021 04:50:59 and created by Martin Ceciliano

I inspected the pin fit in all three connectors and found no issues there. No damage to the male terminals and good drag in all the female terminals. The last time the vehicle was in I did have to change the angle of the radar module. I then found the vehicle's centerline and set up the target and so on...

*** Web - FTS Advice created on 04/06/2021 04:56:13 and created by Peter Von Schwedler ***
Martin, did you physically change the angle of the radar (Turn screws) or did you just recal brate the radar with the target?

*** 04/06/2021 05:34:02 ***
Web - Note created on 04/06/2021 05:34:01 and created by Martin Ceciliano

As I stated I did have to change the angle of the radar module. I didn't bend the bracket. I turned the adjustment screw.

*** Web - Advice created on 04/06/2021 08:10:53 and created by Jerry Gossling ***
1: Martin,
Was the following connectors check EE11, EM21 & MR11 as previously requested ?
Thank you

*** Web - FTS Advice created on 04/06/2021 10:05:01 and created by Peter Von Schwedler ***
Martin, thank you. Did you turn the screw before or after attempting to recalibrate?

*** 04/07/2021 09:20:32 ***
Web - Note created on 04/07/2021 09:20:32 and created by Martin Ceciliano

I did it by the book. In the order the shop manual said word for word, step by step. I do not recall right now the order that things went in but I did it by the

book!

*** Web - FTS Note created on 04/07/2021 10:55:17 and created by Peter Von Schwedler ***
Martin, I'm not questioning your process.
If the radar unit was showing -9.5 degrees horizontal and you were able to get it back to normal just by recalibrating then that indicates a bad radar, if you turned the screws and physically re-aimed and calibrated the radar then that indicates it was purely off angle and is now likely fixed.

*** 04/07/2021 15:52:49 ***
Web - Note created on 04/07/2021 15:52:49 and created by Martin Ceciliano

Ok... This is why I hate texting.
I wasn't angry or what not. I just don't remember that far back. I only turned an adjustment screw, not a mounting bolt. First or second..., I don't remember. It's in the shop manual.
My process is generally always by the book so there are no questions.
Kia likes to..., kick me in the balls with tiny technicalities so forgive me if I spell in a certain tone of voice.

*** Web - FTS Advice created on 04/08/2021 05:08:20 and created by Peter Von Schwedler ***
Martin, has the vehicle been driven since the recalibration and has the problem reoccurred?

*** 04/10/2021 11:52:06 ***
Web - Note created on 04/10/2021 11:52:06 and created by David Young

Yes the vehicle has been driven, and issue is returning

*** Web - Advice created on 04/12/2021 05:16:40 and created by Peter Von Schwedler ***
David, what codes are in the vehicle now?

*** 04/12/2021 15:37:19 ***
Web - Note created on 04/12/2021 15:37:19 and created by Martin Ceciliano

Peter. There is an issue here. The vehicle had as pile of codes stored in it, network and communication codes, probably left over from when I inspected those three connectors on the 6th so I can't accurately answer your question at the moment. I have since cleared them all and we have driven it about 20 miles so far. The issue has not returned yet. We will continue to drive it through out the day.

*** Web - FTS Advice created on 04/13/2021 04:52:33 and created by Peter Von Schwedler ***
Keep us informed.

*** 04/14/2021 18:21:48 ***
Web - Note created on 04/14/2021 18:21:48 and created by Martin Ceciliano

I drove the vehicle overnight for a total of 85 miles with no issues. No codes stored in any system.

*** Web - FTS Advice created on 04/15/2021 08:21:46 and created by Peter Von Schwedler ***
Martin, I am waiting for a response back from engineering.

*** Web - FTS Advice created on 04/15/2021 08:48:08 and created by Peter Von Schwedler ***
Martin, please release the vehicle back to the customer.
If the vehicle comes back, please do not perform any radar calibrations, just update this techline case.

*** Case has been auto closed by the system on 05/02/2021 01:14:59 (PST)

Attachments

TELLURIDE(ON)_ABSESC_210403-100227.GSR.GSR

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHCXMG[redacted] **Mileage:** 12,458 **Repair Date:** 03/05/2021

Prod Date: 09/09/2020 **Warranty Start Date:** 09/22/2020 **RO Number:** [redacted]

Port Options: CB, RBP, CF, TOF, SPL, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: LA047 Lakeshore KIA **Service District:** SW04

Phone: (985) 641-9595

Contact: jessie jesus abalos **Contact Title:** Dual Technician **Contact Phone:** (985) 640-1570

Case Details

Title: MIL - LKAS # C180581

Symptom: Lane Departure Inop

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 03/17/2021 14:52:16 ***
Contact = jessie jesus abalos, Priority = Standard, Sub Status = Dispatched

*** 03/17/2021 14:52:16 ***
Web - Problem Description created on 03/17/2021 14:52:16 and created by jessie jesus abalos

Vehivle has failure codes for smart cruise control system

*** 03/17/2021 14:52:17 ***
Web - Diagnostics created on 03/17/2021 14:52:17 and created by jessie jesus abalos

DTC c18081 showing active on the vehicle, vehicle has never been in an accident please advise on further action to be taken

*** Service Alert Escalated to CA as: 14053358 on 03/18/2021 01:07:07 (PST)

*** 03/18/2021 06:41:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/18/2021 06:46:59 and created by Jerry Gossling ***
1: Note,
You can start by performing the DTC troubleshooting and when done list the readings for review.
Review PITSTOP 470.

*** 03/22/2021 18:45:17 ***
Web - Note created on 03/22/2021 18:45:17 and created by jessie jesus abalos

customer will bring vehicle back on Wednesday and i will do all my troubleshooting and update you Jerry thanks

*** Web - Advice created on 03/23/2021 09:22:14 and created by Jerry Gossling ***
1: Thanks for the update.

*** Case has been auto closed by the system on 04/08/2021 01:11:41 (PST)
*** 05/05/2021 13:29:30 ***
Case Number: [redacted] Reopen Requested by jessie jesus abalos.
Reason: [cus returned vehicle with same problem code c180581]

*** 05/05/2021 13:31:28 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/05/2021 13:32:18 and created by Jerry Gossling ***
1: Jessie,
Did you ever follow my recommendation ?
>>You can start by performing the DTC troubleshooting and when done list the readings for review.
Review PITSTOP 470.<<

*** 05/05/2021 13:33:16 ***
Inspection requested by Jerry
Request Code: TL-LA047-[redacted]5521
Request Details: Provide location details if activity will not take place at a Kia dealership.
Due to time. I am still working the case.

*** Web - FTS Advice created on 05/05/2021 14:39:02 and created by Nick Bibeault ***
Hi Jessie. I'm the FTS that will be assisting you remotely for the time being.

I do see in E-reports the MFC is setting a C160649 - ECU Software Error. Please be sure you are performing an all module DTC scan each time you perform a fault code search and research the codes in KGIS.

Please refer to TSB ELE231 for DTC C160649. Before any work is done to the Multifunction camera, please take a screen shot of the variant coding so you have it. Thanks!

*** 05/05/2021 16:07:26 ***
Web - Note created on 05/05/2021 16:07:25 and created by jessie jesus abalos

hey nick i did a full search i will follow your advice thanks will update you tomorrow

*** 05/05/2021 16:26:39 ***
Web - Note created on 05/05/2021 16:26:39 and created by jessie jesus abalos

sorry i forgot to put that code in the case today and yes jerry i was going to follow your recommendation but customer took his vehicle jerry i informe you on 03/22/2021

*** Web - FTS Note created on 05/05/2021 16:41:54 and created by Nick Bibeault ***
Thanks Jessie. Keep us updated on the diagnostics and repairs. Thanks!

*** 05/05/2021 17:07:50 ***
Web - Note created on 05/05/2021 17:07:50 and created by jessie jesus abalos

nick i went over ps470 this is a 2021 TELLURIDE i was advice to open a case for new vehicles i checked for DTC and i did duplicate a problem and i opened a case i cannot help that the customer took the vehicle ,,, we are here as a team to work together--

*** Web - FTS Note created on 05/05/2021 17:11:42 and created by Nick Bibeault ***
I agree with you! Same team and same goal. Fix cars and make happy customers. Have a good evening! Thanks!

*** 05/06/2021 06:27:08 ***
Assigned to WIPBin default of Jerry Gossling by Rob Levy
Reason: Repeat Repair

*** Web - FTS Note created on 05/10/2021 08:09:31 and created by Nick Bibeault ***
Hi Jessie. Just looking for an update to the case when you get a chance. Thanks!

*** 05/12/2021 19:33:58 ***
Web - Note created on 05/12/2021 19:33:58 and created by jessie jesus abalos

sop camera just waiting on it sorry nick

*** Web - FTS Note created on 05/13/2021 07:34:19 and created by Nick Bibeault ***
Sounds good! Thanks Jessie.

*** Web - Advice created on 05/17/2021 09:58:35 and created by John Rehm ***
1: Technician called in camera replaced and all is working ok.
Tech wanted to apologize, for opening the case, he thought he needed to open a case for every new car.

*** 05/20/2021 04:49:42 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
MFC

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA27M7[redacted] **Mileage:** 3,120 **Repair Date:** 03/24/2021

Prod Date: 09/26/2020 **Warranty Start Date:** 04/17/2021 **RO Number:** [redacted]

Port Options: CF, CNF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WV003 Warner KIA **Service District:** SO05

Phone: (304) 422-3502

Contact: Willard Burdette **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: MIL - AEB # C162078

Symptom: Warning Light On

System: Cruise Control

Component: Instrument Cluster

Resolution: **Category:** Repair Assistance

Case History

*** 03/24/2021 13:01:54 ***
Contact = Willard Burdette, Priority = Standard, Sub Status = Dispatched

*** 03/24/2021 13:01:55 ***
Web - Problem Description created on 03/24/2021 13:01:54 and created by Willard Burdette

two different symptoms are happening: While driving, warning message pops up on the cluster- smart cruise disabled. The collision avoidance warning light appears on the top center of cluster. no codes are stored. the events come and go continually. The cruise does actually shut down.
This car did have the sa453 front camera logic upgrade completed. The events happened prior to the completion of the SA.
Based on the two situations we are not sure how the camera and radar interact regarding a correct repair.
Thanks

*** 03/24/2021 13:01:55 ***
Web - Diagnostics created on 03/24/2021 13:01:55 and created by Willard Burdette

dtc- no codes
windshield is clean and clear
test drive duplicated concern

*** 03/24/2021 15:12:22 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin PWA cases

*** Web - Advice created on 03/24/2021 15:27:50 and created by Juan Vazquez ***
1: Thank you for that information. Are you able to see live data on the (MFC / Lane Keep assist unit) and on the (SCC / Forward collision avoidance

unit)?

Please remove Ground GE01, clean paint and connector and properly reattach to verify good ground.

Remove and inspect the following connectors, for any water intrusion, corrosion, pin tension and harness for any damage including rodent.

connectors EE11, EM11, MR11, R15 and E98. If no problems found, apply stabilant, reconnect clear DTCs if any set and road test.

during the road test see if the MFC gets hot to the touch.
Do you

*** Case has been auto closed by the system on 04/09/2021 01:08:27 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC9LG[redacted]
Mileage: 42,607
Repair Date: 03/25/2021
Prod Date: 05/02/2019
Warranty Start Date: 05/20/2019
RO Number: [redacted]
Port Options: CN, WL, EH, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL010 Century KIA
Service District: SO14
Phone: (813) 872-0210
Contact: DAVID CUMMINS
Contact Title: Exclusive Kia Technician
Contact Phone: (813) 355-7416

Case Details

Title: Cruise control - Inop # SCC speed varies
Symptom: Improper Indication
System: Cruise Control
Component: Cruise Control Module
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

*** 03/25/2021 07:42:59 ***
Contact = DAVID CUMMINS, Priority = Standard, Sub Status = Dispatched

*** 03/25/2021 07:42:59 ***
Web - Problem Description created on 03/25/2021 07:42:59 and created by DAVID CUMMINS

Customer states while driving on the interstate with smart cruise control set vehicle will brake with nothing around and will decrease speed 5mpg and and then pick back up to set speed.

*** 03/25/2021 07:42:59 ***
Web - Diagnostics created on 03/25/2021 07:42:59 and created by DAVID CUMMINS

No DTC ,no damages, all original equipment. Local rest drive at slower speeds unable to duplicate concern

*** 03/25/2021 07:44:00 ***
Accepted, from Queue = Level 2 Restricted Dealers to WIPBin default-1

*** 03/25/2021 07:44:16 ***
Dispatched from WIPBin = default-1 to Queue TL_Sorento_Sportage_Telluride by David Ferger
Reason:

*** 03/25/2021 10:06:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/25/2021 10:28:15 and created by Brian Lall ***
1: Thanks for the information. If you cannot duplicate the concern and there are no related DTCs, please have the customer try to duplicate it for you. If the customer cannot duplicate it for you, then no repair can be advised at this time. Do not proceed until the concern is duplicated or a DTC is set. Thanks.

*** Web - FTS Note created on 04/07/2021 06:55:15 and created by Jeffrey Nelson ***
Hi David,
Please provide an update for this case. If assistance is no longer needed please close the case.

*** Web - Advice created on 04/08/2021 06:23:41 and created by Brian Lall ***
1: Have there been any updates to this vehicle. Please update the case and if it is no longer needed close it. Thanks.

*** Service Alert Escalated to CA as: 14095224 on 04/09/2021 01:04:54 (PST)

*** 04/12/2021 19:23:04 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: no repair

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF9MG[redacted] **Mileage:** 4,536 **Repair Date:** 03/27/2021

Prod Date: 02/02/2021 **Warranty Start Date:** 03/02/2021 **RO Number:** [redacted]

Port Options: CF, IL, EH1

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KS011 Shawnee Mission KIA **Service District:** CE05

Phone: (913) 384-9100

Contact: Jon Howell **Contact Title:** Service Manager **Contact Phone:** (816) 716-0066

Case Details

Title: Eng-Accelerates on own # cruise control would not shut off

Symptom: General Information

System: General Information

Component: Non System Related

Resolution: Normal Condition **Category:** Repair Assistance

Case History

*** 03/29/2021 12:05:19 ***
Contact = Jon Howell, Priority = Standard, Sub Status = Dispatched

*** 03/29/2021 12:05:19 ***
Web - Problem Description created on 03/29/2021 12:05:19 and created by Jon Howell

customer states that the vehicle swerved off the road while driving on the highway with cruise control set at 80mph. states the vehicle was damaged in the drivers rear during this
event. states that it was uncontrollably swerving back and forth like it was driving itself and would not slow down. Customer states unintended acceleration and cruise control
would not deactivate. Vehicle was towed here. Not touching vehicle until Kia comes out to inspect or states other wise. customer opened a case with consumer affairs. Customer
who brought vehicle in is Joseph Johnson, states he and his mother are on the title. Ladonna Ann Waggerman

*** 03/29/2021 12:05:20 ***
Web - Diagnostics created on 03/29/2021 12:05:19 and created by Jon Howell

None, vehicle is not being moved at this time

*** 03/29/2021 13:06:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 03/29/2021 13:12:22 and created by Chris Schang ***
1: Jon,

At minimum, can you please send photos of the customers vehicle damage? I have escalated this to Engineering and Consumer affairs. Please do not further address anything unless advised by CA or Techline. Thanks.

*** 03/29/2021 13:17:23 ***
PQ Escalation requested by Chris Schang
Request Code: GS-KS011-[redacted]32921
Request Details: Escalating due to customers claim. damage due to unintended acceleration and uncontrollable cruise operation.

*** Escalated to CA as: 14073004 on 03/30/2021 01:12:55 (PST)
*** 03/30/2021 10:17:11 ***
476375 #1.jpg added by Jon Howell on 03/30/2021 10:17:11

*** 03/30/2021 10:17:12 ***
476375 #2.jpg added by Jon Howell on 03/30/2021 10:17:12

*** 03/30/2021 10:17:12 ***
476375 #3.jpg added by Jon Howell on 03/30/2021 10:17:12

*** 03/30/2021 10:17:13 ***
476375 4.jpg added by Jon Howell on 03/30/2021 10:17:13

*** 03/30/2021 10:17:13 ***
476375 #5.jpg added by Jon Howell on 03/30/2021 10:17:13

*** 03/30/2021 10:17:13 ***
476375 # 6.jpg added by Jon Howell on 03/30/2021 10:17:13

*** Web - Advice created on 03/30/2021 10:40:01 and created by Chris Schang ***
1: Thank you for the photos Jon.

*** 04/01/2021 17:32:40 ***
Web - Note created on 04/01/2021 17:32:40 and created by Jon Howell

performing the form for the alleged unintended acceleration. Uploaded an emailed statement from the customer stating what exactly happened. I will send the other information
and let consumer affairs know.

*** 04/01/2021 17:32:41 ***
476375.pdf added by Jon Howell on 04/01/2021 17:32:41

*** 04/02/2021 06:27:01 ***
IMG_0446.MOV added by Kent Worden on 04/02/2021 06:26:52

*** 04/02/2021 06:27:08 ***
IMG_0447.MOV added by Kent Worden on 04/02/2021 06:27:02

*** 04/02/2021 06:27:16 ***
IMG_0448.MOV added by Kent Worden on 04/02/2021 06:27:08

*** Web - Advice created on 04/02/2021 07:07:09 and created by Chris Schang ***
1: Thank you John for all the information.
Let me know what consumer affairs updates you with.

*** 04/07/2021 06:07:53 ***
Web - Note created on 04/07/2021 06:07:53 and created by Jon Howell

Consumer affairs wants us to remove the ACU and send in for check out. I am guessing that is the black box..... with all data information? My only problem is they have not
specified where or who to send it to. Do you have any idea?

*** Web - Advice created on 04/07/2021 08:16:46 and created by Chris Schang ***
1: Jon,
Do you have the email of who sent the request? I could email them to determine where they were wanting the ACU sent.

*** 04/07/2021 08:37:43 ***
Web - Note created on 04/07/2021 08:37:43 and created by Jon Howell

rlind@kiausa.com
I have tried emailing and no response
his name in Ryan Lind

*** Web - Advice created on 04/07/2021 10:17:41 and created by Chris Schang ***
1: Jon,
Please send the ACU to:
Kia Motors America
Attn: jeff Stroup
111 Peters Canyon Road
Irvine, CA 92606

*** Service Alert Escalated to CA as: 14073004 on 04/08/2021 01:04:07 (PST)
*** Web - Advice created on 05/07/2021 09:11:05 and created by Tony Thomas ***
1: CA case states normal operation based on their investigation and the customer has picked up the vehicle on 04/27/2021.

*** 05/07/2021 09:11:50 ***
Case closed by Tony Thomas with Resolution Code : Normal Condition
[Resolution Summary]

Attachments

476375 #2.jpg.jpg, 476375 #3.jpg.jpg, 476375 # 6.jpg.jpg, 476375 #1.jpg.jpg, 476375 4.jpg.jpg, 476375 #5.jpg.jpg, 476375.pdf.pdf, IMG_0446.MOV.MOV, IMG_0447.MOV.MOV, IMG_0448.MOV.MOV

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J26MG[redacted] **Mileage:** 4,449 **Repair Date:** 03/29/2021

Prod Date: 10/10/2020 **Warranty Start Date:** 11/16/2020 **RO Number:** [redacted]

Port Options: CA, CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN042 Cumberland KIA **Service District:** SO09

Phone: (931) 526-5600

Contact: Bruce Miller **Contact Title:** Dual Technician **Contact Phone:** (615) 580-1512

Case Details

Title: MIL - AEB # C160C87 C163881 C160C87

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 03/29/2021 14:49:03 ***
Contact = Bruce Miller, Priority = Standard, Sub Status = Dispatched

*** 03/29/2021 14:49:03 ***
Web - Problem Description created on 03/29/2021 14:49:03 and created by Bruce Miller

foward collision warning lamp on. c160c87 c163881 and c160c87 found in ECU

*** 03/29/2021 14:49:04 ***
Web - Diagnostics created on 03/29/2021 14:49:04 and created by Bruce Miller

Perfomed power and ground check at connector E57 for smart cruise control unit. power was present at pin 6 and ground was good at pin 1. I have 1.5-1.2 volts at pin 2 and 0 volts at pin 3 for local can bus. Is this a normal reading for pin 3?

*** 03/29/2021 15:26:10 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 03/29/2021 15:31:12 and created by Jay Jurado ***
1: Please check to see if you have a good CAN signal at the MFC. Please also verify that there are no loose pin fit issues present at the MFC and front radar connectors. You may apply stabilant if needed. See if the codes still return afterwards. Thanks.

*** 04/02/2021 06:55:34 ***
Web - Note created on 04/02/2021 06:55:33 and created by Bruce Miller

I found the problem, pin 36 on connector EM11 behind the front bumper was found to be pushed out causing loss of local can high signal.

*** 04/02/2021 07:01:05 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: pin 36 on EM!! pushed out

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J29MG[redacted] **Mileage:** 5,386 **Repair Date:** 03/26/2021

Prod Date: 10/05/2020 **Warranty Start Date:** 10/19/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY112 Healey KIA **Service District:** EA04

Phone: (845) 565-7033

Contact: Joseph Martin **Contact Title:** Exclusive Kia Technician **Contact Phone:** (845) 476-4092

Case Details

Title: MIL - LKAS # C16B687 - C163808 - B100152

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Disconnected **Category:** Repair Assistance

Case History

*** 03/30/2021 10:15:45 ***
Contact = Joseph Martin, Priority = Standard, Sub Status = Dispatched

*** 03/30/2021 10:15:45 ***
Web - Problem Description created on 03/30/2021 10:15:45 and created by Joseph Martin

The vehicle smart cruise control is inop and the warning light is illuminated on the dashboard. Codes active in system are as listed, C16B687 CAN Time-out AEB, C163808 CAN Time-Out ACC/SCC, C16B687 CAN Time-Out FCA, and B100152 SCC Missing Error- without SCC unit or connector fault.

*** 03/30/2021 10:15:46 ***
Web - Diagnostics created on 03/30/2021 10:15:46 and created by Joseph Martin

The vehicle smart cruise control is inop and the warning light is illuminated on the dashboard. Codes active in system are as listed, C16B687 CAN Time-out AEB, C163808 CAN Time-Out ACC/SCC, C16B687 CAN Time-Out FCA, and B100152 SCC Missing Error- without SCC unit or connector fault.

*** 03/30/2021 11:40:27 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Everyday Cases

*** Web - Advice created on 03/30/2021 11:43:38 and created by Chris Schang ***
1: Joseph,
Please verify power and ground at the MFC and CAN high and low voltages. Thanks.

*** 03/30/2021 12:45:53 ***
Web - Note created on 03/30/2021 12:45:53 and created by Joseph Martin

Found the issue, the vehicle was in an accident and the customer did not reveal information to the advisor. Found the front radar was unplugged. Plugged the connector back in and performed the variant coding and drove vehicle testing out the SCC and the system worked properly. No further issues found and no other codes present.

*** Web - Advice created on 03/30/2021 14:23:54 and created by Chris Schang ***
1: Thanks Joseph,
Since the issue is no longer present please close the case at this time.

*** 03/31/2021 05:11:54 ***
Case Closed with Resolution Code: Disconnected
Resolution Summary: Vehicle had body work done after body shop installed all replaced parts they never plugged in the front radar.

*** 04/08/2021 10:13:20 ***
Reopened with Sub Status of Working

*** 04/08/2021 10:13:32 ***
Case closed by Chris Schang with Resolution Code : Disconnected
[Resolution Summary]
Vehicle had body work done after body shop installed all replaced parts they never plugged in the front radar.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC4LG[redacted] **Mileage:** 31,216 **Repair Date:** 03/25/2021

Prod Date: 10/15/2019 **Warranty Start Date:** 10/29/2019 **RO Number:** [redacted]

Port Options: MUG, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN027 Gossett KIA **Service District:** SO09

Phone: (901) 388-8989

Contact: Steve Leon **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - ABS/ESP # C164908 - C136081- B169787- U000100

Symptom: No CAN Communication

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 04/02/2021 08:34:54 ***
Contact = brandon wieland, Priority = Standard, Sub Status = Dispatched

*** 04/02/2021 08:34:54 ***
Web - Problem Description created on 04/02/2021 08:34:44 and created by brandon wieland

Absence c164908 can time out ecm for acc scc
Scc c136081 esp irreversible error
All warning lights for scc abs engine 4wd at ods airbag eps mfc bcw ibu-bcm ibu-smk ibu-tpms and icu lights flash on and off

*** 04/02/2021 08:34:55 ***
Web - Diagnostics created on 04/02/2021 08:34:44 and created by brandon wieland

dtc scan photo of dtc scan attached added a video of cluster showing lights flashing

*** 04/02/2021 08:35:14 ***
20210402_103255.mp4 added by brandon wieland on 04/02/2021 08:34:55

*** 04/02/2021 09:41:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/02/2021 09:55:09 and created by Jerry Gossling ***
1: Brandon,
Look for anything aftermarket connected to the electrical system that can interfere with the CAN system.

Next reference TSB electrical 133 (Found under 2016 Sorento) and use the ETM diagram for a 2020 Telluride.
Follow the TSB as it has very good information on checking the CAN resistance for all related CAN systems. Make sure to check the pin fit tension & condition of all CAN related connectors: MF11, MR11, EE11, EM21, MF21, EF11 & ICU-F.
Thank you

*** Case has been auto closed by the system on 04/18/2021 01:08:37 (PST)
*** 05/26/2021 09:05:27 ***
Case Number: [redacted] Reopen Requested by Steve Leon.
Reason: [Would you please reopen this case and change it over into my name. It has been reassigned to me now.]

*** 05/26/2021 09:07:47 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/26/2021 09:08:42 and created by Jerry Gossling ***
1: Look for anything aftermarket connected to the electrical system that can interfere with the CAN system.
Next reference TSB electrical 133 (Found under 2016 Sorento) and use the ETM diagram for a 2020 Telluride.
Follow the TSB as it has very good information on checking the CAN resistance for all related CAN systems. Make sure to check the pin fit tension & condition of all CAN related connectors: MF11, MR11, EE11, EM21, MF21, EF11 & ICU-F.
Thank you

*** Service Alert Escalated to CA as: 13948180 on 05/27/2021 01:05:57 (PST)
*** 06/01/2021 08:29:06 ***
Web - Note created on 06/01/2021 08:29:06 and created by Steve Leon

I found a large amount of corrosion at the electric oil pump connector. I tried to clean it up and added stabilant 22A but I am still getting a corrupted signal. I have ordered a replacement oil pump but there were none available in country. I will update when it arrives.

*** Web - Advice created on 06/01/2021 08:50:40 and created by Jerry Gossling ***
1: Steve,
What is the condition of the wire harness connector & pins ?

*** 06/01/2021 08:51:15 ***
Inspection requested by Jerry
Request Code: TL-TN027-[redacted]6121
Request Details: Provide location details if activity will not take place at a Kia dealership.
Due to time down. Vehicle is currently at the dealership.

*** 06/01/2021 09:20:50 ***
Web - Note created on 06/01/2021 09:20:50 and created by Steve Leon

the harness connector and the pump connector cleaned up pretty good.

*** Web - Advice created on 06/01/2021 09:43:30 and created by Jerry Gossling ***
1: Please provide very clear pictures of the wire harness connector.

*** 06/07/2021 12:25:17 ***
Web - Note created on 06/07/2021 12:25:16 and created by Steve Leon

I went back to take photos of the oil pump and connector and found that the corrosion was coming back (see photo). I ordered and replaced the electric oil pump and the battery harness. This seemed to clear up some of the CAN issues but I still have 4 active faults.

*** 06/07/2021 12:25:18 ***
1623093737042100618922810407801O.jpg added by Steve Leon on 06/07/2021 12:25:17

*** 06/07/2021 12:25:19 ***
1623093817560686064981198797699 3.jpg added by Steve Leon on 06/07/2021 12:25:18

*** Phone - Advice created on 06/07/2021 13:09:19 and created by Jerry Gossling ***
1: Steve called in to discuss the case & in the middle of the conversation the call was lost. Steve called back.
After thoroughly discussing the case, I requested to check the CAN system by following TSB electrical 133 (Found under a 2016 Sorento). List the all the CAN resistance for each CAN system.

Steve stated he found the P-CAN was at 120 ohms. I requested to monitor the P-CAN resistance reading & to disconnect the ECM and see if the reading stays at 120 ohms. If it does, I requested to check the actual P-CAN resistance at the ECM on connector E100-K between pins 60 & 77. Steve will provide the readings for review.

*** Web - FTS Advice created on 06/11/2021 08:33:43 and created by Christopher Cooley ***
Steve, do you have any updates?

*** 06/15/2021 08:31:04 ***
Web - Note created on 06/15/2021 08:31:04 and created by Steve Leon

The following modules have 120 ohms across the can. ESP, TCM, FPCM, PODS, ECM, & 4WD. The ICU has .6 - .9 K ohms, from. A/C control module 60 ohms, and the electronic oil pump inverter has 43.6 Kohms.

*** Web - Advice created on 06/15/2021 08:52:14 and created by Jerry Gossling ***
1: Steve called in & stated he found 0.6 to .9 K ohms with connector ICU-F connected on the P-CAN system.
I requested to review TSB electrical 133 and to provide all 3 readings of the CAN system as outlined in the TSB. But to use the ETM for this vehicle.

*** Web - Advice created on 06/18/2021 10:13:46 and created by Danielle Gaynair ***
spoke with SVCM let him know TL and FTS have some form of involvement with the dealer and keep running into communication struggles with Tech involved at dealer.

SVCM need FTS to be in direct communication with tech at dealer not through TL.

*** Web - FTS Advice created on 07/01/2021 07:06:09 and created by Christopher Cooley ***
I've been working over the phone with Steve. We found P-CAN and C-CAN both measured 120 ohms. While diagnosing P-CAN, we found that resistance changed to 60 ohms after manipulating JE02. C-CAN remained at 120 unless JE02 was manipulated and held in place. Steve reported that pin tension was good on all pins. JE02 shows a WRK part number and I advised him to replace it and report his results.

*** Web - FTS Advice created on 07/08/2021 10:19:09 and created by Christopher Cooley ***
Steve, do you have any updates?

*** Web - FTS Note created on 07/09/2021 08:17:56 and created by Christopher Cooley ***
Steve stated over the phone the connector has an ETA in October. He is going to attempt to repair the connections.

*** Web - FTS Advice created on 07/15/2021 08:48:17 and created by Christopher Cooley ***
Steve, do you have any updates?

*** Web - FTS Advice created on 07/19/2021 10:05:58 and created by Christopher Cooley ***
Steve, were you able to repair the connector?

*** Phone - Advice created on 07/19/2021 11:46:04 and created by Jerry Gossling ***
1: Steve,
I just tried to reach you by phone to see if the connector was repaired, but was sent to voice mail.
I need to know if the connector was repaired.

*** 07/20/2021 06:21:09 ***
Web - Note created on 07/20/2021 06:21:09 and created by Steve Leon

Sorry for the delay in updating case. The joint connector pigtail came in and I soldered it in, cleared all the faults, and reassembled the vehicle. I put about 30 miles on it with no reoccurring issues. We released the vehicle to the customer yesterday afternoon. Thank all of you at Tech Line and Christopher for all your help.

*** 07/20/2021 06:26:58 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Replaced joint connector JE01

Attachments

16173773543642855693371836776623.jpg.jpg, 20210402_103255.mp4.mp4, 162309373704210061892281040780l0.jpg.jpg, 16230938175606860649811987976993.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC0LG[redacted] **Mileage:** 6,075 **Repair Date:** 04/05/2021

Prod Date: 03/06/2020 **Warranty Start Date:** 03/21/2020 **RO Number:** [redacted]

Port Options: IL, SS, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA077 Hutchinson KIA **Service District:** SO06

Phone: (478) 757-0077

Contact: Louis Yates **Contact Title:** Technician Trainee **Contact Phone:** (478) 952-6588

Case Details

Title: MIL - Smart Cruise Control # C180581

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/05/2021 07:47:21 ***
Contact = Louis Yates, Priority = Standard, Sub Status = Dispatched

*** 04/05/2021 07:47:22 ***
Web - Problem Description created on 04/05/2021 07:47:21 and created by Louis Yates

when the telluride was brought in it had codes for multi function camera and smart cruise control and forward collision avoidance assit

*** 04/05/2021 07:47:22 ***
Web - Diagnostics created on 04/05/2021 07:47:22 and created by Louis Yates

pulled codes and that was the issue

*** 04/05/2021 09:23:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/05/2021 09:28:36 and created by Jerry Gossling ***
1: Louis,
Your information is vague. Did you replace the MFC ? as you stated that "was" the issue ? as in past tense.
Thanks

*** 04/05/2021 10:16:10 ***
Web - Note created on 04/05/2021 10:16:10 and created by Louis Yates

I mean it is acting up I haven't replaced it I need to start a pwa for our parts department so that I can order the parts because it is over $1,000 for both parts that is what is going on I meant to explain that before but I have been getting pulled around today I apologize for that misunderstanding

*** Web - Advice created on 04/05/2021 12:40:57 and created by Jerry Gossling ***
1: Louis,
Tech line does not provide PWA's for basic repairs. Tech line only provides PWA's for Engine. Automatic Transmission, HEV batteries and some campaign's.
If you are looking for authorization you will need to contact your DPSM.

Thank you

*** 04/05/2021 13:41:56 ***
Web - Note created on 04/05/2021 13:41:55 and created by Louis Yates

okay sorry for the confusion

*** Web - Advice created on 04/06/2021 06:02:19 and created by Jerry Gossling ***
1: Louis,
If you require Technical assistance, please let me know and if not please close the case.
Thank you

*** 04/19/2021 05:46:20 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: was in the wrong system for warranty

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP2DHC2MG[redacted]
Mileage: 3,548
Repair Date: 04/06/2021
Prod Date: 06/25/2020
Warranty Start Date: 07/23/2020
RO Number: [redacted]
Port Options: CF, CT, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY134 Yonkers KIA
Service District: EA05
Phone: (914) 337-3800
Contact: mohamed naanani
Contact Title: Exclusive Kia Technician
Contact Phone: (914) 920-1660

Case Details

Title: MIL - AEB # C180581 - C160649
Symptom: No CAN Communication
System: Body Electrical
Component: Front View Camera
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 04/07/2021 05:41:34 ***
Contact = mohamed naanani, Priority = Standard, Sub Status = Dispatched

*** 04/07/2021 05:41:35 ***
Web - Problem Description created on 04/07/2021 05:41:25 and created by mohamed naanani

customer state collision warning light on

*** 04/07/2021 05:41:35 ***
Web - Diagnostics created on 04/07/2021 05:41:25 and created by mohamed naanani

found codes SCC c180581 lkas can signal error
and MFS C160649 ecu software error
i try to calibrate front camera doesnt not take it
i think i need new camera please let me know thank you

*** 04/07/2021 08:12:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/07/2021 08:18:39 and created by Brian Lall ***
1: Please check the connections and the power and ground to the MFC. Then check the variant coding options in the MFC through S/W management and make sure they are correct for the vehicle equipment. Let me know what you find. Thanks.

*** 04/07/2021 11:11:04 ***
Web - Note created on 04/07/2021 11:11:04 and created by mohamed naanani

i check connection MFC it is good has power and ground i did variant coding doesn't work so we have one in stock i did install i did cal bration and drove vehicle about 10 mileage system ok
thank you for you help

*** Web - Advice created on 04/08/2021 09:34:04 and created by Brian Lall ***
1: Good Job. Since the vehicle has been repaired, I am closing the case.

*** 04/08/2021 09:36:34 ***
Case closed by Brian Lall with Resolution Code : Faulty Component
[Resolution Summary]
MFC

Attachments

1617799185579424790355.jpg.jpg, 16177992310181151267407.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA27M7[redacted] **Mileage:** 906 **Repair Date:** 04/07/2021

Prod Date: 11/23/2020 **Warranty Start Date:** 02/19/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX125 Southwest KIA Rr **Service District:** SW05

Phone: (512) 617-5000

Contact: Joseph Moreno **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C186286 - C163281

Symptom: Dash Lights Inop

System: Body Electrical

Component: MFC

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 04/07/2021 11:33:09 ***
Contact = Joseph Moreno, Priority = Standard, Sub Status = Dispatched

*** 04/07/2021 11:33:09 ***
Web - Problem Description created on 04/07/2021 11:33:09 and created by Joseph Moreno

Vehicle has history C163281 cluster switch invalid fail and C186286 Invalid signal of scc. When staring the vehicle it will display in cluster warning and then go back to normal.

*** 04/07/2021 11:33:10 ***
Web - Diagnostics created on 04/07/2021 11:33:10 and created by Joseph Moreno

Tried variant coding for the MFC and problem persist. Would you advise removing the front bumper and checking radar alignment?

*** 04/07/2021 14:52:33 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin PWA cases

*** Web - Advice created on 04/07/2021 15:27:21 and created by Juan Vazquez ***
1: Joseph, please inspect front radar for proper alignment. Is there any front end damage to this vehicle?

Remove ground GE01, clean paint and properly reattach.

Check connectors E98, EE11, EM11 for any damage, also check pin tension. If OK , apply stabilant before reconnecting.

Verify charging system is operating properly, and be sure the codes are cleared, and with the engine OFF perform a cap discharge by disconnecting battery and touching both cables together for at least 2 minutes to discharge capacitors and clear any false memory. road test and see if DTCs return.

*** Case Escalated to CA as: 14093080 on 04/08/2021 01:10:36 (PST)

*** 04/09/2021 11:48:01 ***
Web - Note created on 04/09/2021 11:48:01 and created by Joseph Moreno

When measure is the value suppose to be -2.7 degrees, am I

reading this right a kgis

*** Web - Advice created on 04/10/2021 15:33:41 and created by Juan Vazquez ***
1: Thank you for that information. Following KGIS > SHOP > Advanced Driver Assistance System (ADAS) > Front Raday System > Front radar Unit > Repair procedures. Follow instructions, install KDS and after you enter the last 2 digits in step 5, 2 follow KDS instructions.

If the final result is not -1° , follow KDS instructions for adjustment

NOTE: in this step KGIS show -2.7 deg. In your case you should follow screen instructions.

*** 04/20/2021 03:57:04 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: sd957-4 sd956-1 sd200-2 mfc C186286 inv scc sign - f radar C163281 cluster control switch fail query / C-CAN cluster to SCC

*** 06/02/2021 11:43:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/02/2021 11:43:47 and created by Steven Okimura ***
1: *** 06/02/2021 08:01:38 ***
Contact = Joseph Moreno, Priority = Standard, Sub Status = Dispatched

*** 06/02/2021 08:01:38 ***
Web - Problem Description created on 06/02/2021 08:01:38 and created by Joseph Moreno

History c163281 cluster control switch fail and c186286 invalid signal of scc.

*** 06/02/2021 08:01:39 ***
Web - Diagnostics created on 06/02/2021 08:01:39 and created by Joseph Moreno

This is the second time for this concern, first I realigned front radar due to being out of spec. Worked of awhile and now having the same concern. Uploaded data to compare to kgis for diag. Specs do not match kgis specs. Should I realign again?

*** 06/02/2021 08:02:26 ***
Screenshot_20210601-091331.jpg added by Joseph Moreno on 06/02/2021 08:02:26

*** 06/02/2021 08:02:27 ***
Screenshot_20210601-085619.jpg added by Joseph Moreno on 06/02/2021 08:02:26

*** 06/02/2021 11:39:34 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 06/02/2021 11:49:28 and created by Steven Okimura ***
1: Joseph, please inspect the radar for play, should be secure with no movement, inspect for impact marks. Are you able to duplicate the customers concern?

*** 06/04/2021 05:55:57 ***
iCloud Photos 052821.zip added by Joseph Moreno on 06/04/2021 05:55:34

*** 06/04/2021 05:58:28 ***
Web - Note created on 06/04/2021 05:58:28 and created by Joseph Moreno

uploaded custmer videos

*** 06/04/2021 05:58:42 ***
iCloud Photos 033121.zip added by Joseph Moreno on 06/04/2021 05:58:29

*** Web - Advice created on 06/04/2021 06:33:25 and created by Steven Okimura ***
1: Joseph, please inspect the radar for play, should be secure with no movement, inspect for impact marks. Are you able to duplicate the customers concern? If yes, try a good radar.

*** Service Alert Escalated to CA as: 14193872 on 06/05/2021 01:08:23 (PST)

*** 06/05/2021 06:12:13 ***
Web - Note created on 06/05/2021 06:12:12 and created by Joseph Moreno

We are able to duplicate concern, I will replace radar next

*** 06/05/2021 09:35:07 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: sd957-4 sd956-1 sd200-2 mfc C186286 inv scc sign - f radar C163281 cluster control switch fail query / C-CAN cluster to SCC

Attachments

iCloud Photos 052821.zip.zip, iCloud Photos 033121.zip.zip

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC9LG[redacted] **Mileage:** 24,011 **Repair Date:** 04/09/2021

Prod Date: 03/12/2020 **Warranty Start Date:** 04/18/2020 **RO Number:** [redacted]

Port Options: MUG, CF, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH087 Ken Ganley KIA **Service District:** CE02

Phone: (330) 721-9500

Contact: Bradley Gostlin **Contact Title:** Shop Foreman **Contact Phone:** (330) 696-5599

Case Details

Title: ElecSys General-Smart Cruise # AEB early activation

Symptom: Improper Indication

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/09/2021 05:23:26 ***
Contact = Bradley Gostlin, Priority = Standard, Sub Status = Dispatched

*** 04/09/2021 05:23:26 ***
Web - Problem Description created on 04/09/2021 05:22:58 and created by Bradley Gostlin

ACTIVE CRUISE CONTROL NOT BEHAVING PROPERLY. CAR WILL NOT SLOW DOWN TO MAINTAIN PROPER DISTANCE WITH CAR DIRECTLY IN FRONT IN SAME LANE, BUT WILL SLOW DOWN WHEN THERE IS A CAR IN ADJACENT LANE TO LEFT.

*** 04/09/2021 05:23:26 ***
Web - Diagnostics created on 04/09/2021 05:22:58 and created by Bradley Gostlin

VERIFIED CONDITION.. NO ERROR CODES PRESENT. NO COLLISION DAMAGE. ALIGNMENT OK.NO AFTERMARKET DEVICES PRESENT TO GIVE RADIO INTERFERENCE. PERFORMED CALIBRATION ON BOTH CAMERA AND FRONT RADAR. STILL DOES SAME THING.PLEASE ADVISE. I SAW PREVIOUS CASE FROM ANOTHER DEALER AND NOW THEY ARE HERE

*** 04/09/2021 08:23:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Phone - Advice created on 04/09/2021 08:40:12 and created by Jerry Gossling ***
1: I called Bradley to discuss the case.
The customer's vehicle was applying the AEB system when a vehicle was adjacent to the left, but was not slowing the customer's vehicle down when approaching a vehicle from the front.
I requested snapshots of all the SCC & AEB data.

*** 04/12/2021 05:35:52 ***
20210412_081522.jpg added by Bradley Gostlin on 04/12/2021 05:35:52

*** 04/12/2021 05:35:53 ***
20210412_081529.jpg added by Bradley Gostlin on 04/12/2021 05:35:53

*** 04/12/2021 05:35:54 ***
20210412_081541.jpg added by Bradley Gostlin on 04/12/2021 05:35:53

*** 04/12/2021 05:35:54 ***
20210412_081551.jpg added by Bradley Gostlin on 04/12/2021 05:35:54

*** 04/12/2021 05:35:55 ***
20210412_081611.jpg added by Bradley Gostlin on 04/12/2021 05:35:55

*** 04/12/2021 05:35:56 ***
TELLURIDE(ON)_20210412_081228.jpg added by Bradley Gostlin on 04/12/2021 05:35:55

*** 04/12/2021 05:40:36 ***
TELLURIDE(ON)_20210412_083700.jpg added by Bradley Gostlin on 04/12/2021 05:40:35

*** Case [redacted] is sent on 4/12/2021 8:59:32 by Jerry Gossling

To: JGossling@Kiausa.com

Cc:

Title: Tech line case # [redacted]

*** Web - Advice created on 04/12/2021 09:05:03 and created by Jerry Gossling ***
1: Bradley,
The case was sent to the engineer for review.
Thank you

*** Phone - Advice created on 04/12/2021 10:11:33 and created by Jerry Gossling ***
1: I called Bradley to discuss the case.
The complaint only occurs with the Smart cruise control is activated.
The SCC radar was cal brated and the screenshots provided were after the calibration was performed.
I requested to order a new SCC radar, but not to install it until advised to do so. The engineer will advise me when he wants the new radar installed & I will inform Bradley.

*** 04/12/2021 11:11:19 ***
Web - Note created on 04/12/2021 11:11:19 and created by Bradley Gostlin

BE ADVISED WE HAVE A RADAR UNIT ON HAND AND ARE STANDING BY.

*** Web - Advice created on 04/12/2021 13:57:33 and created by Jerry Gossling ***
1: Thank you Bradley.
I will update you once I hear back from the engineer.

*** Web - Advice created on 04/13/2021 11:49:36 and created by Jerry Gossling ***
1: Bradley,
I have been advised by the engineer for you to replace the SCC module.
NOTE, provide screenshots of SCC data when you have finished and confirmed the repair.
NOTE, the engineer is going to be requesting the SCC radar back so make sure its stored in a safe place. Make sure to inform the part's manager of how important it is to ship the module back to us. The shipping information will be provided.
I will also need the tracking number after the module has been shipped.
Thank you

*** Web - Advice created on 04/13/2021 12:06:35 and created by Jerry Gossling ***
1: Bradley,
Please review the attached document for the parts return request by the engineer.
Make sure to include a copy of the repair order with the return part.
Thank you

*** 04/14/2021 07:22:35 ***
Web - Note created on 04/14/2021 07:22:35 and created by Bradley Gostlin

Replaced front radar and performed cal bration procedure and is now working properly. Thanks for your help in this matter

*** 04/14/2021 07:22:36 ***
TELLURIDE(ON)_20210414_085619.jpg added by Bradley Gostlin on 04/14/2021 07:22:35

*** 04/14/2021 07:25:56 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replace front radar

*** 04/26/2021 14:56:13 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/26/2021 14:57:57 and created by Frank Lusic ***
1: Brad , the engineer is telling me that he never received the old unit back, was it sent out ? if so what is the tracking number, , ? this is very important please respond ASAP

*** 04/27/2021 11:49:39 ***
Web - Note created on 04/27/2021 11:49:38 and created by Bradley Gostlin

LOOKED INTO IT AND PARTS HAD NEVER RECEIVED REQUEST FOR RETURN. PART PHYSICALLY STILL HERE. NOTIFIED PARTS MANAGER AND COMPONENT WAS SENT FED EX
TRACKING # 7735 6333 2717

*** 04/27/2021 11:50:54 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replace front radar

Attachments

20210412_081522.jpg.jpg, 20210412_081529.jpg.jpg, 20210412_081541.jpg.jpg, 20210412_081551.jpg.jpg, 20210412_081611.jpg.jpg, TELLURIDE(ON)_20210412_081228.jpg.jpg, TELLURIDE(ON)_20210412_083700.jpg.jpg, Field Personnel Warranty Part Release Credit Template (OH087 Front Radar).pdf, TELLURIDE(ON)_20210414_085619.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC0MG[redacted] **Mileage:** 8,482 **Repair Date:** 04/09/2021

Prod Date: 07/24/2020 **Warranty Start Date:** 11/13/2020 **RO Number:** [redacted]

Port Options: WL, CT, RBP, CN, CF, SKD

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ082 Major KIA of Sussex **Service District:** EA12

Phone: (973) 300-0003

Contact: Jeffrey LaSALA **Contact Title:** Fixed Operations Director **Contact Phone:** (973) 647-5414

Case Details

Title: Eng-Accelerates on own # MIL - SRS # B134800 - B134900 - C163281 - C186286

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: No Problem Found **Category:** Repair Assistance

Case History

*** 04/09/2021 06:14:52 ***
Contact = Paul Schmidt, Priority = Standard, Sub Status = Dispatched

*** 04/09/2021 06:14:53 ***
Web - Problem Description created on 04/09/2021 06:14:53 and created by Paul Schmidt

Customer states while driving all the lights started flashing on the dash, the vehicle accelerated for a little by itself, and they smelled a burning smell.

*** 04/09/2021 06:14:53 ***
Web - Diagnostics created on 04/09/2021 06:14:53 and created by Paul Schmidt

I scanned the vehicle and found code B1349, B1348, C163281, and C186286. I have smelled the burning smell they described but the airbag light is on. I haven't noticed and damage to any harness or connector. I'm just not sure what might tie all the systems together because everything happened at the same time.

*** 04/09/2021 09:45:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/09/2021 09:54:02 and created by Jerry Gossling ***
1: Paul,
Please don't attempt any repairs at this time. Find out from the customer if the smart cruise control was on at the time the unintended acceleration occurred.
Provide any stored freeze frame data and look for any aftermarket devices including floor mats.

>>>Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** Web - Advice created on 04/09/2021 10:07:50 and created by Jerry Gossling ***
1: Paul,
Please review and follow the listed information. Thank you
For vehicles equipped with electronic throttle control:
1. Interview the customer to get a detailed description of the concern (how, when, how often, driving conditions, road conditions, weather, special circumstances).
2. Perform an inspection of the driver's floor area. Check above and under the floor mat for objects that may come into contact with the accelerator pedal or interfere with its motion. Take a picture showing the general area and, if any suspect objects are found, take detail pictures of the objects, and then remove the objects. A single, genuine Kia floor mat is acceptable when positioned correctly and free of damage.
3. Perform a physical inspection of the accelerator pedal, APS connector, and brake pedal. Also, check the stop lamp switch (and brake travel sensor, if applicable) for proper adjustment and function.
4. Perform a physical inspection of the throttle body, throttle plate, TPS connector, and the general engine room condition. For electric and hybrid vehicles, check the condition of high-voltage cables.
If the condition is cruise control related, check all cruise control switch functions electrically and mechanically for proper smooth operation.

2: 6. If the vehicle has over 20,000 miles on the odometer, check the throttle body and plate for carbon or other buildup that may affect performance. If required, clean following the latest TSB.
7. Scan for DTCs in all modules and save screenshots of the results.
8. Perform GDS throttle actuation test and note the results (if applicable).
9. Set up the flight recorder (VCI and trigger module) or use the GDS to begin recording Current Data in the ECU module. Then, ride in the 2nd row right or center seat while the customer drives the vehicle 10 miles under the same conditions as they experienced the concern. Observe the customer's foot actions during the drive. If necessary, perform a more thorough test drive to try to duplicate the concern
without the customer's presence. If the concern is duplicated, stop and save the recording approximately 1 minute after the concern occurs.
10. Check operation of smart pedal (if applicable).
11. Contact KMA Consumer Affairs with the inspection results to get instructions on how to handle the customer.

*** 04/09/2021 12:50:11 ***
Web - Note created on 04/09/2021 12:50:11 and created by Jeffrey LaSALA

Can you advise on setup of VCI or Trigger module pairing instructions? We have searched KGIS and Fixed OPs tab with no luck other than the old GDS instructions. Thank you!

*** Web - Advice created on 04/09/2021 12:55:11 and created by Jerry Gossling ***
1: Jeffrey,
From Kgis go to the quick links on the left side of the screen. Next scroll down to Tech Videos and click on it. Next click on special Service Tools than scroll down to Vid066 Tech Basic : VCI flight recording.

*** 04/12/2021 04:43:26 ***
Web - Note created on 04/12/2021 04:43:26 and created by Jeffrey LaSALA

Here is customer description:

Driving on the highway about 60-65 mph
cruise control lights started flashing on and off
then let off the gas pedal. Once pressure was let off the gas pedal
the car intermittently accelerated with the gas pedal not being touched
or the cruise control on or set. Applied pressure to the brake pedal vehicle
continued to accelerate till a lot more pressure was applied to the
brake pedal. Seconds later the horn started going crazy for about
30-45 seconds. Weather conditions were dry, 50's, and a normal early spring morning
on route 84.

*** Web - Advice created on 04/12/2021 08:33:34 and created by Jerry Gossling ***
1: Paul,
Did you perform the provided inspection ?
Thank you

*** 04/13/2021 05:50:20 ***
Web - Note created on 04/13/2021 05:50:19 and created by Paul Schmidt

I will begin the inspection in just a few moments I'm sorry I've been a little tied up with other tickets recently.

*** 04/13/2021 07:02:18 ***
Web - Note created on 04/13/2021 07:02:18 and created by Paul Schmidt

Upon inspection I found an aftermarket weather mat on top of the kia floor mat and have uploaded pictures of it. The accelerator pedal and brake pedal and switch are all operating normally physically and by observing data on KDS. The throttle plate is also clean and functions properly. One thing I did notice is that the right side controls on the steering wheel for the cruise control don't work at all. It doesn't let you scroll through anything on the cluster either I have loaded a video of this too. I have to drive a good distance to get to a 60-65 mph road so I can't duplicate the driving conditions at this time to get a flight recording but you can see in the video that the issue is happening currently.

*** 04/13/2021 07:02:46 ***
20210413_095743.mp4 added by Paul Schmidt on 04/13/2021 07:02:19

*** 04/13/2021 07:02:49 ***
20210413_090311.jpg added by Paul Schmidt on 04/13/2021 07:02:47

*** 04/13/2021 07:02:51 ***
20210413_090341.jpg added by Paul Schmidt on 04/13/2021 07:02:50

*** Web - Advice created on 04/13/2021 09:01:39 and created by Jerry Gossling ***
1: Paul,
Thank you for the information. I would like to know if anyone in service has spoken to Consumer Affairs yet.
Thank you

*** 04/14/2021 07:08:25 ***
Web - Note created on 04/14/2021 07:08:25 and created by Jeffrey LaSALA

Jerry,

We have not reached out to them yet as we were awaiting more information as to the issue. The customer is in a loaner and has not been "hostile" in any way.... yet.

*** Web - Advice created on 04/14/2021 11:55:54 and created by Jerry Gossling ***
1: Jeffrey,
Consumer Affairs should be reaching out to you.
thank you

*** 04/19/2021 12:33:55 ***
Web - Note created on 04/19/2021 12:33:54 and created by Jeffrey LaSALA

CA has called customer and us, where do we stand on repairs?

*** Service Alert Escalated to CA as: 14095301 on 04/20/2021 01:05:59 (PST)
*** Web - Advice created on 04/20/2021 07:30:42 and created by Jerry Gossling ***
1: Jeffrey,
What did consumer affairs state to do ?

*** 04/21/2021 08:06:00 ***
Web - Note created on 04/21/2021 08:06:00 and created by Jeffrey LaSALA

They stated to wait for further instructions from tech line.

*** Web - Advice created on 04/21/2021 09:57:23 and created by Jerry Gossling ***
1: Paul,
Consumer affairs needs release the vehicle and advise on how to proceed.
This is the normal process. Did Consumer affairs state they were releasing the vehicle for repair.
Thanks

*** 04/21/2021 11:04:06 ***
Web - Note created on 04/21/2021 11:04:06 and created by Jeffrey LaSALA

Yes they sent an email that Service Manager was CC'd on stating released for repairs

*** Web - Advice created on 04/21/2021 11:48:01 and created by Jerry Gossling ***
1: Paul,
I recommend to thoroughly inspect the cruise control buttons, steering wheel wire harness & clock spring for any chaffed or damaged wires or indication of overheated wires.
Thank you

*** 04/24/2021 08:45:30 ***
Web - Note created on 04/24/2021 08:45:30 and created by Paul Schmidt

I took the steering wheel and column apart and I can't see anything visually wrong. No burnt connections on the steering wheel controls, clock spring, or the column harness. There's no chafing wires and everything looks as it should.

*** Web - Advice created on 04/26/2021 04:57:28 and created by Jerry Gossling ***
1: Paul,
Do any of the components have a burning smell ?
Thanks

*** 04/26/2021 07:15:22 ***
Web - Note created on 04/26/2021 07:15:22 and created by Paul Schmidt

I couldn't smell any burnt smell on the wheel, clock spring, or column area. I even had another tech here take a sniff and he didn't smell anything either.

*** Web - Advice created on 04/26/2021 09:45:51 and created by Jerry Gossling ***
1: Paul,
Perform the cruise control switch test provided in the shop manual and when done provide detail results/Readings for review.
Thank you

*** 04/27/2021 13:06:47 ***
Web - Note created on 04/27/2021 13:06:47 and created by Paul Schmidt

I tested the cruise control switch in all the positions and it appears everything is fine with the switch. I loaded a picture of my results for review.

*** 04/27/2021 13:06:49 ***
161955385501557609400880989557781.jpg added by Paul Schmidt on 04/27/2021 13:06:48

*** Web - Advice created on 04/28/2021 04:56:31 and created by Jerry Gossling ***
1: Paul,
Please perform the same test again, but this time use pins 21 & 23 at connector M08 at the cluster assembly. NOTE, during the test move the steering wheel back & forth to see if the reading drops out or change.
Thank you

*** 05/01/2021 06:20:03 ***
Web - Note created on 05/01/2021 06:20:03 and created by Paul Schmidt

I preformed the same test at connector M08 at pins 21 +23. The one thing I noticed is that when no buttons are pushed it has a constant reading of 110.97 ohms. Also when cruise on/off is pushed or SCC following distance control the readings are in ohms and not kilo ohms. Also turning the wheel while holding the buttons has no affect on the readings. I loaded a picture with my results.

*** 05/01/2021 06:20:06 ***
161987511880119156827685983380 1.jpg added by Paul Schmidt on 05/01/2021 06:20:04

*** 05/01/2021 06:50:02 ***
Inspection requested by Jerry
Request Code: TL-NJ082-[redacted]5121
Request Details: Provide location details if activity will not take place at a Kia dealership.
Due to time down.

*** Web - Advice created on 05/01/2021 07:00:39 and created by Jerry Gossling ***
1: Paul,
Please perform the test again, but this time use pins 6 & 7 at M01-C wire harness side. if the readings are normal than reconnect the connector redo the test at M01-R pins 6 & 7.
Note make sue the BATTERY IS DISCONNECTED.
Thank you

*** Web - FTS Note created on 05/03/2021 05:20:34 and created by Daniel Lundgren ***
FTS request has been received and is being reviewed.

FTS will work with you over the phone and through TL case.

*** Web - FTS Advice created on 05/03/2021 08:05:50 and created by Daniel Lundgren ***
Paul - Thanks for taking the call. The last scan for codes I can see is from 4/13. Lets scan all modules and get a VDN.

The pins you are checking contains a voltage drop circuit. we can go over this when you call back. Thanks
.

*** 05/03/2021 09:07:59 ***
Web - Note created on 05/03/2021 09:07:59 and created by Paul Schmidt

I figured I'd update the case before calling in so I can load up my results. I tested connector M01-C and all the results came out fine. I then tested connector M01-R and the results came out all messed up just like when I tested the cluster connector M08. With these results I'm guessing something is happening in the clock spring? I have the cluster and most of the steering wheel taken apart at the moment so I'll need to assemble everything to get another scan and VDN.

*** 05/03/2021 09:08:04 ***
162005784270053877636210340679 65.jpg added by Paul Schmidt on 05/03/2021 09:08:01

*** 05/03/2021 09:08:08 ***
162005792258648175192170053899 89.jpg added by Paul Schmidt on 05/03/2021 09:08:05

*** Web - Advice created on 05/03/2021 10:08:59 and created by Jerry Gossling ***
1: Paul,
This looks like the clock spring to me.
Thanks

*** Web - FTS Advice created on 05/03/2021 13:32:24 and created by Daniel Lundgren ***
Paul Thanks for the call. You found no short in the clock spring assembly form the M38 to any wire in the M01. Based on the prior results lets order the assembly. Thanks

*** Web - FTS Advice created on 05/04/2021 07:14:00 and created by Daniel Lundgren ***
Paul, Thanks for taking the call - You installed the coil spring and the MIL and DTCs cleared. (prior they came on every time).

Now our are investigating an issue with the horn not working - this was also a prior concern.

*** 05/04/2021 10:04:05 ***
Web - Note created on 05/04/2021 10:04:05 and created by Paul Schmidt

I replaced the clock spring and that solved all issues except for the horns not working. I bench tested both horns and found them both burnt out. I have ordered both horns and will update the case again as soon as I get them.

*** Web - FTS Advice created on 05/04/2021 10:25:01 and created by Daniel Lundgren ***
Paul, Thanks for taking the call. Lets check the horn circuit. See if we have power there now and if not lets hit the horn a few times and monitor the results.

*** Web - FTS Advice created on 05/06/2021 12:38:03 and created by Daniel Lundgren ***
Paul Thanks for the text update. The vehicle was driven 35 miles with no problems. Lets drive it one more night and touch base with me in the morning. Thanks

*** Web - FTS Summary created on 05/07/2021 06:52:48 and created by Daniel Lundgren ***
Paul - thanks for your text. You drove the vehicle 22 more miles while operating horn / SCC with no problems / no MIL or DTCs setting. The clock spring repaired the vehicle. Let release the vehicle.

*** 05/11/2021 13:26:13 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: NCA Reviewed

*** 06/05/2021 08:51:31 ***
Case Number: [redacted] Reopen Requested by Jeffrey LaSALA.
Reason: [CUSTOMER STATES CAR SELF ACCELERATED AGAIN. WE SCANNED WITH KDS, NO CODES PRESENT OR STORED. SHOULD WE PROCEED WITH NCS CHECK LIST?]

*** 06/07/2021 04:45:13 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/07/2021 04:51:44 and created by Jerry Gossling ***
1: Jeffrey,
Yes perform the check list again. I have NCA review the case again so don't perform any repairs until Consumer affairs states to do so.
Thanks

*** 06/07/2021 05:08:50 ***
Web - Note created on 06/07/2021 05:08:49 and created by Jeffrey LaSALA

I will have Paul perform the NCA check list this afternoon and upload the results as soon as he has completed it. Thanks Jerry.

*** Web - Advice created on 06/07/2021 09:23:49 and created by Jerry Gossling ***
1: Thank you

*** 06/08/2021 05:09:42 ***
Web - Note created on 06/08/2021 05:09:42 and created by Paul Schmidt

I went through the list and checked out the vehicle yesterday and have not found anything wrong yet. There is no aftermarket floor mats installed, throttle body functions properly and is clean, and I haven't noticed anything else out of place or malfunctioning. I drove around for awhile with a flight recording but nothing has happened yet. The customer said they were driving at about 70mph when the issue occurred and our dealership is not close to any highway for me to reach those speeds so I'm only driving local at about 50mph max. I also loaded a picture of the driver's floor mat.

*** 06/08/2021 05:09:46 ***
20210607_122734.jpg added by Paul Schmidt on 06/08/2021 05:09:44

*** Web - Advice created on 06/08/2021 06:42:02 and created by Jerry Gossling ***
1: Paul,
Thank you for the information.
Please let me know when Consumer Affairs contacts you on how to proceed.

*** 06/08/2021 11:30:12 ***
RICCIARDI2020.jpg added by Jeffrey LaSALA on 06/08/2021 11:30:12

*** 06/08/2021 11:30:52 ***
Web - Note created on 06/08/2021 11:30:52 and created by Jeffrey LaSALA

Dan/Jerry,

I uploaded the picture the customer sent prior to the car being brought back in.

*** Phone - Advice created on 06/08/2021 12:31:09 and created by Jerry Gossling ***
1: Jeffrey,
I just tried to reach you by phone, but unfortunately there was no answer.

I recommend to turn the steering wheel back & fourth while pressing on the Cruise control on button and the horn pad to see if the horn or Cruise button ever fails to function.

*** 06/08/2021 13:11:37 ***
Web - Note created on 06/08/2021 13:11:37 and created by Jeffrey LaSALA

Jerry,

We will try that and update you.

*** Web - Advice created on 06/08/2021 13:59:48 and created by Jerry Gossling ***
1: Thanks for the update.

*** 06/10/2021 12:46:16 ***
Case Closed with Resolution Code: No Problem Found
Resolution Summary: NCA Reviewed

*** 07/14/2021 06:45:10 ***
Reopened with Sub Status of Working

*** 07/14/2021 06:47:07 ***
Case closed by Jerry Gossling with Resolution Code : No Problem Found
[Resolution Summary]
NCA Reviewed

*** 07/14/2021 06:59:00 ***
Reopened with Sub Status of Working

*** 07/14/2021 07:00:31 ***
Case closed by Jerry Gossling with Resolution Code : No Problem Found
[Resolution Summary]
NCA Reviewed

Attachments

20210413_095743.mp4.mp4, 20210413_090311.jpg.jpg, 20210413_090341.jpg.jpg, 161955385501557609400880989557781.jpg.jpg, 161987511880119156827685983380 1.jpg.jpg, 162005784270053877636210340679 65.jpg.jpg, 162005792258648175192170053899 89.jpg.jpg, 20210607_122734.jpg.jpg, RICCIARDI2020.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC2LG[redacted] **Mileage:** 24,163 **Repair Date:** 04/09/2021

Prod Date: 03/14/2019 **Warranty Start Date:** 04/10/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY068 Vision KIA **Service District:** EA11

Phone: (585) 249-9000

Contact: Taz Cooper **Contact Title:** Exclusive Kia Technician **Contact Phone:** (585) 472-3203

Case Details

Title: MIL - LKAS # C16B687 CAN timeout AEB (MFC)

Symptom: Programming (General)

System: Brakes

Component: AEB

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 04/09/2021 06:34:38 ***
Contact = Taz Cooper, Priority = Standard, Sub Status = Dispatched

*** 04/09/2021 06:34:39 ***
Web - Problem Description created on 04/09/2021 06:34:39 and created by Taz Cooper

intermittent issue with SCC radar.
check forward collision light on dash illuminated.
calibrated front radar and message went away for a day then came back on.
radar was replaced but wont take calibration.
all measurments and guidelines followed to calibrate.

*** 04/09/2021 06:34:39 ***
Web - Diagnostics created on 04/09/2021 06:34:39 and created by Taz Cooper

tried calibration the new radar, tire pressures verified, tried diffrent areas of the shop in hopes that ground level or lighting wasent effecting calibration.

adjusted front radar set screw multiple times. got horizantal angle to change but cannot get the verticle angle to adjust.

after adjusting set screw, got horizantal angle to change, but still recieved - "alignment failed" message.

checked for codes and tried to run it through calibration again, without making any adjustments - came up as 0.00 without another adjustment being done.. not sure why the measurements are so random, change without adjustment and wont calibrate.

*** 04/09/2021 10:08:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/09/2021 10:15:23 and created by Tony Thomas ***
1: See if you have C2 drive mode cal bration option on the KDS. Drive Mode calibration allows the radar sensor to be adjusted on the road. First, set up the vehicle as shown on KDS. Then, start the Drive Mode cal bration routine. Drive on a straight road with metallic reflectors (such as guard rails) with vehicle speed above 40 mph. Monitor the AEB/SCC data list during the cal bration process and do not turn the vehicle off until the process is complete.

*** Service Alert Escalated to CA as: 14097122 on 04/10/2021 01:06:31 (PST)

*** 04/13/2021 05:14:12 ***
Web - Note created on 04/13/2021 05:14:12 and created by Taz Cooper

There is nothing available for the drive mode calibration.
I have done that test in the past.
Sorry

*** Web - Advice created on 04/13/2021 06:17:06 and created by Tony Thomas ***
1: Verify the vehicle has not been in an accident and the bracket bent. Verify you are using the bubble gauge to align the new radar module and perform a full DTC search with the KDS connected to the Internet, push the eReport button on the bottom right of the home screen, a new window will open displaying the latest VDN information that has been transferred.

*** Case has been auto closed by the system on 04/29/2021 01:16:49 (PST)
*** 10/21/2021 06:24:08 ***
Case Number: [redacted] Reopen Requested by Taz Cooper.
Reason: [Connector to MFC previously found bad. Wiggle test failed and ceiling harness was replaced. Previous codes are gone. After test drive, code c16b687 comes on intermittently and then goes away on its own within seconds of coming on. Variant coding was preformed to the MFC and SCC modules before test drive, i preformed the calibration drive test for the MFC. I have preformed the wiring test that pertains to that code. All wiring tested good, my results are as follows:
SCC connector pins 2 & 3 to chassis ground, ignition on & off - infinite
SCC pin 2 to MFC pin 11 - 0.0 resistance - ign off
SCC pin 3 to MFC Lcan l - 0.0 resistance - ign off
MFC pin 12 & pin 4 to chassis ground - ignition on - infinite.
MFC pin 12 to SCC pin 4 - 0.0 resistance
MFC pin 4 to SCC pin 5 - 0.0 resistance]

*** 10/21/2021 06:35:44 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/21/2021 06:47:14 and created by Tony Thomas ***
1: Disconnect E51 SCC module connector and install tee connector between the harness and module. Power the vehicle on and check local CAN voltage on pins 2 and 3 with a DVOM. Next, graph the CAN lines high and low for a good signal on both wires. Check for damaged pins in MR11, EM21, and EE11 for this concern.

*** Case has been auto closed by the system on 11/05/2021 08:33:20 (PST)
*** 11/08/2021 08:32:32 ***
Case Number: [redacted] Reopen Requested by Taz Cooper.
Reason: [This case was closed due to inactivity, i am going through t connectors and will continue this testing now that i have more time.]

*** 11/08/2021 08:38:51 ***
Reopened with Sub Status of Working

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC5MG[redacted] **Mileage:** 6,653 **Repair Date:** 04/12/2021

Prod Date: 09/17/2020 **Warranty Start Date:** 11/28/2020 **RO Number:** [redacted]

Port Options: WL, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KY001 The KIA Store - Elizabethtown **Service District:** CE03

Phone: (270) 737-0005

Contact: joseph gallagher **Contact Title:** Exclusive Kia Technician **Contact Phone:** (270) 501-2582

Case Details

Title: ElecSys General-AEB # early activation

Symptom: General Information

System: Cruise Control

Component: Brake Switch

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/12/2021 12:53:55 ***
Contact = joseph gallagher, Priority = Standard, Sub Status = Dispatched

*** 04/12/2021 12:53:56 ***
Web - Problem Description created on 04/12/2021 12:19:03 and created by joseph gallagher

vehicle applies brakes when driving through town while passing stopped vehicles

*** 04/12/2021 12:53:56 ***
Web - Diagnostics created on 04/12/2021 12:19:03 and created by joseph gallagher

ran full vdn, no codes. test drove vehicle in town at low speeds while passing stopped vehicles seems like vehicle applies brake but feels more like transmission is grabbing hard because the vehicle weight doesn't shift like when applying brake pedal. while at highway speeds, set cruise control vehicle will not slow down when approaching another vehicle from rear unless you resume cruise behind a vehicle and it will maintain distance. no collision warning at anytime while driving.

*** 04/13/2021 06:03:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/13/2021 06:11:36 and created by Frank Lusic ***
1: Hello Joseph
1, closely inspect the front radar unit for impact damage , attach pictures if this area,
2, take screen shots of all of the radar unit data , attach them to this case

*** Web - Advice created on 04/13/2021 06:12:05 and created by Frank Lusic ***
1: also call me when you get a chance

*** 04/15/2021 10:35:12 ***
7EE5B617-A239-4595-AFB7-9F7CAC2AB245.jpeg added by joseph gallagher on 04/15/2021 10:35:11

*** 04/15/2021 10:35:13 ***
B415F8BB-E8DC-455A-9293-F29F45683E83.jpeg added by joseph gallagher on 04/15/2021 10:35:12

*** 04/15/2021 10:35:13 ***
C5332A6A-AE3A-4C36-97B1-118A39B37271.jpeg added by joseph gallagher on 04/15/2021 10:35:13

*** Web - Advice created on 04/15/2021 10:48:55 and created by John Nguyen ***
1: Tech called in while Frank was on break. Tech stated he will try calling again later.

*** Web - Advice created on 04/15/2021 11:49:30 and created by Frank Lusic ***
1: Joseph called in ,
He said that the system was calibrated and the concern is still occurring
I asked for him to attach SCC data to this case

*** 04/15/2021 12:02:49 ***
Web - Note created on 04/15/2021 12:02:48 and created by joseph gallagher

Attached requested added

*** 04/15/2021 12:02:50 ***
image.jpg added by joseph gallagher on 04/15/2021 12:02:49

*** 04/15/2021 12:02:50 ***
2A8020B8-2F85-47AE-B03E-8A370EA263CE.jpeg added by joseph gallagher on 04/15/2021 12:02:50

*** 04/15/2021 12:06:45 ***
Web - Note created on 04/15/2021 12:06:44 and created by joseph gallagher

Previous visit vehicle scc radar system was at -11 before adjusting

*** Web - Advice created on 04/15/2021 12:29:15 and created by Frank Lusic ***
1: Joseph The engineer needs a screen shot of all of the SCC data not just the vertical angle

*** 04/15/2021 13:30:01 ***
Web - Note created on 04/15/2021 13:30:01 and created by joseph gallagher

Roger.

*** 04/15/2021 13:30:02 ***
A9208309-26A4-45CA-A740-22A85FFFBDCE.jpeg added by joseph gallagher on 04/15/2021 13:30:02

*** 04/15/2021 13:30:03 ***
6A4DE57C-19B6-449B-9636-7BFC066358D7.jpeg added by joseph gallagher on 04/15/2021 13:30:03

*** Web - Advice created on 04/15/2021 14:03:20 and created by Frank Lusic ***
1: I called Joseph
I asked that
1, the radar unit be replaced at the request of the engineer
2, the old radar unit will be sent back using the attached form in this case along with a copy of the RO
3, retest for the concern

*** 04/27/2021 13:57:09 ***
Web - Note created on 04/27/2021 13:57:09 and created by joseph gallagher

Still have not received radar unit. Customer is in rental the store is paying for. Was wondering if there is any update

*** Web - Advice created on 04/27/2021 14:14:16 and created by Frank Lusic ***
1: did you order the radar unit ? we are not sending it to you,
if you have not ordered it order it and replace it ASAP

*** 04/28/2021 07:27:45 ***
Web - Note created on 04/28/2021 07:27:45 and created by joseph gallagher

Ordered this morning. Already have one on order for another telluride that has been waiting 3 weeks for part

*** Web - Advice created on 04/28/2021 07:57:17 and created by Frank Lusic ***
1: Thanks for the update

*** 05/06/2021 10:08:55 ***

Web - Note created on 05/06/2021 10:08:54 and created by joseph gallagher

Replaced front radar assembly, reset variant coding. Set alignment test drove system operating properly. Parts has old one with sheet for return part to address given.

*** Web - Advice created on 05/06/2021 10:18:20 and created by Frank Lusic ***
1: Thank you let me know the tracking number when you have it , Thank you

*** Service Alert Escalated to CA as: 14144908 on 05/07/2021 01:07:32 (PST)

*** 05/26/2021 17:43:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced forward collision assembly and recalibrated

Attachments

7EE5B617-A239-4595-AFB7-9F7CAC2AB245.jpeg.jpeg, B415F8BB-E8DC-455A-9293-F29F45683E83.jpeg.jpeg, C5332A6A-AE3A-4C36-97B1-118A39B37271.jpeg.jpeg, image.jpg.jpg, 2A8020B8-2F85-47AE-B03E-8A370EA263CE.jpeg.jpeg, Field Personnel Warranty Part Release Credit Template (Front Radar).pdf, A9208309-26A4-45CA-A740-22A85FFFBDCE.jpeg.jpeg, 6A4DE57C-19B6-449B-9636-7BFC066358D7.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC1LG[redacted] **Mileage:** 8,345 **Repair Date:** 04/14/2021

Prod Date: 06/03/2020 **Warranty Start Date:** 06/13/2020 **RO Number:** [redacted]

Port Options: CF, WL, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA013 Dulles KIA **Service District:** SO11

Phone: (703) 777-7077

Contact: JOSHUA BELLAMY **Contact Title:** Dual Technician **Contact Phone:** (571) 992-6572

Case Details

Title: MIL - LKAS # C180581 - C160649

Symptom: General Information

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/15/2021 10:42:59 ***
Contact = JOSHUA BELLAMY, Priority = Standard, Sub Status = Dispatched

*** 04/15/2021 10:43:00 ***
Web - Problem Description created on 04/15/2021 10:42:59 and created by JOSHUA BELLAMY

Customer came in with c160649 and c180581 codes for mfc and scc. I checked all connectors and wiring and was unable to find any issues.

*** 04/15/2021 10:43:00 ***
Web - Diagnostics created on 04/15/2021 10:43:00 and created by JOSHUA BELLAMY

Pulled DTCs and checked all wiring and connectors for affected components.

*** 04/15/2021 14:20:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/15/2021 14:25:25 and created by Greg Phillips ***
1: I would check the intermediate connector on this as well. MR11. I believe it's going to be be in the a pillar. Make sure there is no corrosion or pin fit issues. Make sure nobody had recently changed the windshield as well.

*** 04/20/2021 05:24:36 ***
Web - Note created on 04/20/2021 05:24:36 and created by JOSHUA BELLAMY

I checked all wires and connectors for issues couldn't find any loose pins in connectors or corrosion anywhere and the windshield is still from the factory.

*** Web - Advice created on 04/20/2021 05:49:06 and created by Greg Phillips ***
1: Please see ELE231.

*** Case has been auto closed by the system on 05/06/2021 01:12:46 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC8MG[redacted]
Mileage: 7,806
Repair Date: 04/14/2021
Prod Date: 09/11/2020
Warranty Start Date: 10/10/2020
RO Number: [redacted]
Port Options: CTS, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA233 Valley KIA
Service District: WE06
Phone: (909) 350-2700
Contact: Nelson Castellon
Contact Title: Exclusive Kia Technician
Contact Phone: (190) 930-0276

Case Details

Title: MIL - LKAS # C174686
Symptom: Lane Departure Inop
System: Body Electrical
Component: Front View Camera
Resolution: Manufacturing Defect
Category: Repair Assistance

Case History

*** 04/16/2021 08:50:24 ***
Contact = Nelson Castellon, Priority = Standard, Sub Status = Dispatched

*** 04/16/2021 08:50:24 ***
Web - Problem Description created on 04/16/2021 08:44:15 and created by Nelson Castellon

i install part order by diffrent tech
front camera

*** 04/16/2021 08:50:24 ***
Web - Diagnostics created on 04/16/2021 08:44:15 and created by Nelson Castellon

when perform variant coding after did sptac calibration pass and now i get code MFC C174686 HDA coding active code
i go back to variant coding and get communication error

*** 04/16/2021 12:26:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/16/2021 12:30:19 and created by Steven Okimura ***
1: Go into variant coding and check the HDA value to disable. If still having issues, plug in the original camera and take a picture of the variant code value and make sure the new camera values are identical.

*** 04/16/2021 13:17:00 ***

Web - Note created on 04/16/2021 13:17:00 and created by Nelson Castellon

i try going back on variant coding and get a communication error message

*** Web - Advice created on 04/16/2021 15:16:08 and created by Steven Okimura ***
1: Did you have this code with the original MFC? Did you compare with the original MFC? Or have an identical Telluride?

*** 04/22/2021 10:29:49 ***
Web - Note created on 04/22/2021 10:29:49 and created by Nelson Castellon

First code C160649
AFTER VARIANT CODING GET C174686
I will ad picture

*** 04/22/2021 10:29:51 ***
161911233605682270l614.jpg added by Nelson Castellon on 04/22/2021 10:29:50

*** 04/22/2021 10:29:52 ***
1619112364747l723326915.jpg added by Nelson Castellon on 04/22/2021 10:29:51

*** 04/22/2021 10:29:52 ***
161911240629261847861 5.jpg added by Nelson Castellon on 04/22/2021 10:29:52

*** 04/22/2021 10:29:53 ***
1619112476521144087742 9.jpg added by Nelson Castellon on 04/22/2021 10:29:53

*** Web - Advice created on 04/22/2021 11:33:01 and created by Steven Okimura ***
1: Select HBA under HBA option
Select HAD under HDA option

*** Phone - Advice created on 04/29/2021 08:53:14 and created by Steven Okimura ***
1: Nelson called in stating with matching variant code values the new camera continues to set a C174686, the original camera does not. Based on the original C160649, refer to TSB ELE231 since the new camera continues to set a code even with proper variant code values.

*** Service Alert Escalated to CA as: 14132620 on 04/30/2021 01:06:54 (PST)

*** 04/30/2021 07:17:49 ***
Web - Note created on 04/30/2021 07:17:49 and created by Nelson Castellon

we replace camera and all working good

*** 04/30/2021 07:19:14 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: replace camera

Attachments

161911233605682270l614.jpg.jpg, 1619112364747l723326915.jpg.jpg, 161911240629261847861 5.jpg.jpg, 1619112476521144087742 9.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC9LG[redacted] **Mileage:** 42,605 **Repair Date:** 04/12/2021

Prod Date: 05/14/2019 **Warranty Start Date:** 05/26/2019 **RO Number:** [redacted]

Port Options: CN, WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL018 Coral Springs KIA **Service District:** SO02

Phone: (954) 755-7400

Contact: Tom Pinto **Contact Title:** Maintenance Technician **Contact Phone:**

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Warning Light On

System: Cruise Control

Component: Instrument Cluster

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 04/17/2021 05:26:28 ***
Contact = Tom Pinto, Priority = Standard, Sub Status = Dispatched

*** 04/17/2021 05:26:29 ***
Web - Problem Description created on 04/17/2021 05:19:06 and created by Tom Pinto

Forward collision warning system light comes on intermittently and smart cruise control will not operate

*** 04/17/2021 05:26:29 ***
Web - Diagnostics created on 04/17/2021 05:19:07 and created by Tom Pinto

KDS shows no DTC are stored in system . road test with smart cruise control on and shows indicator on cluster but will not brake with vehicle in front .

*** 04/18/2021 20:40:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/18/2021 20:46:19 and created by Eric Patterson ***
1: So you are advising the smart cruise control is not working and there are no DTC's?

Lets not check the braking does cruise control work and will it follow a vehicle?

Please confirm there are no previous accidents or damage at all to the front bumper.

*** 04/20/2021 05:20:52 ***
Web - Note created on 04/20/2021 05:20:52 and created by Tom Pinto

yes cruise control is operating but will not indicate vehicle in front . no signs of damage and no DTC'S are stored .

*** Web - Advice created on 04/20/2021 09:30:14 and created by Eric Patterson ***
1: Looks like we need to check mechanical alignment of the sensor. First please add a screenshot of the SCC sensor data to the Case, The see if the sensor is bent down or up or look at the underside of the front bumper and see if there is any damage that could have changed the angle of the sensor. Sounds like its not at a 90 deg angle

*** 04/20/2021 12:01:09 ***
Web - Note created on 04/20/2021 12:01:09 and created by Tom Pinto

removed front bumper to inspect and found sensor bracket bent down and no signs of damage to sensor . realign and test system and operating to factory design.

*** Web - Advice created on 04/20/2021 13:37:27 and created by Eric Patterson ***
1: Perfect, This should be CP. Thank you for the update, that's what it sounded like to me.

Thank you for the Update
2: I could use some 5's on a survey if you have a chance Thank you Tom. Have a great week, Glad I could assist

*** 04/20/2021 14:47:43 ***
Web - Note created on 04/20/2021 14:47:42 and created by Tom Pinto

thanks for the information have a good day.

*** 04/20/2021 14:48:28 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: Radar sensor bracket Bent Re adjusted and system worked OK after adjustment and repair

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC9MG[redacted] **Mileage:** 1,388 **Repair Date:** 04/19/2021

Prod Date: 03/05/2021 **Warranty Start Date:** 03/24/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH080 Capital KIA **Service District:** CE12

Phone: (614) 522-2800

Contact: BENJAMIN DOWNARD Sr. **Contact Title:** Exclusive Kia Technician **Contact Phone:** (614) 619-1120

Case Details

Title: ElecSys General-AEB # warning light on

Symptom: General Information

System: Body Electrical

Component: LDWS

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/19/2021 07:41:05 ***
Contact = BENJAMIN DOWNARD Sr., Priority = Standard, Sub Status = Dispatched

*** 04/19/2021 07:41:05 ***
Web - Problem Description created on 04/19/2021 07:38:24 and created by BENJAMIN DOWNARD Sr.

CUSTOMER STATES THE FORWARDS COLLISION ISNT WORKING. no smart cruise as well

*** 04/19/2021 07:41:06 ***
Web - Diagnostics created on 04/19/2021 07:38:24 and created by BENJAMIN DOWNARD Sr.

pulled vehicle into shop and found there to be a message on cluster saying radar is blocked. Scanned for dtcs and did not find any at the time. The forward collision warning light is on currently

*** 04/19/2021 09:12:23 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/19/2021 09:20:19 and created by Frank Lusic ***
1: Hello Benjamin
The Radar blocked message is usually due to the radar unit vertical adjustment not set correctly, this could be due to an impact (bent bracket or core support) or just not set correctly initially , this measurement is checked by using a digital tilt meter, or the radar unit blocked, Attach a picture of the area in front of the radar unit, If not then perform the calibration procedures in the SHOP information , Then attach a screen shot of the SCC radar data

*** Case Escalated to CA as: 14113408 on 04/20/2021 01:11:48 (PST)

*** 04/20/2021 13:47:08 ***
image.jpg added by BENJAMIN DOWNARD Sr. on 04/20/2021 13:47:07

*** Web - Advice created on 04/20/2021 14:00:00 and created by Frank Lusic ***
1: Ben called in , I asked him to perform the system calibration , following the shop information and instructions , then retest for the concern

*** Web - Advice created on 04/23/2021 08:34:27 and created by Frank Lusic ***
1: Ben called in , he is having issues with calibrating the system , it is stopping at the last step , it seems to be having issues with the target, I asked for anything in the back ground, and there was none, he did say the windshield was dirty , I asked him to clean the windshield and try the cal bration procedure again

*** 04/23/2021 13:37:11 ***
Web - Note created on 04/23/2021 13:37:11 and created by BENJAMIN DOWNARD Sr.

So after cleaning the windshield and installing the bumper the vehicle is still not letting me calibrate the radar. I have tried numerous times and still have not gotten any results the step by step procedure on kgis isnt valid there is no c1 or c2. The customer has now called multiple times today about his vehicle. There is only one dtc now but the radar is not calibrating off the reflector.

*** Web - Advice created on 04/23/2021 14:23:30 and created by Frank Lusic ***
1: Thanks for trying, please replace the radar unit and try again

*** Web - Advice created on 04/29/2021 14:35:29 and created by Frank Lusic ***
1: Ben called in and he said that after the radar unit was replaced the calibration of the radar unit still would not go through , I asked about the targets back grounds and lighting and and there does not seem to be any external interferences ,

I told him that I would request the FTS to contact him for assistance

*** 04/29/2021 14:36:24 ***
Inspection requested by Frank
Request Code: TL-OH080-[redacted]42921
Request Details: Provide location details if activity will not take place at a Kia dealership. due to time down and repair attempts, the tech cannot calibrate the radar system

*** Web - FTS Advice created on 04/30/2021 11:50:03 and created by David Pilotto ***
Ben, This is David Pilotto, I am the FTS for the central region, This case has been escalated to me for my assistance. Due to COVID-19 travel restrictions I will be assisting through this techline case and over the phone.

Thanks for discussing the case with me yesterday.

We got the new SCC module to variant code and attempted to adapt it using the reflector but it would not adapt.

Ben based on the picture you shared with me (attached) we need to set up the reflector as outlined in KGIS. when it is set up the weight should not be on it. also you should not have any vehicles in the area.

You have my # give me a call if you are having issues after setting the reflector up

Thanks
Dave

*** Web - FTS Summary created on 05/19/2021 11:30:39 and created by David Pilotto ***
I spoke with Ben, He is reporting this vehicle is repaired after performing variant coding and performing SCC cal bration.

Ben, Nice work.
Please close the case when you get a chance.

*** Web - Advice created on 05/19/2021 11:53:41 and created by Frank Lusic ***
1: I will close the case

*** 05/19/2021 11:53:44 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Attachments

image.jpg.jpg, on scc set up.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J22MG[redacted] **Mileage:** 1,509 **Repair Date:** 04/16/2021

Prod Date: 11/25/2020 **Warranty Start Date:** 02/27/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SD006 Billion KIA of Rapid City **Service District:** CE10

Phone: (605) 342-2886

Contact: DONALD GRANT **Contact Title:** Exclusive Kia Technician **Contact Phone:** (605) 545-5145

Case Details

Title: ElecSys General-Smart Cruise # conditions not met

Symptom: Warning Light On

System: Cruise Control

Component: Instrument Cluster

Resolution: Out of Pos/Alignment **Category:** Quality Review

Case History

*** 04/19/2021 08:31:11 ***
Contact = DONALD GRANT, Priority = Standard, Sub Status = Dispatched

*** 04/19/2021 08:31:11 ***
Web - Problem Description created on 04/19/2021 08:11:02 and created by DONALD GRANT

Customer brought vehicle in with two issues. #1 "Smart cruise control conditions not met" Would display on cluster at times when trying to set cruise control. #2 When cruise control is set "forward collision warning" Would display on cluster and autonomous emergency braking would activate.

*** 04/19/2021 08:31:11 ***
Web - Diagnostics created on 04/19/2021 08:21:02 and created by DONALD GRANT

I first checked for code in the vehicle and there were none. I test drove the vehicle and was able the duplicate then concern. The autonomous emergency braking would only activate when following another vehicle with smart cruise on. I returned to the shop and began to inspect vehicle and I noticed the licence plate and frame would not sit flat against the bracket. I removed the front plate and frame and test drove vehicle again and the issue was gone. What I have determined, Because of the design of the plate braket and the placement of the screw holes for the plate being so close to the edge of the bracket, If these screws are over tightened this will pull the bottom of the plate out away from the bracket and the radar sensor in lower grille will detect the plate. I remove the licence plate frame and attched plate making sure plate sits flat and test drove again. All systems function as they should.

*** 04/19/2021 10:41:32 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 04/19/2021 10:57:27 and created by Brian Lall ***

1: Good job. Thanks for letting me know what you found. Since the vehicle is now working as designed, I am closing the case.

*** 04/19/2021 10:58:30 ***
Case closed by Brian Lall with Resolution Code : Out of Pos/Alignment
[Resolution Summary]
front license plate

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 CARNIVAL **Engine:** 3.5L V6 GDI **Model Code:**

VIN: KNDNC5H32N6[redacted] **Mileage:** 100 **Repair Date:** 04/19/2021

Prod Date: 01/21/2021 **Warranty Start Date:** 05/02/2021 **RO Number:** [redacted]

Port Options: CF8, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA015 Jerry Smith KIA **Service District:** WE08

Phone: (360) 707-2468

Contact: Keary Corsette **Contact Title:** Technician Trainee **Contact Phone:** (907) 723-0597

Case Details

Title: MIL - ABS/ESP # C165687 C184087 P007000

Symptom: Warning Light On

System: Body Electrical

Component: BCM

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 04/19/2021 16:19:41 ***
Contact = Keary Corsette, Priority = Standard, Sub Status = Dispatched

*** 04/19/2021 16:19:41 ***
Web - Problem Description created on 04/19/2021 16:11:14 and created by Keary Corsette

Several warning lights on

*** 04/19/2021 16:19:42 ***
Web - Diagnostics created on 04/19/2021 16:11:14 and created by Keary Corsette

Scanned all systems for codes, U015500 CAN Communication Error with Cluster. U016400 Can Communication BUS with FATC (Timeout). P007000 Ambient Air Temperature Sensor Circuit. C165687 CAN Signal Error - Cluster. C16B887 FCA Communication Error. C163887 SCC/FCA Communication Error. C183787 CAN Signal Error BCA/BCW. C184087 Communication Error- RR_C_RDR.B261700 Cluster Airbag Warning Lamp CAN Message Timeout.C162887 CAN Time-Out Cluster. & C161E00 E-CAN Bus OFF (E-CAN Bus OFF Error) all Active Codes. Inspected all fuses, none blown. Where should I start

*** 04/20/2021 08:12:20 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin Default

*** Web - Advice created on 04/20/2021 08:15:24 and created by John Nguyen ***
1: Keary, please double check for proper pin fitment at the SCC radar module and the instrument cluster. Please inspect for any possible evidence of rodent damage as well along these harnesses.
2: Please graph the CAN network connection and add a screenshot of the waveform.

*** Web - Advice created on 04/20/2021 13:24:47 and created by John Nguyen ***
1: Please also inspect for any wire chafing at the bracket on the left side of the dash inside of the cabin or anywhere alongside the dash harness.

*** 04/20/2021 15:00:41 ***
Web - Note created on 04/20/2021 15:00:41 and created by Keary Corsette

John. Thanks for that last advice, You're right about the wiring behind the dash. I started following the harness with my hand up behind the cluster area when all the warning dinging sounds went away, I'd Say the issue is in that area. Cleared all codes & rescanned, no codes returned. My service manager tells me I'm unable to start disassembling the vehicle to pin point the problem at this time. Will update you when I can. Thanks again for the help

*** Web - Advice created on 04/20/2021 17:23:19 and created by John Nguyen ***
1: Keary, that is a great find. Please attach detailed pictures of the wire damage and note it's location in the vehicle for documentation. Can the wires be repaired?

*** Web - Advice created on 04/29/2021 10:26:32 and created by Steven Okimura ***
1: Please update the status of this case, thank you.

*** 04/30/2021 07:37:33 ***
Web - Note created on 04/30/2021 07:37:33 and created by Keary Corsette

Still waiting for it to be scheduled for tear down

*** Web - Advice created on 04/30/2021 10:22:42 and created by John Nguyen ***
1: Keary, thank you for the update.

*** 05/03/2021 14:35:39 ***
Web - Note created on 05/03/2021 14:35:39 and created by Keary Corsette

Today I was finally able to bring vehicle in for disassembly. Inspected all connections of cluster, integrated central control unit, p.c.m/t.c.m & any other connectors. all connectors pin tension is good. Inspected dash wiring harness for any chafing or damage, none found. Attempted to wiggle all wires & connectors to get warning lights to return but was unsuccessful. Do I reassemble the dash and road test to make sure lights don't return before shipping it

*** Web - Advice created on 05/03/2021 16:24:41 and created by John Nguyen ***
1: Keary, are you able to clear the DTC's to verify if they immediately return or not?

*** 05/04/2021 08:04:35 ***
Web - Note created on 05/04/2021 08:04:35 and created by Keary Corsette

John, back on the 20th after you mentioned checking the dash harness & I ran my hand along the wiring harness behind the dash & all the warning chimes stopped I stated that I was able to clear the codes without them returning. Some how when I did that whatever communication issues it had went away.

*** Web - Advice created on 05/04/2021 08:41:57 and created by John Nguyen ***
1: Keary, please ensure there is no damage to the cover of the wiring harness and ensure it is properly secured in its clips.

*** Web - Advice created on 05/05/2021 09:45:13 and created by Steven Okimura ***
1: Is this vehicle still at your dealer or released back to the customer?

*** 05/05/2021 11:23:37 ***
Web - Note created on 05/05/2021 11:23:37 and created by Keary Corsette

John, no there wasn't any damage to the harness & yes it was secured properly. It was a lot car that I'm told just got sold

*** Web - Advice created on 05/05/2021 16:04:44 and created by John Nguyen ***
1: Keary, if no damage was done to the harness, it is properly secured in it's clips and the DTC's are no longer present I would recommend to release the vehicle back to the customer. I will go ahead and close this case for you. Have a good day.

*** 05/05/2021 16:05:02 ***
Case closed by John Nguyen with Resolution Code : Improper Adjustment
[Resolution Summary]
Tech resecured dash wire harness.

*** 07/13/2021 09:24:51 ***
Reopened with Sub Status of Working

*** 07/13/2021 09:25:46 ***
Case closed by John Nguyen with Resolution Code : Improper Adjustment
[Resolution Summary]
Tech resecured dash wire harness.

*** 07/14/2021 07:41:53 ***
Reopened with Sub Status of Working

*** 07/14/2021 07:41:59 ***
Case closed by John Nguyen with Resolution Code : Improper Adjustment
[Resolution Summary]
Tech resecured dash wire harness.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHCXMG[redacted] **Mileage:** 2,947 **Repair Date:** 04/19/2021

Prod Date: 08/05/2020 **Warranty Start Date:** 08/29/2020 **RO Number:** [redacted]

Port Options: CO, TOF, CB, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN046 Parkside KIA **Service District:** SO13

Phone: (865) 531-4000

Contact: Shaun Carter **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - Smart Cruise Control # C136081 C186286 C150113

Symptom: Improper Indication

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/20/2021 08:25:04 ***
Contact = Shaun Carter, Priority = Standard, Sub Status = Dispatched

*** 04/20/2021 08:25:05 ***
Web - Problem Description created on 04/20/2021 08:25:05 and created by Shaun Carter

COSTUMER STATES SCC DOESNT WORK

*** 04/20/2021 08:25:05 ***
Web - Diagnostics created on 04/20/2021 08:25:05 and created by Shaun Carter

ROAD TESTED VEHICLE TURNED ON SCC, SCC WOULD COME ON, THEN GO OFF AND STATE ON CLUSTER THAT CONDITIONS FOR SCC NOT MET. AFTER GETTING BACK TO SHOP. DID A FULL SYSTEM SCAN AND HAD 2 ACTIVE CODES. 1 WAS FOR ABSESC C150113 SWITCH FAILURE, AND THE SECOND ACTIVE CODE WAS FOR THE SCC C136081 ESP IRREVERSIBLE ERROR. PLEAS ADVISE.

*** 04/20/2021 11:25:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/20/2021 11:52:34 and created by Frank Lusic ***
1: Hello Shaun
I am assuming that this vehicle has an electronic parking brake , if so then , please check the following at the ESC module connector
1, disconnect the ESC/HECU module connector ,
check the following on the harness side of the connector
2, with the ignition on check for power on pins 1-30-37

3, check the resistance to chassis ground on pins 14-46
4, disconnect the battery
5, check the resistance between the following pins
C CAN pins 19-20
P CAN pins 22-23

2: looking in the ESC data , operate the EPB switch does it read correctly ?

*** Case has been auto closed by the system on 05/06/2021 01:12:46 (PST)
*** 05/24/2021 08:06:24 ***
Case Number: [redacted] Reopen Requested by Shaun Carter.
Reason: [NEED TO REPORT READINGS FOUND ON HECU PERTAINING TO VEHICLE SCC AND EPB NOT WORKING PROPER]

*** 05/24/2021 09:10:41 ***
Reopened with Sub Status of Working

*** 05/24/2021 10:58:15 ***
Web - Note created on 05/24/2021 10:58:15 and created by Shaun Carter

VEHICLE DOES HAVE EPB. THE EPB SWITCH ENGAGES WHEN PRESSED BUT ONLY DISENGAGES WHEN BRAKE IS APPLIED AND AND GEAR IS CHANGED. I DISCONNECTED THE ESC/HECU MODULE CONNECTOR AND CHECKED FOR POWER ON 1-30-37, ALL READ 12V. CHECKED RESISTANCE TO CHASSIS GROUND ON PINS 14-46 THOSE READ 1..5 OHMS.DISCONNECTED BATTERY AND CHECKED RESISTANCE BETWEEN PINS 19-20 (60.9 OHMS) ANS PINS 22-23 (60.3 OHMS) PLEASE ADVISE.

*** Web - Advice created on 05/24/2021 11:44:26 and created by Frank Lusic ***
1: Thank you , Please replace the ESC module and retest for proper operation

*** Case has been auto closed by the system on 06/09/2021 01:19:58 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLFXMG[redacted] **Mileage:** 819 **Repair Date:** 04/22/2021

Prod Date: 02/10/2021 **Warranty Start Date:** 05/19/2021 **RO Number:** [redacted]

Port Options: CF, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA007 Hart KIA **Service District:** SO05

Phone: (540) 389-2364

Contact: William Phillips **Contact Title:** Dual Technician **Contact Phone:** (540) 580-9778

Case Details

Title: MIL - ABS/ESP # C150113 - C136081 - C186286

Symptom: Warning Light On

System: Brakes

Component: Parking Brake System

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/22/2021 12:12:14 ***
Contact = William Phillips, Priority = Standard, Sub Status = Dispatched

*** 04/22/2021 12:12:14 ***
Web - Problem Description created on 04/22/2021 12:12:14 and created by William Phillips

Code C150113 Switch Failure Active.. EPB Inop Brake Light Flashing C136081 ESP Irreversible Error In History C186286 Invalid Signal Of SCC In History Came On During Test Drive Of Vehicle

*** 04/22/2021 12:12:14 ***
Web - Diagnostics created on 04/22/2021 12:12:14 and created by William Phillips

Scanned Vehicle With KDS VDN# B28VAVA007210422011I

*** 04/22/2021 12:37:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 04/22/2021 12:54:55 and created by Sam Camarillo ***
1: Do the DTC troubleshooter for this code, particularly the wiring check. I looked and this is the first Sorento MQ4 with this code
if that checks out good do you have a known good vehicle you can swap the switch with?

*** 04/22/2021 13:52:16 ***
Web - Note created on 04/22/2021 13:52:16 and created by William Phillips

Wiring Checked Okay Checked All Connections SD588-10 Connectors F81,FF11,EF21 Switch Is No Good Didn't Have A L ke Vehicle To Check

*** Web - Advice created on 04/23/2021 05:23:47 and created by Sam Camarillo ***
1: thanks for doing that William
Please order a switch and update case once it is installed.

*** 05/03/2021 09:58:51 ***
Web - Note created on 05/03/2021 09:58:51 and created by William Phillips

Part HAs Still Not Arrived

*** Web - Advice created on 05/03/2021 10:23:52 and created by Sam Camarillo ***
1: Ok thanks for the update

*** 05/18/2021 06:53:51 ***
Web - Note created on 05/18/2021 06:53:50 and created by William Phillips

Part Was Installed By Other Tech Without My Knowledge Was Informed That It Fixed Concern

*** Web - Advice created on 05/18/2021 07:59:14 and created by Sam Camarillo ***
1: Ok thanks please close the case.

*** 05/18/2021 10:19:18 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced EPB Switch

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF1MG[redacted] **Mileage:** 10,910 **Repair Date:** 04/23/2021

Prod Date: 11/17/2020 **Warranty Start Date:** 12/26/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL080 McGrath KIA of Palatine **Service District:** CE01

Phone: (847) 202-3900

Contact: Omar Carreon **Contact Title:** Exclusive Kia Technician **Contact Phone:** (847) 934-1878

Case Details

Title: MIL - LKAS # C160404

Symptom: General Information

System: Body Interior & Exterior

Component: Front Bumper

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/23/2021 11:43:52 ***
Contact = Omar Carreon, Priority = Standard, Sub Status = Dispatched

*** 04/23/2021 11:43:52 ***
Web - Problem Description created on 04/23/2021 11:41:40 and created by Omar Carreon

CUSTOMER CAME IN WITHS CRUISE CONTROL/FRONT COLLISIION WARNING ON DASH,MESSAGE KEEPS ON DISPLAYING

*** 04/23/2021 11:43:53 ***
Web - Diagnostics created on 04/23/2021 11:41:40 and created by Omar Carreon

CONFIRMED ACTIVE DTC FRONT RADAR (C160404) FOLLOWED KGIS PROCEDURES BUT HAVING TROUBLE, THE STEPS SAY TO PERFORMED A VARIENT CODING PROCEDURE,AFTER THIS WAS PERFORMED SAME CODE COMING BACK ACTIVE (CONFIRMED THAT NO PHYSICAL DAMAGE ON FRONT RADAR) AND NO LOOSE CONNECTORS OR DIRT IN CONNECTORS,HAVE YOU GUYS SEEN ANYTHING IN COMMON WITH THESE 2021 SORENTO,CHECKED ALL OTHER SYSTEMS FOR ANY DTCS

*** 04/23/2021 15:17:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/23/2021 15:21:12 and created by Eric Patterson ***
1: Based on the information, Please replace the MFC camera.

Please add the variant coding screenshot to the case before ordering .
2: Then after replacement Please variant code. and re cal brate and check for [proper operation.

3: Have a great weekend, Ill be looking for the attachment and update.

*** Service Alert Escalated to CA as: 14122704 on 04/24/2021 01:07:26 (PST)

*** 04/24/2021 09:40:39 ***
Web - Note created on 04/24/2021 09:40:39 and created by Omar Carreon

Hello ,here I got some screenshots of variant coding plus check forward safety system after variant coding was performed

*** 04/24/2021 09:40:39 ***
Screenshot_20210424-113037_GITM_AUX.jpg added by Omar Carreon on 04/24/2021 09:40:39

*** 04/24/2021 09:40:41 ***
20210424_113338.jpg added by Omar Carreon on 04/24/2021 09:40:40

*** 04/24/2021 09:40:41 ***
Screenshot_20210424-113058_GITM_AUX.jpg added by Omar Carreon on 04/24/2021 09:40:41

*** Web - Advice created on 04/24/2021 10:08:18 and created by Eric Patterson ***
1: Actually Please add the front MFC camera Variant coding to the case. Thank you

Then the front radar will need replaced not the MFC camera.

Please check the variant coding to a new vehicle as well. please confirm the settings are the same. If they were set the same please replace radar.

Please make sure the same trim and engine are compared. Both MFC and Radar

*** 04/24/2021 12:23:53 ***
Web - Note created on 04/24/2021 12:23:52 and created by Omar Carreon

Here I got pictures of a brand new stock vehicle with radar and front camera variant coding, I did compare both and seem to be very identical, other vehicle has same trim same engine

*** 04/24/2021 12:23:53 ***
Screenshot_20210424-140325_GITM_AUX.jpg added by Omar Carreon on 04/24/2021 12:23:53

*** 04/24/2021 12:23:54 ***
Screenshot_20210424-140243_GITM_AUX.jpg added by Omar Carreon on 04/24/2021 12:23:54

*** 04/24/2021 12:23:54 ***
Screenshot_20210424-134550_GITM_AUX.jpg added by Omar Carreon on 04/24/2021 12:23:54

*** Web - Advice created on 04/24/2021 13:08:15 and created by Eric Patterson ***
1: Perfect, Thank you

I will research any other cases now as well

*** Web - Advice created on 04/24/2021 13:13:09 and created by Eric Patterson ***
1: I recommended to replace SCC module due to the active hardware error failure code. I advised to save the original variant code setting, just in case he has an issue performing the variant coding on the new SCC module.
I advised to follow the replacement procedure listed in the shop manual for the SCC module.

*** Case has been auto closed by the system on 05/10/2021 01:08:16 (PST)

Attachments

Screenshot_20210424-140325_GITM_AUX.jpg.jpg, Screenshot_20210424-140243_GITM_AUX.jpg.jpg, Screenshot_20210424-134550_GITM_AUX.jpg.jpg, Screenshot_20210424-113037_GITM_AUX.jpg.jpg, 20210424_113338.jpg.jpg, Screenshot_20210424-113058_GITM_AUX.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 CARNIVAL **Engine:** 3.5L V6 GDI **Model Code:**

VIN: KNDNE5H30N6[redacted] **Mileage:** 453 **Repair Date:** 04/28/2021

Prod Date: 01/29/2021 **Warranty Start Date:** 04/13/2021 **RO Number:** [redacted]

Port Options: WL, CF8, CA

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY123 Island KIA **Service District:** EA05

Phone: (718) 727-7000

Contact: Alex moses **Contact Title:** Exclusive Kia Technician **Contact Phone:** (646) 895-0413

Case Details

Title: InstrCluster-Warning light on# C183186

Symptom: No CAN Communication

System: Body Electrical

Component: Audio System (Head Unit)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/28/2021 08:50:09 ***
Contact = Alex moses, Priority = Standard, Sub Status = Dispatched

*** 04/28/2021 08:50:09 ***
Web - Problem Description created on 04/28/2021 08:50:09 and created by Alex moses

c/s check hda appers on screen while driving.

*** 04/28/2021 08:50:09 ***
Web - Diagnostics created on 04/28/2021 08:50:09 and created by Alex moses

. test drive x4 miles veh performing to spec. scan for dtc code c183186 can signal error - navigation. instructued to open techline case as per early warning for kia carnival

*** 04/28/2021 10:06:33 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin Default

*** Web - Advice created on 04/28/2021 10:09:30 and created by John Nguyen ***
1: Alex, are you able to provide a picture of the warning message that appears on the screen? Are there any malfunctions with the screen? Does everything still work properly?

*** 04/28/2021 11:23:50 ***
Web - Note created on 04/28/2021 11:23:50 and created by Alex moses

the concern has not happen to me. i only the one code and is a history code

*** Web - Advice created on 04/28/2021 14:37:11 and created by John Nguyen ***
1: Alex, we have seen concerns of multiple CAN codes being caused by a chaffed wire harness on the left side of the dash. Please carefully inspect for this concern and even try wiggling the wire to see if the AVN unit is able to duplicate the concern. MR11

*** Escalated to CA as: 14111820 on 04/29/2021 01:12:52 (PST)
*** 04/29/2021 05:37:09 ***
Web - Note created on 04/29/2021 05:37:09 and created by Alex moses

carefull inspection of l/s wireing harness. remove all covering and moldings on l/s chase all wireing perform wiggle test and perform visiual test of any points of intrest , no proelms found . paid extra attention to connecter mf11 /mr11 . whats our next move.

*** Web - Advice created on 04/29/2021 08:27:48 and created by John Nguyen ***
1: Alex, if you clear the DTC and perform a test drive does the DTC still persist?
2: are you able to locate a known good AVN unit and install this vehicle to verify if the DTC still persists?

*** 04/30/2021 05:29:58 ***
Web - Note created on 04/30/2021 05:29:58 and created by Alex moses

clear dtc code does not return as of test drive x4 miles. knowen good avn unit not able to swap with as we dont have any carnvivals laying around>

*** Web - Advice created on 04/30/2021 08:59:20 and created by John Nguyen ***
1: Alex, please make sure the wiring harness is securely attached in it's clip location. If you are unable to duplicate the concern then I can not recommend any repairs. Please release the vehicle back to the customer and have them monitor the condition. I will go ahead and close this case for you.

*** 05/06/2021 04:47:43 ***
Web - Note created on 05/06/2021 04:47:43 and created by Alex moses

upon clearing dtc and test driving veh over night upon return and scan for dtc code returns as history dtc 183186 can signal error no indictions on dash or alerts i was brought aware to upon driving veh.

*** Web - Advice created on 05/06/2021 07:44:22 and created by John Nguyen ***
1: Alex, please check for proper pin fitment at the front view camera connecter. Please add stabilant to the connecter as well.

*** 05/06/2021 09:41:43 ***
Web - Note created on 05/06/2021 09:41:43 and created by Alex moses

check proper pin fitment good apply stabilant clear dtc road test x5 miles re scan veh code has returned.

*** 05/06/2021 11:27:21 ***
Web - Note created on 05/06/2021 11:27:21 and created by Alex moses

remove sjb for closer inspection of wireing to mr11. under dash remove velvet covering of wireing to inspect no opens or any indications of rubbing found.

*** 05/06/2021 11:34:08 ***
Web - Note created on 05/06/2021 11:34:08 and created by Alex moses

and upon diag i have found the front camera gets very hot

*** Web - Advice created on 05/06/2021 14:22:44 and created by Steven Okimura ***
1: Alex, it is not abnormal for the camera to feel hot to the touch. I also sent an Email to Jaws62997@icloud.com with information on this vehicles concern. Let me know if the Email is correct.

*** Service Alert Escalated to CA as: 14111820 on 05/07/2021 01:05:49 (PST)
*** 05/07/2021 05:15:21 ***
Web - Note created on 05/07/2021 05:15:21 and created by Alex moses

the email is correct.after review all pics are connecter mr11 as i previousy stated i have removed the sjb and mr11 from the side of dash and pulled it under for clear visual and removed insulation and carefully inspected all wires for ay cracking rubbig bend or opens and can not find any if you would l ke i can submit you pics of it. also i have tried the wiggle test and all on tat side and can not find any issue. the probelm only occurs while driving and only sets a history code.

*** Web - Advice created on 05/07/2021 08:21:59 and created by John Nguyen ***
1: Alex, I see that you have multiple front camera codes as well. Are you able to follow the MFC module and push up on the headliner to see if the codes can be duplicated? Please also check this roof harness for any rubbing or fraying as well. This wire may run from the camera, down the A-pillar to the kick panel.

*** 05/07/2021 09:04:35 ***
Web - Note created on 05/07/2021 09:04:35 and created by Alex moses

john the codes for the front cam were from i was playing with connnocter to see if that possiable giveing me a code while i was doing that i did my best to inspect the wireing to the cam and followed the best i could thru the headliner the only code that constant re occurs after test driving is c183186 can signal error - navigation i have never got it active only after test drive

*** Web - Advice created on 05/07/2021 15:37:19 and created by John Nguyen ***
1: Alex, please try to disconnect the AVN module and test drive. Do the DTC's reappear with the module disconnected?

*** 05/07/2021 15:38:29 ***
Inspection requested by John
Request Code: TL-NY123-[redacted]5721
Request Details: C183186 DTC returns as history code after test drive. Tech states he did not find any wire chaffing or damage. Escalating to FTS due to EWR period.

*** Web - FTS Note created on 05/10/2021 06:10:15 and created by Daniel Lundgren ***
FTS request has been received and is being reviewed.

FTS will work with you over the phone and through TL case.

*** Web - FTS Advice created on 05/10/2021 07:26:55 and created by Daniel Lundgren ***
Alex. Thanks for taking my call.

a, You have rechecked connections including removing the SMB/ICU and have not found any issues.
b, you have not seen any dash warnings during test drives but keep finding the code in history.

1, As suggested in the case - lets unplug. the AVN and monitor the warnings and codes that may set.
2, text me when you plan to bring the vehicle in.

*** Web - FTS Advice created on 05/11/2021 06:26:39 and created by Daniel Lundgren ***
Alex, Thanks for the photos you texted. The AVN was disconnected and no DTCs were found when checked. You went back over all the connections and no problems were found.

You have not experienced a message on the dash or head - only the DTC in history.

Let me know how often you find the DTC. every time you test drive the vehicle? Thanks

*** Case [redacted] is sent on 5/11/2021 6:37:53 by Daniel Lundgren

To: ehenson@kiausa.com

Cc: dlundgren@kiausa.com

Title: case [redacted] Carnival

*** Web - FTS Advice created on 05/17/2021 05:45:20 and created by Daniel Lundgren ***
Alex - thanks for the text Friday. You went back through the connections discussed. You found no problems.

Please order a AVN unit for the vehicle. Thanks

*** Web - Advice created on 05/17/2021 09:19:31 and created by John Nguyen ***
1: Alex, please refer to your DPSM for approval of replacement if this repair should exceed the limit of $1500. Please report your results after replacement.

*** Web - Advice created on 05/17/2021 11:28:08 and created by John Nguyen ***
1: Alex, please hold on replacing that head unit for now as the audio engineer is reviewing this information. Please standby

*** Web - FTS Advice created on 05/19/2021 05:58:03 and created by Daniel Lundgren ***
Alex - per phone call

a. Check if C183186 has sets while IGN ON. (Delete DTC after IGN ON)

b. Check if C183186 has set while IGN OFF → Vehicle sleep → IGN ON (Delete DTC before IGN OFF)

Lets check this with the vehicle outside not in the shop.

Prior discussion we have had - you noticed the vehicle needed to be driven prior to any DTC being set. I gave that feedback. Thanks
.

*** Web - Advice created on 05/20/2021 13:48:17 and created by John Nguyen ***
1: Alex/Dan, I have been given the OK from engineering to proceed with AVN replacement. Please retest thoroughly and report your results as soon as possible.

*** 05/20/2021 15:43:26 ***
An FTS is scheduled to inspect this VIN on 05/20/2021 at NY123.

*** Web - Advice created on 05/21/2021 14:23:18 and created by John Nguyen ***
1: Alex, thank you for taking my call. Please hold off on installing that AVN unit as Engineering would still like to perform some diagnostics on it. Thanks.

*** Web - Advice created on 05/24/2021 14:07:28 and created by John Nguyen ***
1: Alex, I have received the OK from engineering to move forward with replacement of the AVN unit when you have received it from Mobis. Please report your findings after replacement.

*** Web - Advice created on 05/24/2021 17:09:32 and created by Vincent Norris ***
Customer (owner) Mendel called in and states
1. Case 14111820
2. I called last week to get an update
3. Was told I would get a callback
4. Have not received a callback

Writer states
1. Apologize for the vehicle concerns
2. Verified customer information
3. Advised per TL, dlr has been approved to replace the AVN as of 05/24/2021
4. NY123 will be closed, unable to verify when the part will arrive

Customer states
1. What if the part replacement does not fix the issue

Writer states
1. The dlr will report the findings back to TL and TL will continue down the chain to find the cause of the issue

Customer states
1. Ok, thank you

*** Web - FTS Note created on 05/26/2021 09:20:33 and created by Daniel Lundgren ***
The new HU was installed and the vehicle was test driven. The code returned after the test drive.

*** Web - FTS Note created on 06/04/2021 11:39:01 and created by Daniel Lundgren ***
Inspection on 6/1.
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 reset 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 se in the Multi function camera module (C183186) The code would be cleared and then would reset during the driving.

*** Case has been auto closed by the system on 06/20/2021 01:09:59 (PST)

Attachments

RE case [redacted] Carnival.msg, IMG_3692.JPG, IMG_3694.JPG, IMG_3691.JPG, IMG_3693.JPG, IMG_3695.JPG, IMG_3690.JPG, IMG_3689.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC3MG[redacted] **Mileage:** 5,001 **Repair Date:** 04/28/2021

Prod Date: 09/22/2020 **Warranty Start Date:** 10/30/2020 **RO Number:** [redacted]

Port Options: WL, MUG, TOF, CF, CTS

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NC074 KIA of New Bern **Service District:** SO15

Phone: (252) 633-6161

Contact: BOBBY HAIR **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: InstrCluster-Warning light on# Forward collision disabled

Symptom: Warning Light On

System: Body Electrical

Component: Front Area Module (FAM)

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 04/28/2021 10:42:16 ***
Contact = BOBBY HAIR, Priority = Standard, Sub Status = Dispatched

*** 04/28/2021 10:42:16 ***
Web - Problem Description created on 04/28/2021 10:42:16 and created by BOBBY HAIR

FORWARD COLLISION ALERT INOP AT TIMMES, CRUISE INOP, WILL DISPLAY SMART CRUISE CONTROL DISABLED RADAR BLOCKED.
FORWARD COLLISION AVOIDANCE ASSIST FCA SYSTEM DISABLED . RADAR BLOCKED.

*** 04/28/2021 10:42:17 ***
Web - Diagnostics created on 04/28/2021 10:42:17 and created by BOBBY HAIR

DIAG TEST NO CODES. ANOTHER TECH HAS REPLACED FORWARD, CAMERA HAS BEEN REPLACED.
ROAD TEST 5 MILES WORKED FINE BUT WILL QUIT WHEN YOU WOULD GET INTO TRAFFIC ON HWY. WORKED 2-3 TIMES THEN QUITS

*** 04/28/2021 12:16:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/28/2021 12:19:32 and created by Frank Lusic ***
1: Hello Bobby
Most of the time this is caused by damage to the front radar unit
check for any impact damage to the front bumper also check the radar sensor, mounting bracket, the area that is attaches to for any damage, bending, any damage or bent bracket can knock the system out of calibration , if this is okay then perform the calibration procedures BUT be sure to use the SHOP information and the special service tool to check and adjust the vertical alignment before proceeding with the target portion of the cal bration

check the MFC so see if it is properly mounted , check for anything blocking the MFC field of view

*** Service Alert Escalated to CA as: 14130437 on 04/29/2021 01:07:46 (PST)

*** 04/29/2021 05:37:01 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: FRONT END HAS HIT SOMTHING AND BENT DOWN RADAR , REPOSITIONED RADAR WORKS FINE NOW

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC3LG[redacted] **Mileage:** 21,240 **Repair Date:** 04/29/2021

Prod Date: 11/26/2019 **Warranty Start Date:** 12/07/2019 **RO Number:** [redacted]

Port Options: MUG, CO, CF, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA042 KIA of Lynchburg **Service District:** SO12

Phone: (434) 847-3292

Contact: Michael Schwartz **Contact Title:** Exclusive Kia Technician **Contact Phone:** (434) 363-0277

Case Details

Title: MIL - LKAS # C180581 C186287

Symptom: Dash Lights Inop

System: Body Electrical

Component: Meter Set (Gauge Cluster)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 04/29/2021 10:00:20 ***
Contact = Michael Schwartz, Priority = Standard, Sub Status = Dispatched

*** 04/29/2021 10:00:20 ***
Web - Problem Description created on 04/29/2021 09:59:00 and created by Michael Schwartz

G'day ;
Teluride the customer states that she had to drive home with no instrument cluster last night , it came back on today , but the check engine light is on.

ECM P046200 , ABS C162808 , Airbag B261700 , EPS C162887 , SCC C162887 , SCC C180581 , C180581 , MFC C162887 , MFC C186286 , BCW C162887 . Most of them seem to lead back to the cluster or a CAN issue , haven't pulled anything apart .

Anything common yet ? or do i have to wait for it to act up with it here to start tracking it down ?

*** 04/29/2021 10:00:21 ***
Web - Diagnostics created on 04/29/2021 09:59:00 and created by Michael Schwartz

DTC scan
Check for updates

Thanks;
m ke

*** 04/29/2021 11:31:23 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/29/2021 11:41:34 and created by Tony Thomas ***
1: Start with the camera codes and remove the LDWS center and outer covers then lightly pull down on the camera to inspect the mounting of the LDWS camera. If the camera is not properly mounted, reattach the camera by sliding the front of the camera into the clip and pushing firmly up on the back of the camera into the clip. Lightly pull down on the camera to verify proper engagement and mounting. Perform the harness and component inspections for the codes and check the camera for loose or backed out pins. If no problems are found, get approval to replace the camera and test for normal operation.
2: Please see Pitstop PS399 and check for any aftermarket devices, alarms, remote start, trailer harness, insurance tracker, windshield, or any other aftermarket devices may be installed on this vehicle.

*** Service Alert Escalated to CA as: 14139921 on 05/05/2021 01:08:14 (PST)

*** Case has been auto closed by the system on 05/15/2021 01:19:11 (PST)
*** 05/17/2021 14:02:16 ***
Case Number: [redacted] Reopen Requested by Michael Schwartz.
Reason: [replaced MFC ...Same symptoms , same codes a few days later]

*** 05/17/2021 14:04:47 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/17/2021 14:05:20 and created by Tony Thomas ***
1: Please see TSB SST062 for the Pin Tension Gauge Special Service Tool and information regarding proper usage. Connector problems are one of the most frequent causes of electrical problems. Excessive female terminal spread is one of the most difficult problems to detect and the pin tension gauge provides a simple easy fit check.

*** 05/17/2021 14:09:32 ***
Web - Note created on 05/17/2021 14:09:32 and created by Michael Schwartz

Thanks Tony ;
Is that just at the MFC connector ? or any other problematic areas to pin tension ?
Thanks ;
m ke

*** Web - Advice created on 05/18/2021 04:35:22 and created by Tony Thomas ***
1: All suspect connections starting at the camera, Mike. Thanks.

*** 05/18/2021 10:00:10 ***
Web - Note created on 05/18/2021 10:00:10 and created by Michael Schwartz

Thanks Tony ;
Got a question , the ETM , SD940-5 shows the fuel pump control module sending fuel level data directly to the ECM, fuel pump module F07 pin 6 to ECM E-100K pin 15 then instrument cluster M08 pin 14, leading me to believe the ECM is getting a signal directly . However , P046200 fuel level sensor "A" circuit low shows the fuel pump control module communicating with the ECM through the P-CAN and a direct connection to the instrument cluster ..... help ?

Thanks;
m ke

*** Web - Advice created on 05/18/2021 10:11:41 and created by Tony Thomas ***
1: Shop manual under engine control, fuel system, the FPCM is P-CAN to the ECU to control fuel pump operation and the fuel level signal is wired to the cluster and ECU for level indication.

*** 05/19/2021 06:28:12 ***
Web - Note created on 05/19/2021 06:28:12 and created by Michael Schwartz

Thanks Tony ;
That was starting to frustrate me . Haven't gotten to get back on it , but have gotten a little more info , which may or may not help , but of course its not acting up for me now .
Customer states " while driving , noticed the teluride system scan screen running , then displayed NO GAS warning , and ENGINE CONTROL MODULE warning , she stopped and topped off with gas , then screen , instrument cluster , audio controls and heater controls went dark ,as well as heater display , fan still worked " .
Any clues in that description that might lead me to a different course of diagnosis than the MFC circuit pin tensions ?
Thanks;
m ke

*** Web - Advice created on 05/19/2021 06:51:21 and created by Tony Thomas ***
1: That would be more than just the camera. Use the VMI to graph the can lines at the DLC and start wiggle testing the can lines in the kick panels. Make sure to pull the kick panels out so you can access the back side of the connectors and locate the can lines in each connector and pull test each one to see if they are locked in the connectors.

*** 05/28/2021 11:10:17 ***
Web - Note created on 05/28/2021 11:10:17 and created by Michael Schwartz

Thanks Tony ;
trying to get back to it , missed a couple days sick this week , and stuff is stacked pretty high.

Thanks;
m ke

*** Web - Advice created on 05/28/2021 11:22:18 and created by Tony Thomas ***
1: Thanks Mike. Enjoy the extended weekend.

*** 06/09/2021 06:51:57 ***
Web - Note created on 06/09/2021 06:51:57 and created by Michael Schwartz

Thanks Tony ;
Still trying to get time to pull this one back in .... can't get to the stuff we got for the stuff coming in .
Thanks;
m ke

*** Web - Advice created on 06/09/2021 07:16:44 and created by Tony Thomas ***
1: No problem Mike. Thanks for the update.

*** 06/16/2021 05:49:34 ***
Web - Note created on 06/16/2021 05:49:34 and created by Michael Schwartz

Thanks Tony ;
Got to spend some quality time with this vehicle , a few minutes at a time .
The Highlights...
it finally acted up for me ,
Micom no response , initally could activation test all warning lights on , all warning lights off ,
a little later had a no communication error when attempting the same acivation test ,
Gauges inop , airbag lamp (with B261400 Dtc), eventually illumination of the cluster and the rest of the dash shut off.
High and low beam , fog light , parking light and turn signal indicators had worked until this point , then they stopped also.
Disconnected instument cluster wiring and coax , inspected pins and connector.
Re-connected cluster harness , the system test animation made it almost to the tailgate part and went off ,
no Micom response to page button , audio change .
The Micom was off, and gauges inop even when the warning lamps start working.
Haven't checked CAN resistance or wave pattern ,
I'm feeling like the cluster is bad ,
Open for suggestions
Thanks;
m ke

*** Web - Advice created on 06/16/2021 05:59:35 and created by Tony Thomas ***
1: Check pin tension (SST062) and swap a known good cluster for testing purposes.

*** 06/17/2021 11:51:07 ***
Web - Note created on 06/17/2021 11:51:07 and created by Michael Schwartz

Thanks Tony ;
We have maybe 20 cars on the lot , and Telurides are sold before we get them , so no known good part to subsitute .
Thanks;
m ke

*** Web - Advice created on 06/17/2021 11:53:55 and created by Tony Thomas ***
1: Make sure pin tension is good and see if you have a cluster that failed for another concern that can still be used for testing. If nothing is available and pin tension is good, get approval to replace the cluster and test for normal operation.

*** 06/24/2021 07:07:25 ***
Web - Note created on 06/24/2021 07:07:25 and created by Michael Schwartz

Thanks Tony !
We have cluster features again , customer is HAPPY ! she l kes her Teluride .

Thanks ;
m ke

*** Web - Advice created on 06/24/2021 07:18:34 and created by Tony Thomas ***
1: Thanks.

*** 07/09/2021 12:54:11 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced instrument cluster

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 STINGER
Engine: 3.3L T-GDI V6
Model Code:
VIN: KNAE45LC1N6[redacted]
Mileage: 303
Repair Date: 04/30/2021
Prod Date: 01/26/2021
Warranty Start Date: 04/19/2021
RO Number: [redacted]
Port Options: CF2, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: UT008 Jerry Seiner KIA
Service District: WE10
Phone: (801) 495-6950
Contact: Kyle Padilla
Contact Title: Exclusive Kia Technician
Contact Phone: (808) 367-9764

Case Details

Title: MIL - PCM # P033500 P033600
Symptom: Warning Light On
System: Emission Control
Component: Crank Pos Sensor (CKP)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 04/30/2021 11:20:53 ***
Contact = Kyle Padilla, Priority = Standard, Sub Status = Dispatched

*** 04/30/2021 11:20:53 ***
Web - Problem Description created on 04/30/2021 11:20:47 and created by Kyle Padilla

CUSTOMER STATES THAT ALL THE WARINGIN LIGHT ON DASH AND WERE FLASHING, ENGINE LIGHT STAYED ON.

*** 04/30/2021 11:20:54 ***
Web - Diagnostics created on 04/30/2021 11:20:48 and created by Kyle Padilla

PERFORMED FAUTL CODE SEARCH P033500 CRANKSHAFT POSITION SENSOR "A" CIRCUIT, P033600 CRANKSHAFT POSITION SENSOR " A " CIRCUIT RANGE/PERFOMRMANCE, C164808 CAN SIGNAL ERROR EMS FOR ACC/SCC, C136081 ESP IRREVERSIBLE ERROR, C161381 CAN SIGNAL ERROR EMS, C169381 ESC SIGNAL ERROR (X2). PERFORMED SA 468 VARIABLE MUFFLER OPERATION LOGIC. INSPECTED BCM AND ECU WIRING AND CONNCECTORS, NO ISSUES.

*** 04/30/2021 11:36:54 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin Default

*** Web - Advice created on 04/30/2021 11:38:22 and created by John Nguyen ***
1: Kyle please create a VDN report to verify the active DTC's present on this vehicle.
2: Are there any aftermarket modifications installed on this vehicle? Any signs of rodent presence damage?

*** 04/30/2021 12:05:50 ***
Web - Note created on 04/30/2021 12:05:50 and created by Kyle Padilla

VDN B28VAUT008210430016I
NO SIGNS OF RODENT DAMAGE. NO AFTERMARKET MODIFICATIONS. ALL ELECTRICAL CONNECTORS APPEAR OK.

*** Web - Advice created on 04/30/2021 13:46:57 and created by John Nguyen ***
1: Kyle, please check for proper pin fitment at the crankshaft position sensor using the pin drag tool test. If pin fitment is good please locate a known good crankshaft position sensor to swap with this vehicle and retest.

*** 04/30/2021 14:32:28 ***
Web - Note created on 04/30/2021 14:32:28 and created by Kyle Padilla

THE PIN FITMENT IS GOOD. I WILL TEST WITH KNOWN GOOD CRANKSHAFT POSITION SENSOR. I ALSO ATTACHED A PHOTO OF THE WARNING LIGHTS THAT JUST CAME ON THE DASH.

*** 04/30/2021 14:32:31 ***
20210430_141033.jpg added by Kyle Padilla on 04/30/2021 14:32:29

*** Web - Advice created on 04/30/2021 16:08:24 and created by John Nguyen ***
1: Kyle, please report your findings after replacement.

*** Case Escalated to CA as: 14135197 on 05/02/2021 01:13:04 (PST)

*** 05/04/2021 09:08:37 ***
Web - Note created on 05/04/2021 09:08:37 and created by Kyle Padilla

I SWAPPED THE CRANK SENSOR WITH A KNOWN GOOD SENSOR, UPON REMOVAL FOUND SENSOR MOUNT BOLT HAND TIGHT, I WAS ABLE TO REMOVE BY HAND. COMPARED TO THE DONOR VEHICLE, WHICH I HAD TO USE STREGNTH TO LOOSEN BOLT. I TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. DO I ORDER A NEW CRANKSHAFT POSITION SENSOR?

*** Web - Advice created on 05/04/2021 14:07:10 and created by John Nguyen ***
1: Kyle, yes based on the information that you have provided I would recommend to replace the crankshaft position sensor and torque to specs.

*** 05/05/2021 09:52:00 ***
Web - Note created on 05/05/2021 09:52:00 and created by Kyle Padilla

I ORDERED PART. I WILL UPDATE AFTER INSTALLATION.

*** 05/17/2021 15:19:20 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Advised tech to replace crankshaft position sensor.

*** 07/13/2021 09:45:17 ***
Reopened with Sub Status of Working

*** 07/13/2021 09:45:33 ***
Case closed by John Nguyen with Resolution Code : Faulty Component
[Resolution Summary]
Advised tech to replace crankshaft position sensor.

Attachments

Screenshot_20210430-121321.png.png, 20210430_141033.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC8LG[redacted] **Mileage:** 8,206 **Repair Date:** 05/05/2021

Prod Date: 06/05/2020 **Warranty Start Date:** 07/10/2020 **RO Number:** [redacted]

Port Options: CN, CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KS011 Shawnee Mission KIA **Service District:** CE05

Phone: (913) 384-9100

Contact: Blake Barnwell **Contact Title:** Exclusive Kia Technician **Contact Phone:** (816) 769-8333

Case Details

Title: MIL - AEB # C160A88 - C160C87 - C163881 - C160A87 - B181000 - B1631100 - B163200 - B1663300 - B16340

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 05/05/2021 08:17:42 ***
Contact = Blake Barnwell, Priority = Standard, Sub Status = Dispatched

*** 05/05/2021 08:17:42 ***
Web - Problem Description created on 05/05/2021 08:17:42 and created by Blake Barnwell

While driving the collision warning lamp will start flashing. This is accompanied by a beeping sound and a warning message on the dash. The message states that the collision avoidance system needs checked. I checked for updates and there are none available for the vehicle.

*** 05/05/2021 08:17:42 ***
Web - Diagnostics created on 05/05/2021 08:17:42 and created by Blake Barnwell

VDN B28vaks0112105050071

c160a88 local can bus off
c160c87 local can bus time out
c163881 acc/scc
c160a87 local can bus off
b181000 uip/roa Sensor error
B1631100 lin communication error fl
b163200 fr
b1663300 rl
b163400 rr

*** 05/05/2021 08:28:24 ***
IMG_9392.MOV - bebarnwell@gmail.com - Gmail.html added by Blake Barnwell on 05/05/2021 08:28:24

*** 05/05/2021 11:12:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/05/2021 11:26:40 and created by Brian Lall ***
1: I am not sure why but I cannot open the video. It is a link to a google video that sates is temporarily unavailable. Can you please attach the video to the case by saving it to a device then attaching it to the case. Please check the connections at MR11, EM21, EE11 and E51 for any loose, bent, backed out or damaged terminals. Thanks,.

*** Case has been auto closed by the system on 05/21/2021 01:19:49 (PST)
*** 05/24/2021 14:40:31 ***
Case Number: [redacted] Reopen Requested by Blake Barnwell.
Reason: [The vehicle has been brought back to the dealership for us to service. I will try to reload the video tomorrow when I get in if the case is open. I will also check the previously mentioned terminals.]

*** 05/25/2021 09:01:10 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/25/2021 09:02:24 and created by Brian Lall ***
1: Please let me know when you have checked the terminals and when the video has been added. Thanks.

*** 05/26/2021 08:31:26 ***
Assigned to WIPBin default of Brian Lall by Rob Levy
Reason: Repeat Repair:

*** 05/26/2021 14:22:58 ***
Web - Note created on 05/26/2021 14:22:58 and created by Blake Barnwell

In checking the terminals and connectors I didn't see any damage. I moved on to testing for high resistance in the harnesses. I found the connection between pin 8 on EE11 and pin 3 on E51 returned OL.

*** Service Alert Escalated to CA as: 14179297 on 05/27/2021 01:07:41 (PST)

*** Web - Advice created on 05/27/2021 07:28:08 and created by Brian Lall ***
1: Good job finding the open in the circuit. If you cannot find the damage or break in the wire then my recommendation is to install an overlay wire or to replace the harness and to retest. Thanks.

*** Case has been auto closed by the system on 06/12/2021 01:19:19 (PST)

Attachments

IMG_9392.MOV - bebarnwell@gmail.com - Gmail.html.html

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5LG[redacted] **Mileage:** 27,091 **Repair Date:** 03/29/2021

Prod Date: 08/14/2019 **Warranty Start Date:** 08/26/2019 **RO Number:** [redacted]

Port Options: CN, TO, MUG, WL, CF, RBP

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC020 KIA of Greer **Service District:** SO07

Phone: (864) 879-3800

Contact: Paul Kiwitz **Contact Title:** Exclusive Kia Technician **Contact Phone:** (864) 921-4213

Case Details

Title: MIL - AEB # C126402 C136081 C136081 C169381

Symptom: No CAN Communication

System: Brakes

Component: EPS Control Unit

Resolution: Damaged Component **Category:** Repair Assistance

Case History

*** 05/06/2021 06:23:42 ***
Contact = Paul Kiwitz, Priority = Standard, Sub Status = Dispatched

*** 05/06/2021 06:23:42 ***
Web - Problem Description created on 05/06/2021 06:19:35 and created by Paul Kiwitz

The vehicle came in after customer hit a pothole and damaged the right front strut. We replaced the damaged strut performed an alignment and could find no other damage to the vehicle. Upon completion during the test drive the BCW and SCC warning lights came on.

*** 05/06/2021 06:23:42 ***
Web - Diagnostics created on 05/06/2021 06:19:35 and created by Paul Kiwitz

We performed a full system scan and found several codes in ABS, SCC and BCW. ABS C126402 Steering angle sensor plausibility error. SCC C136081 ESP Irreversible error, C174181 ESC not available VSM. BCW C169381 ESC signal error. We tried recalibrating the steering angle sensor but it would not calibrate. We replaced the steering angle sensor/ steering column and were then able to calibrate it SAS. When test driving the vehicle afterwards all the codes returned. We have not been able to find any more damage to the vehicle, no wiring out of place or loose. This is a salvage vehicle because of a theft recovery and only had minor damage to the front bumper and mirrors but they have put a few thousand miles on it since the repairs with no issues.

*** 05/06/2021 07:22:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/06/2021 07:28:49 and created by Frank Lusic ***
1: Hello Paul , does this vehicle have a EPB barking brake ?

*** Web - Advice created on 05/06/2021 07:29:28 and created by Frank Lusic ***
1: parking brake sorry

*** 05/06/2021 08:05:48 ***
Web - Note created on 05/06/2021 08:05:48 and created by Paul Kiwitz

yes it does have an electric parking brake.

*** Web - Advice created on 05/06/2021 08:45:11 and created by Frank Lusic ***
1: Thank you, let's check the power, ground and C and P CAN to the ESC/HECU module
1, check for power on pins 1-30-37 E02 connector
2, check the resistance to chassis ground on pins 14-46 E02
3, disconnect the battery and E06
4, check the resistance between pins 19-20 22-23 E06 harness side

*** 05/06/2021 10:28:00 ***
Web - Note created on 05/06/2021 10:28:00 and created by Paul Kiwitz

Power on pins 1 30 and 37 are all battery voltage. Resistance on 14 is 3.3 and 46 is 3.0. Connector E06 is the passenger side impact sensor, did you mean E02 again.

*** 05/06/2021 10:35:51 ***
Web - Note created on 05/06/2021 10:35:50 and created by Paul Kiwitz

19 to 20 at E02 is 60 ohms and 22 to 23 is 61 ohms

*** Web - Advice created on 05/06/2021 11:11:54 and created by Frank Lusic ***
1: yes sorry E02
based on this information the HECU will need to be replaced

*** Service Alert Escalated to CA as: 14144992 on 05/07/2021 01:07:32 (PST)

*** 05/07/2021 04:52:57 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Passed info to customer about replacing HECU

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 NIRO
Engine: 1.6L GDI
Model Code:
VIN: KNDCE3LC9L5[redacted]
Mileage: 7,280
Repair Date: 05/06/2021
Prod Date: 01/06/2020
Warranty Start Date: 05/23/2020
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ032 Mark KIA
Service District: WE07
Phone: (480) 425-5300
Contact: Russell Hahn
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: MIL - ABS/ESP # C162078 - C170255 - C170262 - C186286 - C16B808
Symptom: Warning Light On
System: Body Electrical
Component: LDWS
Resolution:
Category: Repair Assistance

Case History

*** 05/06/2021 08:14:16 ***
Contact = Russell Hahn, Priority = Standard, Sub Status = Dispatched

*** 05/06/2021 08:14:16 ***
Web - Problem Description created on 05/06/2021 08:14:16 and created by Russell Hahn

Vehicle was in a minor front end collision, front bumper cover and front radar/smart cruise unit were all that was replaced. I am unable to complete the variant coding for the AEB/SCC system, i get a test failure with every attempt. C162078 and C170255 present. The MFC Variant coding can be completed successfully, but i get C170262 and C186286 reset after a minute or so of driving. Also have C16B808 in the ESCAHB system but it is listed as not defined or cannot be found in the tablet. It also does not show in KGIS system either.

*** 05/06/2021 08:14:16 ***
Web - Diagnostics created on 05/06/2021 08:14:16 and created by Russell Hahn

z

*** 05/06/2021 09:34:27 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 05/06/2021 09:44:07 and created by Brian Lall ***
1: Do you have communication with the SCC radar, and can you see current data in the system? Please check the connections to the radar and make sure the wiring to it has not been damaged. Let me know what you find.

*** 05/06/2021 09:52:56 ***
Web - Note created on 05/06/2021 09:52:56 and created by Russell Hahn

I can see the current data. I have checked the wiring and it is undamaged. I was able to complete the AEB calibration, but still not able to complete the variant coding. MFC coding ic complete and ok.

*** Web - Advice created on 05/07/2021 09:36:24 and created by Brian Lall ***
1: Please take screen shots of what happens when trying to complete the variant coding and attach them to the case. Please also check the coding on a known good l ke vehicle if possible and note if the operation is the same. Thanks.

*** 05/11/2021 13:51:23 ***
Web - Note created on 05/11/2021 13:51:23 and created by Russell Hahn

Screenshot of variant coding failure screen added.

*** 05/11/2021 13:51:24 ***
Screenshot_20210511-134820_GITM_AUX.jpg added by Russell Hahn on 05/11/2021 13:51:23

*** Service Alert Escalated to CA as: 14152914 on 05/12/2021 01:06:37 (PST)

*** Web - Advice created on 05/12/2021 08:11:37 and created by Brian Lall ***
1: Please take screen shots showing the variant coding selections that are chosen and attach them to the case. Thanks.

*** 05/17/2021 08:05:56 ***
Web - Note created on 05/17/2021 08:05:56 and created by Russell Hahn

added screenshot

*** 05/17/2021 08:05:57 ***
Screenshot_20210517-075753_GITM_AUX.jpg added by Russell Hahn on 05/17/2021 08:05:57

*** Web - Advice created on 05/17/2021 08:56:23 and created by Brian Lall ***
1: The country code shows default. Please select the country code and if there is an option for north america or US. I checked the VIN info by VIN and it shows that the vehicle has CAR+P+CY for the FCA so enable the FCA car, pedestrian, and cyclist options. I am not sure if there is HDA on this vehice.

*** 05/17/2021 10:35:37 ***
Web - Note created on 05/17/2021 10:35:37 and created by Russell Hahn

Default is the only option for country. When I try and change the items you listed I now get a failure notice that says AEB option error.

*** 05/17/2021 10:43:44 ***
Web - Note created on 05/17/2021 10:43:43 and created by Russell Hahn

Disregard that last message, i restarted the tablet and was able to completed the coding. I will drive to calibrate and make sure it all works and close the case.

*** Research - Advice created on 05/17/2021 11:24:32 and created by Brian Lall ***
1: Thanks for letting me know.

*** Case has been auto closed by the system on 06/02/2021 01:27:41 (PST)

Attachments

Screenshot_20210511-134820_GITM_AUX.jpg.jpg, Screenshot_20210517-075753_GITM_AUX.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC3MG[redacted] **Mileage:** 9,409 **Repair Date:** 04/08/2021

Prod Date: 08/18/2020 **Warranty Start Date:** 09/01/2020 **RO Number:** [redacted]

Port Options: WL, TOF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA212 Citrus KIA **Service District:** WE06

Phone: (855) 451-7127

Contact: Octavio Dominguez **Contact Title:** Dual Technician **Contact Phone:** (909) 519-0028

Case Details

Title: ElecSys General-Smart Cruise # conditions not met

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: **Category:** Repair Assistance

Case History

*** 05/06/2021 09:31:40 ***
Contact = Octavio Dominguez, Priority = Standard, Sub Status = Dispatched

*** 05/06/2021 09:31:40 ***
Web - Problem Description created on 05/06/2021 09:31:40 and created by Octavio Dominguez

smart cruise control will not set

*** 05/06/2021 09:31:41 ***
Web - Diagnostics created on 05/06/2021 09:31:41 and created by Octavio Dominguez

hooked up kds to test no codes. inspect front sensers all good clean conditions not met warning come on customer took car ansd will return when we get info

*** 05/06/2021 11:12:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/06/2021 11:13:56 and created by Greg Phillips ***
1: Octavio, the car needs to be there to diagnose it. You are going to need to be able to drive it an monitor or recording current data. Brake switches, and hood switch are the ones I would start with first, but if there is no failure there, a full engine data flight recording while trying to set the cruise will be required.

*** Case has been auto closed by the system on 05/22/2021 01:18:58 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC2LG[redacted] **Mileage:** 40,659 **Repair Date:** 05/11/2021

Prod Date: 12/18/2019 **Warranty Start Date:** 12/31/2019 **RO Number:** [redacted]

Port Options: CF, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO006 John Youngblood KIA **Service District:** CE05

Phone: (417) 882-3838

Contact: BRIAN PORTMANN **Contact Title:** Exclusive Kia Technician **Contact Phone:** (913) 980-9489

Case Details

Title: Electrical System - General # parking assist

Symptom: General Information

System: Cruise Control

Component: Cruise Control Module

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 05/11/2021 09:34:01 ***
Contact = BRIAN PORTMANN, Priority = Standard, Sub Status = Dispatched

*** 05/11/2021 09:34:01 ***
Web - Problem Description created on 05/11/2021 09:34:01 and created by BRIAN PORTMANN

customer states scc and parking sensors are inop. no codes stored,test drove and cruise working but smart cruise does not slow down when approaching a vehicle and no warning of obstacles in front of vehicle when parking.

*** 05/11/2021 09:34:02 ***
Web - Diagnostics created on 05/11/2021 09:34:02 and created by BRIAN PORTMANN

above

*** 05/11/2021 12:23:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 05/11/2021 12:29:49 and created by Sam Camarillo ***
1: Ok I see it has smart cruise, does it have the proximity sensor buttons on the front of the vehicle for parking assist?

*** 05/11/2021 14:10:56 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: customer hit something and bent sensor bracket, pulled bumper and realigned radar sensor. working now.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP3DHC9MG[redacted]
Mileage: 7,358
Repair Date: 05/17/2021
Prod Date: 10/29/2020
Warranty Start Date: 12/01/2020
RO Number: [redacted]
Port Options: TOF, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO034 Ehrlich I-25 KIA
Service District: SW08
Phone: (303) 532-4617
Contact: Anthony Torres
Contact Title: Exclusive Kia Technician
Contact Phone: (720) 351-0276

Case Details

Title: ElecSys General-AEB #
Symptom: Programming (General)
System: Cruise Control
Component: Cruise Control Module
Resolution:
Category: Repair Assistance

Case History

*** 05/17/2021 08:07:15 ***
Contact = Anthony Torres, Priority = Standard, Sub Status = Dispatched

*** 05/17/2021 08:07:15 ***
Web - Problem Description created on 05/17/2021 08:07:15 and created by Anthony Torres

Vehicle's previous visit we found that the front radar had failed due to intrusion of water. The smart cruise control worked and it showed on the dash that there was a vehicle in front of it but then after you switch lanes or the vehicle was no longer in front the radar would not detect any vehicle again then show the warning that there was something blocking the radar. We since then replaced the front radar and it was working as designed.

Vehicle returned today but now it does not read the vehicle in front or brake automatically but only does it intermittently. No error codes or any codes in history. please advise

*** 05/17/2021 08:07:16 ***
Web - Diagnostics created on 05/17/2021 08:07:16 and created by Anthony Torres

Vehicle's previous visit we found that the front radar had failed due to intrusion of water. The smart cruise control worked and it showed on the dash that there was a vehicle in front of it but then after you switch lanes or the vehicle was no longer in front the radar would not detect any vehicle again then show the warning that there was something blocking the radar. We since then replaced the front radar and it was working as designed.

Vehicle returned today but now it does not read the vehicle in front or brake automatically but only does it intermittently. No error codes or any codes in history. please advise

*** 05/17/2021 09:32:41 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/17/2021 09:40:46 and created by Steven Okimura ***
1: Anthony, inspect the all radar connector terminals for loose pin tension, EE11 pins 3 & 18, 7 & 8, EM21 pins 3 & 13, MR11 pins 23 & 35, MFC all, JE02 all (backed out terminals) refer to TSB SST062 for information on pin tension gauge use, apply TWO coats Stabilant 22 to the male terminals. Thank you

*** 05/17/2021 15:46:11 ***
Web - Note created on 05/17/2021 15:46:11 and created by Anthony Torres

Everything checks out good. I attached video of concern. New radar and it does not detect vehicle in front of it

*** 05/17/2021 15:46:17 ***
IMG_0470.MOV added by Anthony Torres on 05/17/2021 15:46:12

*** Service Alert Escalated to CA as: 14162657 on 05/18/2021 01:08:50 (PST)

*** Web - Advice created on 05/18/2021 06:07:12 and created by Steven Okimura ***
1: Just to be clear, did you check all the listed terminals and apply 2 coats of Stabilant then retest?

*** 05/18/2021 06:30:31 ***
Web - Note created on 05/18/2021 06:30:31 and created by Anthony Torres

yes

*** Web - Advice created on 05/18/2021 07:45:33 and created by Steven Okimura ***
1: Anthony, please provide SCC current data screenshots and obtain photos/videos to confirm no damage to bumper support/radar brackets.
2: Please add the part number of the radar you replaced.

*** 05/18/2021 09:14:50 ***
9A8FC370-C69A-4CE3-A5D4-7D29D2C6FB8E.jpeg added by Anthony Torres on 05/18/2021 09:14:49

*** 05/18/2021 09:14:52 ***
IMG_0474.mov added by Anthony Torres on 05/18/2021 09:14:50

*** 05/18/2021 09:14:53 ***
AA320EDF-0B53-467A-975F-FD75CB987063.jpeg added by Anthony Torres on 05/18/2021 09:14:52

*** 05/18/2021 09:14:54 ***
4F01E6A1-7B17-438B-A037-AFF42EF2B246.jpeg added by Anthony Torres on 05/18/2021 09:14:53

*** 05/18/2021 09:14:55 ***
IMG_0479.mov added by Anthony Torres on 05/18/2021 09:14:54

*** 05/18/2021 09:16:48 ***
Web - Note created on 05/18/2021 09:16:48 and created by Anthony Torres

everything uploaded

*** 05/18/2021 09:16:48 ***
TELLURIDE(ON)_SCC_210518-101043.GSR added by Anthony Torres on 05/18/2021 09:16:48

*** Web - Advice created on 05/18/2021 11:37:45 and created by Steven Okimura ***
1: I think it would cause other DTC's but I noticed you have 2WD selected and NAVI Disabled and HDA Disabled. If you entered the correct VIN in the case notes these three values are not correct? Also FSA cyclist may have to be Enabled.

I was looking for the PID "Align Horizontal Misalignment Angle", will you recheck for this PID.

*** 05/18/2021 12:03:28 ***
Web - Note created on 05/18/2021 12:03:28 and created by Anthony Torres

just enabled those and i do see the horizontal alignment it says -3.4 degrees

*** Web - Advice created on 05/18/2021 12:26:23 and created by Steven Okimura ***
1: Anthony, did you use the vertical protractor (tiltmeter) to perform the front-radar mounting angle per KGIS shop before alignment with the reflector?

*** 05/18/2021 12:29:54 ***
Web - Note created on 05/18/2021 12:29:53 and created by Anthony Torres

Yes, we had trouble performing the alignment but got it right after the 3rd try.

*** Web - Advice created on 05/18/2021 12:34:03 and created by Steven Okimura ***
1: I'm not positive if the alignment is okay but try driving with the correct Variant code values and see if the problem remains.

*** 05/18/2021 12:36:35 ***
Web - Note created on 05/18/2021 12:36:34 and created by Anthony Torres

Problem still remains with variant coding the correct values on. Should I try and just re align it and try it again? You would think it would just not complete the alignment if it was off right?

*** Web - Advice created on 05/18/2021 12:58:33 and created by Steven Okimura ***
1: No it will complete, have see them obviously visually not straight complete. Try adjusting the radar closer to perfectly vertical.

*** Case has been auto closed by the system on 06/03/2021 01:24:00 (PST)

Attachments

IMG_0470.MOV.MOV, 9A8FC370-C69A-4CE3-A5D4-7D29D2C6FB8E.jpeg.jpeg, IMG_0474.mov.mov, TELLURIDE(ON)_SCC_210518-101043.GSR.GSR, AA320EDF-0B53-467A-975F-FD75CB987063.jpeg.jpeg, 4F01E6A1-7B17-438B-A037-AFF42EF2B246.jpeg.jpeg, IMG_0479.mov.mov

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC3LG[redacted] **Mileage:** 15,111 **Repair Date:** 02/26/2021

Prod Date: 12/18/2019 **Warranty Start Date:** 01/09/2020 **RO Number:** [redacted]

Port Options: WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: KY001 The KIA Store - Elizabethtown **Service District:** CE03

Phone: (270) 737-0005

Contact: joseph gallagher **Contact Title:** Exclusive Kia Technician **Contact Phone:** (270) 501-2582

Case Details

Title: ElecSys General-Smart Cruise # P162078 - C162078

Symptom: Electrical Short

System: Body Electrical

Component: BSD Sensor (Master)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 05/17/2021 14:01:21 ***
Contact = joseph gallagher, Priority = Standard, Sub Status = Dispatched

*** 05/17/2021 14:01:21 ***
Web - Problem Description created on 05/17/2021 14:01:21 and created by joseph gallagher

smart cruise control not working

*** 05/17/2021 14:01:21 ***
Web - Diagnostics created on 05/17/2021 14:01:21 and created by joseph gallagher

p162078 code. tried to reset calibration on system would not calibrate. stuck at 0.00 horizontal and vertical.

*** 05/17/2021 18:22:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/17/2021 18:26:47 and created by Eric Patterson ***
1: Is the bracket bent?

I do not see the DTC stored in the VDN. Also does not pop up for this vehicle.

Please use the deg gauge on the front of the radar sensor.

Any previous accidents?

2: Most of the time the sensor cannot be calibrated is the bracket is bent and the sensor is not at a Zero degrees setting. (manually checking)

*** Service Alert Escalated to CA as: 14162579 on 05/18/2021 01:08:50 (PST)

*** 05/18/2021 08:19:39 ***
Web - Note created on 05/18/2021 08:19:39 and created by joseph gallagher

vehicle has not been wrecked, was reset once before but faulted again. set it to zero mechanically, tried to reset no change in cal bration. believe front radar failure

*** 05/18/2021 08:20:31 ***
Web - Note created on 05/18/2021 08:20:31 and created by joseph gallagher

vdn from my tablet have to manually reset and then push them through. tablet now shows it went through

*** Web - Advice created on 05/18/2021 09:26:57 and created by Eric Patterson ***
1: Based on the information, Please add the screenshots of the Radar Data to the case.

Then order a new unit install Zero deg using the deg angle finder then calibrate based on the information provided Thank you Joseph.

*** 05/25/2021 14:44:17 ***
Web - Note created on 05/25/2021 14:44:16 and created by joseph gallagher

Uploaded pics of scc data

*** 05/25/2021 14:44:18 ***
image.jpg added by joseph gallagher on 05/25/2021 14:44:17

*** Web - Advice created on 05/25/2021 17:43:02 and created by Eric Patterson ***
1: Thank you Please attach the next one when replaced and after cal bration Then test again.

*** Case has been auto closed by the system on 06/10/2021 01:20:31 (PST)

Attachments

image.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF0MG[redacted] **Mileage:** 9,201 **Repair Date:** 05/18/2021

Prod Date: 12/22/2020 **Warranty Start Date:** 01/13/2021 **RO Number:** [redacted]

Port Options: CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MD051 Jones KIA **Service District:** SO10

Phone: (410) 877-1700

Contact: Devonte Thornton **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C183186

Symptom: Radio (Navigation inop)

System: Body Electrical

Component: Audio System (Head Unit)

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

*** 05/18/2021 07:58:50 ***
Contact = Devonte Thornton, Priority = Standard, Sub Status = Dispatched

*** 05/18/2021 07:58:50 ***
Web - Problem Description created on 05/18/2021 07:58:50 and created by Devonte Thornton

Customer states a HDA light is coming on after turning off cruise control.

*** 05/18/2021 07:58:51 ***
Web - Diagnostics created on 05/18/2021 07:58:51 and created by Devonte Thornton

Checked for codes have a DTC C183186 CAN Signal Error-Navigation. DTC chart is recommending replacing AVN unit.

*** 05/18/2021 09:50:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/18/2021 10:04:45 and created by John Nguyen ***
1: Devonte, we have another case involving the same code that we are unsure of the resolution. Were you able to duplicate the HDA light coming on after turning off the cruise control?
2: Prior to replacing the AVN please locate a known good MFC from another Sorento and swap with this vehicle to verify if the issue still persists. Please report your findings.

*** 05/28/2021 06:05:43 ***

Web - Note created on 05/28/2021 06:05:43 and created by Devonte Thornton

I test drove the vehicle last night I was unable to get the HDA fault to happen. Not for use if its a certain period of time it occurs. Customer explain the HDA indicator will turn yellow and HDA fault will display on LCD screen. I do not have another Sorento here at the moment. Would it be better to order a camera first?

*** Web - Advice created on 05/28/2021 08:15:42 and created by John Nguyen ***
1: Devonte, generally we would need to duplicate the customer's concern first to verify the problem. Please request an extended test drive to try to replicate the concern before replacing any components.

*** 05/29/2021 06:16:02 ***
Web - Note created on 05/29/2021 06:16:02 and created by Devonte Thornton

Had another tech drive vehicle home and was able to duplicate concern. We are talking to sales now to see if we are able to swap MFCs and recheck concern.

*** Web - Advice created on 06/01/2021 08:26:44 and created by John Nguyen ***
1: Devonte, thanks for the update. Please report your findings after replacement.

*** 06/05/2021 07:27:24 ***
Web - Note created on 06/05/2021 07:27:24 and created by Devonte Thornton

Swapped camera from another vehicle test drove and fault did not occur. Ordered camera with PWA approval.

*** 06/05/2021 07:27:51 ***
Web - Note created on 06/05/2021 07:27:50 and created by Devonte Thornton

Sorry with DPSM approval.

*** Web - Advice created on 06/07/2021 07:46:48 and created by John Nguyen ***
1: Devonte, thanks for the update. Please report your results after replacement.

*** 06/18/2021 10:14:33 ***
Web - Note created on 06/18/2021 10:14:33 and created by Devonte Thornton

Replaced FCA will give you an update once test drive is complete.

*** Web - Advice created on 06/18/2021 10:15:51 and created by John Nguyen ***
1: Devonte, thanks for the update.

*** 06/19/2021 07:00:42 ***
Web - Note created on 06/19/2021 07:00:42 and created by Devonte Thornton

Drove vehicle on highway with new MFC so far so good no problems HDA fault did not return.

*** 06/19/2021 14:22:12 ***
Web - Note created on 06/19/2021 14:22:12 and created by Devonte Thornton

Released vehicle to customer and HDA fault came back.

*** Web - Advice created on 06/21/2021 09:51:59 and created by John Nguyen ***
1: Devonte, I will have to escalate this case to an FTS for assistance.

*** 06/21/2021 09:52:25 ***
Inspection requested by John
Request Code: TL-MD051-[redacted]62121
Request Details: Tech replaced MFC and is getting a HDA warning light still.

*** 06/21/2021 16:21:28 ***
Web - Note created on 06/21/2021 16:21:27 and created by Devonte Thornton

Okay I have to close case right now. Will reopen when vehicle returns.

*** 06/21/2021 16:21:48 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Requested additional information.

*** Service Alert Escalated to CA as: 14196747 on 06/22/2021 01:06:06 (PST)
*** 07/02/2021 12:34:25 ***
Case Number: [redacted] Reopen Requested by Devonte Thornton.
Reason: [Customer brought back vehicle for concern.]

*** 07/02/2021 15:11:26 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/02/2021 15:12:33 and created by John Nguyen ***
1: Devonte, I have reopened this case for you. I do not see any navigation DTC's anymore.

*** 07/03/2021 10:45:50 ***
Web - Note created on 07/03/2021 10:45:49 and created by Devonte Thornton

DTC printout added to case.

*** 07/03/2021 10:45:52 ***
image.jpg added by Devonte Thornton on 07/03/2021 10:45:51

*** Web - Advice created on 07/03/2021 11:20:41 and created by John Nguyen ***
1: Devonte, was the MFC camera ever replaced? Has the AVN unit been replaced yet?

*** 07/03/2021 14:56:42 ***
Web - Note created on 07/03/2021 14:56:41 and created by Devonte Thornton

MFC was replace with a new unit the AVN unit was not replaced.

*** Web - Advice created on 07/06/2021 07:42:22 and created by John Nguyen ***
1: Devonte, we have had only a couple other instances with this DTC but do not have a confirmed resolution. Please apply stabilant to 22a to connector m59-b, r14, and i/p-G. reset fault code- perform 10 mile test drive on vehicle rescan for fault codes

*** 07/06/2021 08:27:21 ***
Web - Note created on 07/06/2021 08:27:21 and created by Devonte Thornton

I'm aware you informed me this on May 18th. Once I apply stabilant to the connectors and test drive vehicle, if the fault returns would the camera be the next option?

*** Web - Advice created on 07/06/2021 13:49:38 and created by John Nguyen ***
1: Devonte, yes the camera would be the next option. Please let me know your results before replacement.

*** 07/07/2021 04:30:13 ***
Web - Note created on 07/07/2021 04:30:12 and created by Devonte Thornton

So I would be putting a third camera in this vehicle or a NAV unit? Will report results.

*** Web - FTS Advice created on 07/07/2021 04:57:51 and created by Jim Selz ***
Devonte, you have two case open on this vehicle can you please call me and tell me what is going on. What is the variant coding on the MFC? Please provide me with a photo of the variant coding?

*** 07/07/2021 05:06:20 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 07/07/2021 05:26:11 ***
Web - Note created on 07/07/2021 05:26:11 and created by Devonte Thornton

Where are these connectors located cannot find them in wiring diagram?

*** 07/07/2021 06:20:51 ***
Web - Note created on 07/07/2021 06:20:51 and created by Devonte Thornton

No freeze frame data on c183186 and variant coding combo box added to case

*** 07/07/2021 06:20:53 ***
1BE5B61E-BA49-4365-BCDE-87ADB6C07589.jpeg added by Devonte Thornton on 07/07/2021 06:20:52

*** 07/07/2021 06:20:55 ***
5A6E79DC-636A-45F4-89EF-39D72084758F.jpeg added by Devonte Thornton on 07/07/2021 06:20:54

*** 07/07/2021 07:32:24 ***
Inspection requested by John
Request Code: TL-MD051-[redacted]7721
Request Details: Vehicle returned for same reason

*** Web - FTS Advice created on 07/09/2021 04:56:14 and created by Jim Selz ***
Devonte, Since this code is a result of a poss ble software issue, please hold off on any other repairs. Let the customer know that we are looking into this and we will update you as soon as we get an answer. then we can get the customer back in to repair his vehicle.

*** Web - Note created on 07/09/2021 08:29:17 and created by Luis Hernandez ***
You may have received a cancellation email about this case, please disregard.

*** Web - Advice created on 07/09/2021 10:00:16 and created by John Nguyen ***
1: Devonte, please contact FTS and await advice.

*** Web - FTS Advice created on 07/13/2021 05:34:03 and created by Jim Selz ***
This vehicle has been released, Devonte explain to me that this concern only happens when the customer is in the Baltimore area when he is using his HDA. This concern is a software issue and MOBIS is looking into this. Once we have any information we will update you.

Please close this case.

*** 07/13/2021 08:39:00 ***
Case closed by John Nguyen with Resolution Code : Cust Took Vehicle
[Resolution Summary]
Requested additional information.

Attachments

image.jpg.jpg, 5A6E79DC-636A-45F4-89EF-39D72084758F.jpeg.jpeg, 1BE5B61E-BA49-4365-BCDE-87ADB6C07589.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2MG[redacted] **Mileage:** 13,703 **Repair Date:** 05/24/2021

Prod Date: 09/23/2020 **Warranty Start Date:** 10/18/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA053 KIA Mall of Georgia **Service District:** SO13

Phone: (678) 804-2000

Contact: Shawn Morris **Contact Title:** Dual Technician **Contact Phone:** (646) 489-5093

Case Details

Title: Cruise control - Inop # C186286 - C154201 - C136081

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 05/24/2021 11:21:27 ***
Contact = Shawn Morris, Priority = Standard, Sub Status = Dispatched

*** 05/24/2021 11:21:27 ***
Web - Problem Description created on 05/24/2021 11:20:24 and created by Shawn Morris

C/S WHILE CRUSING ON HYWY scc set her car was cut of her vehicle slowed down to match vehicle ahead but lights turned on the cluster and code not reset the cruse control

*** 05/24/2021 11:21:27 ***
Web - Diagnostics created on 05/24/2021 11:20:24 and created by Shawn Morris

no damage to vehile factory windshield,front bumper no damage scan for dtc c154201 brake circuit, scc c136081 esp error and c186286.customer stated that this as happen to her in the past but it reset itself after awhile

*** 05/24/2021 14:16:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/24/2021 14:32:30 and created by Eric Patterson ***
1: Based on previous cases. The brake switch may have an intermittent concern. Please replace the brake switch and road test at least 30 miles and let me know if the error re occurs Thank you

*** 05/25/2021 07:51:45 ***

Web - Note created on 05/25/2021 07:51:45 and created by Shawn Morris

thank you i will close case part was order this morning.if issue continues i will reopen the case

*** 05/25/2021 07:52:36 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: brake switch ordered

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP3DHC7LG[redacted]
Mileage: 15,843
Repair Date: 05/24/2021
Prod Date: 08/15/2019
Warranty Start Date: 09/23/2019
RO Number: [redacted]
Port Options: TO, CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI031 Feldman KIA
Service District: CE06
Phone: (248) 478-3800
Contact: Alex Nuaimi
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: MIL - No communication # C162808
Symptom: No CAN Communication
System: Body Electrical
Component: CAN BUS Communication Line
Resolution:
Category: Repair Assistance

Case History

*** 05/24/2021 13:33:15 ***
Contact = Alex Nuaimi, Priority = Standard, Sub Status = Dispatched

*** 05/24/2021 13:33:16 ***
Web - Problem Description created on 05/24/2021 13:23:59 and created by Alex Nuaimi

VEHICLE CAME BACK WITH MULITPLE HISTORY CAN CODES AND CUSTOMER STATES THAT ALL WARNING LIGHTS WERE ON AND NO SPEEDOMETER OR RPM READING.

*** 05/24/2021 13:33:16 ***
Web - Diagnostics created on 05/24/2021 13:23:59 and created by Alex Nuaimi

CHEKED FOR CODES FOUND VDN 210524003I,
AIR BAG B261800, B261700
ICU C161600, C166A00, C162800,
MFC C16B687, C181287, C165686, C166787, C1622387
BSCW C166A87, C162887, C181287
SCC C180487, C162887
STEERING C162887, C180487
BRAKE C162808

*** 05/24/2021 16:26:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/24/2021 16:42:05 and created by Brian Hernandez ***
1: Hi Alex,
Thanks for the info on the case so far. I would recommend to start with the flow chart for C162808. We could have a bad cluster, poor contact in the circuit or an open CAN line. This has EPB's right? Start in the Wiring Inspection section checking the circuit inspection with EPB's. You can print out SD588-5 and use it as a diagnostic road map. Let me know what your findings are.

*** 06/07/2021 14:12:50 ***
Web - Note created on 06/07/2021 14:12:50 and created by Alex Nuaimi

CHECKED MR11 PIN FIT OK, THEN ATTACHED THE SCOPE TO CAN C LINES, PERFORMED WIGGLE TEST AT CLUSTER CONNECTOR AND HARNESSS, ABS MODULE HARNESS, PARKING BRAKE SWITCH CONNECTOR AND HARNESS, AND FRONT CAMERA CONNECTOR AND HARNESS NO CHANGE TO SIGNAL WAVEFORM, DISCONNECTED AND INSPECTED CONNECTORS AT THE CLUSTER, ABS MODULE, PARKING BRAKE SWITCH, AND FRONT CAMERA OK

*** Web - Advice created on 06/08/2021 11:54:15 and created by Brian Hernandez ***
1: Thanks for the testing, Alex. Did you check the HECU connector for B+ power at pins 1, 30 and 37 as well? Check for low ground resistance on pins 14, and 46 to chassis ground on the same connector?

I know you mentioned you scoped and performed wiggle tests but please also check resistance between the HECU and CLU as noted in the flow chart on the C-CAN lines then check the two terminating resistors. Check

*** Service Alert Escalated to CA as: 14199320 on 06/09/2021 01:06:15 (PST)

*** 06/09/2021 04:21:25 ***
Web - Note created on 06/09/2021 04:21:24 and created by Alex Nuaimi

YES I DID. THEY READ B+ WITH KEY ON ENGINE OFF AND LESS THAN 1 OHM WITH KEY OFF.

*** 06/09/2021 04:22:22 ***
Web - Note created on 06/09/2021 04:22:21 and created by Alex Nuaimi

I MEANT TO SAY B+ AT THE POWER SIDE AND LESS THAN 1 OHM AT THE GROUND SIDE THANKS

*** Web - Advice created on 06/09/2021 13:25:45 and created by Brian Hernandez ***
1: Go ahead and perform the component inspection since the circuit is testing good.

*** Case has been auto closed by the system on 06/25/2021 01:14:50 (PST)
*** 06/25/2021 12:19:27 ***
Case Number: [redacted] Reopen Requested by Alex Nuaimi.
Reason: [ADD INFORMATION]

*** 06/25/2021 13:24:37 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/25/2021 13:25:05 and created by Brian Hernandez ***
1: Did you perform the component inspection since the circuit is testing good?

*** 06/26/2021 05:12:46 ***
Web - Note created on 06/26/2021 05:12:46 and created by Alex Nuaimi

YES I DID. I FOUND 120 OHMS AT THE CLUSTED DISCONNECTED AND THE ICU JUNCTION BLOCK DISCONNECTED.

*** 06/29/2021 08:13:45 ***
Inspection requested by Brian
Request Code: TL-MI031-[redacted]62921
Request Details: Escalating due to down time. No communication in C-CAN system. C162808 Brake, Integrated Central Control Unit, Steering, BSD - cluster / LKA / AEB / Gateway
All are shut down.

*** Web - Advice created on 06/29/2021 08:22:30 and created by Brian Hernandez ***
1: I'm escalating the case to the FTS team due to down time. Based on the information you've provided I would recommend to replace the cluster and retest.

*** 06/29/2021 09:42:24 ***
Web - Note created on 06/29/2021 09:42:23 and created by Alex Nuaimi

DO YOU WANT ME TO REPLACE THE CLUSTER AGAIN? BECAUSE IT HAS BEEN REPLACED RECENTLY. THANK YOU

*** Web - Advice created on 06/29/2021 10:19:24 and created by Brian Hernandez ***
1: Let's wait to see what the FTS says.

*** Web - FTS Note created on 06/29/2021 13:06:56 and created by David Pilotto ***
Alex, This is Dave Pilotto FTS for your dealer. I will work this case through this TL case and over the phone.

Can you add a phone #?

Can you remove the negative post from the battery and with every module/connector plugged in please measure the resistance of the c-can at ICU connector ICU-F pins 29 and 30 and let us know the results?

I also see in the past (4/16/21) there was a fault for the auto hold switch, has that fault returned or did you repair it? If so what was wrong with the switch?

Thanks and I look forward to working on this case together.

Dave

*** 06/29/2021 13:28:42 ***
Web - Note created on 06/29/2021 13:28:42 and created by Alex Nuaimi

(313)721-2472

*** 07/01/2021 07:22:31 ***
Web - Note created on 07/01/2021 07:22:31 and created by Alex Nuaimi

DISCONNECTED THE NEGATIVE CABLE AND THE RESISTANCE AT ICU-F DISCONNECTED PINS 29 AND 30 FOUND 120.8 OHM, AND 60.8 OHM CONNECTED, METER INTERNAL RESISTANCE 0.8 OHM. I DID NOT REPLACE THE SWITCH I JUST INSPECTED FOR SPILLAGE AND PIN FIT IT WAS NORMAL

*** Web - FTS Advice created on 07/06/2021 07:14:09 and created by David Pilotto ***
Alex, Thanks for confirming the c-can resistance readings.

Did you find something spilled on the switch?

Lets unplug F52 front console switch connector and see if the issue goes away.

Thanks
Dave

*** 07/06/2021 08:45:32 ***
Web - Note created on 07/06/2021 08:45:32 and created by Alex Nuaimi

NO. I did not find any spillage, the thing is that the issue is not there anymore it happened one time for less than one minute when the vehicle was at our shop the first time and that's it.

*** Web - Advice created on 07/07/2021 07:40:35 and created by Brian Hernandez ***
1: I'm wondering now if maybe it was just a connection issue to the cluster. Can you get any sort of change or reaction by manipulating the harness behind the cluster?

*** 07/14/2021 04:30:26 ***
Web - Note created on 07/14/2021 04:30:26 and created by DEREK SAMP

Dave, I know that Alex provided you with his phone number. Can you please call him so maybe the two of you can ta k this out. he can let you know what he has done and whet he found. Maybe talking over the phone will clear somethings up or get more details.
Thanks

*** Web - FTS Note created on 07/14/2021 06:30:32 and created by David Pilotto ***
Derek, Not a problem, I will call Alex shortly.

Thanks
Dave

*** Web - FTS Note created on 07/16/2021 12:52:48 and created by David Pilotto ***
Alex, Thanks for ta king to me on Wednesday. Did you have a chance to get the video of the issue happening?
Did you notice anything with MR11?

Thanks again
Dave

*** Web - Advice created on 07/21/2021 12:52:46 and created by Rob Levy ***
1: Hello Alex, do you have any update on the requested video or MR11 connector?

*** Web - FTS Note created on 07/26/2021 10:07:07 and created by David Pilotto ***
Alex, Good morning. Do you have an update on this case?

I left you a VM feel free to give me a call back 657-222-5852
Thanks
Dave

*** Web - Advice created on 07/27/2021 07:39:47 and created by Brian Hernandez ***
1: Hi Alex,
Please update the case when you are available. Have you had a chance to get a video of the concern?

Thank you.

*** 08/04/2021 05:49:16 ***
Web - Note created on 08/04/2021 05:49:16 and created by Alex Nuaimi

I checked MR11 found ok, connected a oscilloscope to C-CAN and massaged the the harness where accessible behind the dash next to the fuse box, on the back of the cluster, and at the parking brake switch no change to signal, I was able to get the video from the customer, however neither me nor anyone in the shop was able to open the file due to compatibility issue and we could not solve this issue. I can forward it to you if you want. thanks

*** Web - Advice created on 08/04/2021 09:14:18 and created by Brian Hernandez ***
1: I would recommend to have them try to send another video that your devices can read. Then send that over. Our computers are fairly basic and we don't have anything to convert files with. Can they send it in an MP4 or MOV file format?

*** 08/05/2021 08:02:30 ***
Web - Note created on 08/05/2021 08:02:30 and created by Alex Nuaimi

they did via text message and I forwarded them to FTS. I don't know how to attach them to the case since they are text messages in my cell phone.

*** Web - Advice created on 08/05/2021 08:26:13 and created by Brian Hernandez ***
1: You can save the file on your phone into your photos/videos. Then email it to your self. Open that from the KDS and attach it to the case.

*** Web - Advice created on 08/10/2021 08:10:01 and created by Rob Levy ***
1: Do you have any update from the previous request?

*** Web - FTS Note created on 08/16/2021 09:29:51 and created by David Pilotto ***
I have been working with Alex over the phone on this case. We are having a hard time duplicating the issue.

I will visit this dealer on 8/17/2021and 8/18/2021

Please advise your SM I will send an email regarding the visit.

Thanks
Dave

*** 08/16/2021 09:34:55 ***
An FTS is scheduled to inspect this VIN on 08/17/2021 at MI031.

*** Web - Advice created on 08/16/2021 11:26:08 and created by Brian Hernandez ***
1: Thanks David

*** Web - FTS Note created on 08/25/2021 07:09:49 and created by David Pilotto ***
I visited this dealer to inspect the vehicle on 8/17 and 8/18 I was not able to duplicate the concern after many hours of testing and driving the vehicle. After discussing the concern with PQ I advised the dealer to replace the MFC due to the fact there was a updated part available and apply stablant to the MFC and MR11 connectors and perform additional test drives.

Alex Thanks again for working with me and let us know the results after driving the vehicle.

Thanks
Dave

*** Case has been auto closed by the system on 09/10/2021 01:14:22 (PST)
*** 10/27/2021 05:42:22 ***
Case Number: [redacted] Reopen Requested by Alex Nuaimi.
Reason: [vehicle came back with multiple CAN history codes
ABSESC C162808, AIRBAG B261700, B261800, EPS C180487, C162887, SCC C162887, C180487, C180581, MFC C162387, C166787, C168787, C162587, C181287, C16B687, BCW C181287, C162887, C166A87, ICU C161600]

*** 10/27/2021 07:33:30 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/27/2021 07:47:54 and created by Brian Hernandez ***
1: It looks like all those codes you listed in your reopen note were also found on the original scan back in 5/24/2021. There are two new codes. One in SCC C180581 and another in the MFC C168787. I'll escalate to the FTS team again. Now that we've replaced the cluster and the MFC, I wonder if we have an intermittent issue in the harness.
2: ABS/ESC C162808,
AIRBAG B261700, B261800,
EPS C180487, C162887,
SCC C162887, C180487, & C180581,
MFC C162387, C166787, C162587, C181287, C16B687, & C168787
BCW C181287, C162887, C166A87,
ICU C161600

*** 10/27/2021 07:48:39 ***
Inspection requested by Brian
Request Code: TL-MI031-[redacted]102721

Request Details: We've replaced the cluster and the MFC, I wonder if we have an intermittent issue in the harness. Escalating again due to repeat repairs.

*** 10/27/2021 12:24:18 ***
Web - Note created on 10/27/2021 12:24:18 and created by Alex Nuaimi

I agree thank you.

*** Web - Advice created on 10/27/2021 14:22:42 and created by Brian Hernandez ***
1: When the car came in today, did it have any active or pending codes? I'm seeing C-CAN codes but they're all history in your VDN from this morning.

*** 10/28/2021 04:05:35 ***
Web - Note created on 10/28/2021 04:05:34 and created by Alex Nuaimi

no pending or history codes.

*** Web - Advice created on 10/28/2021 08:15:16 and created by Brian Hernandez ***
1: See if you can test drive it today. Try to replicate the conditions the customer described when it happened and bring a flight recorder with you to keep running in case it happens again. If we can capture that, it would help a lot.

*** Web - FTS Note created on 10/29/2021 07:48:33 and created by David Pilotto ***
Alex, Give me a call when you can, 657-222-5852

Thanks
Dave

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC3MG[redacted] **Mileage:** 9,395 **Repair Date:** 05/25/2021

Prod Date: 08/04/2020 **Warranty Start Date:** 09/14/2020 **RO Number:** [redacted]

Port Options: IL, MUG, TOF, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MN017 Tom Kadlec KIA **Service District:** CE08

Phone: (507) 281-2222

Contact: Andrew schnable **Contact Title:** Maintenance Technician **Contact Phone:** (507) 361-2700

Case Details

Title: MIL - AEB # C163881, C16B881

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: **Category:** Repair Assistance

Case History

*** 05/25/2021 07:56:48 ***
Contact = Andrew schnable, Priority = Standard, Sub Status = Dispatched

*** 05/25/2021 07:56:49 ***
Web - Problem Description created on 05/25/2021 07:56:48 and created by Andrew schnable

Customer states smart cruise control and forward collision warning messages say they are blocked. Turning key on and off will clear lights until you get close to another vehicle while driving. Then messages come back.

*** 05/25/2021 07:56:49 ***
Web - Diagnostics created on 05/25/2021 07:56:49 and created by Andrew schnable

Attempted to align sensor and recalibrate. No change in condition. Replaced sensor and attempted to Align. Alignment procedure fails every time. No matter how sensor is positioned/adjusted vertical angle results 0.0 degrees. Unable to effect any change to vertical angle.

*** 05/25/2021 08:22:20 ***
Web - Note created on 05/25/2021 08:22:20 and created by Andrew schnable

Reinstalled original radar sensor to reattempt alignment with original sensor. Alignment codes gone but now have new codes. C163881 ACC/SCC communication error and C16B881.

*** 05/25/2021 10:00:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 05/25/2021 10:07:57 and created by Jay Jurado ***
1: Do you have any loose pin fit issues with the radar connector? Is there any aftermarket equipment installed? Is the windshield still a factory part? Are there any loose pin fit issues with the MFC?

*** 05/25/2021 10:38:18 ***
Web - Note created on 05/25/2021 10:38:17 and created by Andrew schnable

I checked pin fit at radar and MFC. No problems found. I see no aftermarket items installed and windshield is still a KIA part.

*** Web - Advice created on 05/25/2021 13:43:09 and created by Jay Jurado ***
1: Please swap out the MFC with a known good, and see if the issue is still present. Thanks.

*** Service Alert Escalated to CA as: 14177067 on 05/26/2021 01:06:38 (PST)

*** Case has been auto closed by the system on 06/10/2021 01:20:31 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP24HC4LG[redacted]
Mileage: 14,430
Repair Date: 05/21/2021
Prod Date: 04/02/2019
Warranty Start Date: 04/17/2019
RO Number: [redacted]
Port Options: CF, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO017 Suntrup KIA
Service District: CE04
Phone: (314) 894-2311
Contact: Scottie Johnson
Contact Title: Exclusive Kia Technician
Contact Phone: (314) 620-3254

Case Details

Title: MIL - ABS/ESP # C126402 C136081 C169381 C174181 C186286
Symptom: Information Given
System: Body Electrical
Component: Module
Resolution: Elec Connection Poor
Category: Repair Assistance

Case History

*** 05/27/2021 08:05:07 ***
Contact = Scottie Johnson, Priority = Standard, Sub Status = Dispatched

*** 05/27/2021 08:05:07 ***
Web - Problem Description created on 05/27/2021 07:51:18 and created by Scottie Johnson

the car come form the body shop the right rear blind spot was replaced with the pigtail and the rear bumper and the rear tailgate

i have programed the blind spot and the mfc and the scc and get 5 dtcs still

*** 05/27/2021 08:05:07 ***
Web - Diagnostics created on 05/27/2021 07:51:18 and created by Scottie Johnson

i have programed the blind spot and the mfc and the scc and get 5 dtcs stil.

DTC I have ABSESC C126402 Steering Angle Sensor -Plausibility Error
SCC C136081 ESP Irreversible Error
SCC C174181 ESC Not Available VSM (Check ESC)
BCW C169381 ESC Signal Error
MFC C186286 invalid signal of SCC
I have tried to reprogram all of those and the have come right back i have looked for bent pins and ground wires form where the body shop has had the car fixed and has it painted cleaned all the grounds where they painted the right rear panel

*** 05/27/2021 09:30:07 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/27/2021 09:39:47 and created by Andrew Velasco ***
1: Thank you for all of the information, Scottie. Please refer to the wiring inspection section listed in KGIS for C169381. Please disconnect the battery, then the HECU connectors. If this vehicle has EPB's, please check resistance between pin 19 (C-CAN HI) and 20 (C-CAN LO). If it doesn't have EPB's, please check resistance between pin 4 (C-CAN HI) and 5 (C-CAN LO).

After reviewing the DTC's, it seems l ke the HECU is faulty. Was the vehicle hit from the front as well?

*** 05/27/2021 09:44:41 ***
Web - Note created on 05/27/2021 09:44:40 and created by Scottie Johnson

so on pin 19 in the HECU i have 9 ohms and on pin 20 i have 1.1 ohms
no the car was hit only in the right rear i talked to the body shop and thats what they sayed

*** Web - Advice created on 05/27/2021 14:10:08 and created by Andrew Velasco ***
1: Hello, Scottie. Did you check resistance between pins 19 and 20, or did you check each to chassis ground?

*** Web - Advice created on 05/27/2021 14:10:57 and created by Andrew Velasco ***
1: Please perform the rest of the inspections for C169381 as well.

*** 06/01/2021 04:36:23 ***
Web - Note created on 06/01/2021 04:36:23 and created by Scottie Johnson

that is to chassis ground

*** 06/01/2021 04:42:06 ***
Web - Note created on 06/01/2021 04:42:06 and created by Scottie Johnson

i have done all of that the only thing that dont look right is from the HECU pins 19 and pin 20 for the chassis to ground with the battery unplugged

*** Web - Advice created on 06/01/2021 11:13:59 and created by Andrew Velasco ***
1: Thank you for the update, Scottie. Please check resistance between pins 19 and 20. If you find that resistance is greater than 1 ohm, please disconnect JE01 and test resistance between pins 19 and 20 again.

Please refer to SD200-2.

*** 06/04/2021 11:06:05 ***
Web - Note created on 06/04/2021 11:06:05 and created by Scottie Johnson

found the problem at connector f37 pin 4 the ground pin did not have very good pin tin shin tight it up and erased the codes and test drove working normal

*** 06/04/2021 11:07:30 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: bad pin tin shin in connector f37 pin 4

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76242.0

VIN: 5XYRH4LFXMG[redacted] **Mileage:** 4,179 **Repair Date:** 06/02/2021

Prod Date: 02/22/2021 **Warranty Start Date:** 04/23/2021 **RO Number:** [redacted]

Port Options: MUG, BAX, CO, CF, SPL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA043 Casey KIA **Service District:** SO12

Phone: (757) 249-8000

Contact: Taylor Grubbs **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C160449 - C180581

Symptom: General Information

System: Body Electrical

Component: Front View Camera

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/02/2021 05:46:46 ***
Contact = Taylor Grubbs, Priority = Standard, Sub Status = Dispatched

*** 06/02/2021 05:46:46 ***
Web - Problem Description created on 06/02/2021 05:46:46 and created by Taylor Grubbs

CUSTOMER STATES WHEN DRIVING FORWARD COLLISION AND MANY OTHER MESSAGES POP UP ON CLUSTER. ALL RELATED TO CRUISE CONTROL, FORWARD COLLISION, ETC.

*** 06/02/2021 05:46:46 ***
Web - Diagnostics created on 06/02/2021 05:46:46 and created by Taylor Grubbs

WAS ABLE TO VERIFY THAT WHEN DRIVING MANY WARNINGS POP UP DISABLING THINGS LIKE FORWARD COLLISION SMART CRUISE ETC. FOUND THAT VEHICLE HAS 2 CODES
FR_RADAR C180581 LKA CAN SIGNAL ERROR AND
FR_CMR C160449 ECU HARDWARE ERROR

WAS WONDERING HOW YOU WOULD LIKE ME TO PROCEED SEEING THAT THIS VEHICLE HAS SUCH LOW MILEAGE AND CUSTOMER JUST PURCHASED VEHICLE. THINKING IT COULD BE A FRONT CAMERA ISSUE.

*** 06/02/2021 09:16:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/02/2021 09:22:37 and created by Jerry Gossling ***

1: Thoroughly check the pin fit tension at R35 connector (MFC) and at MR11 in the A-Pillar with the appropriate pin fit tool.
Review SST 062 & TSB electrical 064 to determine the correct size pin fit tool.

*** 06/02/2021 12:22:56 ***
Web - Note created on 06/02/2021 12:22:56 and created by Taylor Grubbs

CHECKED ALL PIN TENSIONS AT R35 AT THE CAMERA AND ALSO AT MR11 IN THE A-PILLAR. ALL WAS GOOD. STILL APPEREARING TO HAVE THE SAME ISSUE. WITH MULTIPLE WARNINGS POP UP AS IM DRIVING. SPEED LIMIT SYSTEM, LANE KEEP ASSIST, FORWARD COLLISION, HIGH BEAM ASSIST. WHAT WOULD BE MY NEXT STEP?

*** Web - Advice created on 06/02/2021 13:08:05 and created by Jerry Gossling ***
1: Please screenshot all the MFC variant coding data & save it. Next replace the MFC per the replacement procedure outlined in the shop manual.
When done set the variant coding to saved screenshot settings and thoroughly drive the vehicle to verify the repair.
Thank you

*** Case Escalated to CA as: 14189430 on 06/03/2021 01:21:22 (PST)

*** Case has been auto closed by the system on 06/18/2021 01:13:26 (PST)
*** 06/28/2021 13:52:19 ***
Reopened with Sub Status of Working

*** 06/28/2021 13:52:32 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]

*** 09/01/2021 13:47:56 ***
Case Number: [redacted] Reopen Requested by Taylor Grubbs.
Reason: [AFTER CAMERA INSTALLATION THE VEHICLE IS NOW CODING FOR:
FR_RADAR C17455 SCC CODING & AVN/ NAVI OPTION MISMATCH
FR_CMR C170246 VARIANT CODING ERROR
CLU B104052 LKA MISSING ERROR

WITH THAT INFORMATION HOW SHOULD I PROCEED TO FIX THIS VEHICLE]

*** 09/01/2021 13:51:36 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/01/2021 13:52:43 and created by Jerry Gossling ***
1: Taylor,
The variant codding must not be set correctly. Did you screenshot all the variant codding data from the original MFC and set up the new one to match ?
Thank you

*** 09/01/2021 13:56:08 ***
Web - Note created on 09/01/2021 13:56:08 and created by Taylor Grubbs

YES THAT WAS DONE.

*** Web - Advice created on 09/02/2021 04:56:09 and created by Jerry Gossling ***
1: Taylor,
Compare the part number off of the new MFC with the old MFC and see if they are different.
Thank you

*** Phone - Advice created on 09/02/2021 06:14:26 and created by Jerry Gossling ***
1: Taylor called in to discuss the case.
I requested to double check the MFC variant coding for the audio unit. Taylor corrected the setting and now the system is functioning correctly.

*** 09/02/2021 06:37:52 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: WROTE THE VARIANT CODING CORRECTLY IN THE MFC AND FR RADAR

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76292.0

VIN: 5XYRK4LF4MG[redacted] **Mileage:** 1,619 **Repair Date:** 05/28/2021

Prod Date: 02/10/2021 **Warranty Start Date:** 04/23/2021 **RO Number:** [redacted]

Port Options: EH1, CBY, MUG, IL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OK024 Big Red KIA **Service District:** SW02

Phone: (405) 364-4400

Contact: Justin Swint **Contact Title:** Exclusive Kia Technician **Contact Phone:** (580) 399-6111

Case Details

Title: InstrCluster-Warning light on#

Symptom: Warning Light On

System: Body Electrical

Component: Back Up Warning Module

Resolution: Failed Gasket, Seal **Category:** Repair Assistance

Case History

*** 06/02/2021 07:39:22 ***
Contact = Justin Swint, Priority = Standard, Sub Status = Dispatched

*** 06/02/2021 07:39:22 ***
Web - Problem Description created on 06/02/2021 07:39:22 and created by Justin Swint

customer states multiple warning lights are on.

*** 06/02/2021 07:39:22 ***
Web - Diagnostics created on 06/02/2021 07:39:22 and created by Justin Swint

Pulled codes and found active codes, c184787, communication error-PCA. c184087, communication error rr_c_rdr. c183787, can signal error bca. c16b887, fca communication error. c168887, vsm2-mdps-signal error. c163887, scc communication error. b100252, epb missing error. b100552, airbag missing error. Lights on, check blind spot safety system, check forward safety system, check rear cross traffic safety system, check lane departure warning system, and check speed limit system.

*** 06/02/2021 11:26:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/02/2021 11:31:33 and created by John Nguyen ***
1: Justin, Thank you for the information.
Please check connectors EB31 (2.5GDI) and EB11 (2.5T GDI) for backed pout pins and connectors not locked or secured properly. These connectors are located under the airbox. Intake scoop will need replaced.
Please inspect the PCM connector for any corrosion.

Please if anything is found add pictures or a video to the case of both sides of the connector.

2: Next Please check connectors at the ICU (interior fuse box) for soft set connections. Not clipped in all the way. Front and rear of the unit.

*** Case Escalated to CA as: 14189413 on 06/03/2021 01:21:22 (PST)

*** 06/10/2021 07:09:13 ***
Web - Note created on 06/10/2021 07:09:13 and created by Justin Swint

I did not see anything wrong or unusal with the connector or pins. no corrosion or problems with the pcm.

*** Web - Advice created on 06/10/2021 09:34:10 and created by John Nguyen ***
1: Justin, if you clear DTC's and perform another VDN report please see which ones come back?

*** Web - Advice created on 06/10/2021 09:37:16 and created by John Nguyen ***
1: Also try to perform a capacitive discharge to verify.

*** 06/14/2021 06:06:53 ***
Web - Note created on 06/14/2021 06:06:53 and created by Justin Swint

No luck with the capacative discharge. sorry for the delayed response, I have been out sick.

*** Web - Advice created on 06/14/2021 13:21:20 and created by John Nguyen ***
1: Justin, no worries. Glad you are feeling better. Please create another VDN report to verify what DTC's are active at this time.

*** 06/16/2021 09:18:45 ***
Web - Note created on 06/16/2021 09:18:45 and created by Justin Swint

New VDN has been created.

*** Web - Advice created on 06/16/2021 13:33:53 and created by John Nguyen ***
1: Justin, please graph the CAN Network waveform and compare to a normal waveform listed in KGIS. Please check for proper connection at the RR BSD module, SCC, and the MDPS connector.

*** 06/30/2021 06:29:20 ***
Web - Note created on 06/30/2021 06:29:20 and created by Justin Swint

Sorry for the delay, we have been shorthanded at work. will update asap.

*** Web - Advice created on 06/30/2021 08:00:25 and created by John Nguyen ***
1: Justin, thank you for the update. I completely understand.

*** Service Alert Escalated to CA as: 14189413 on 07/01/2021 01:06:30 (PST)
*** 07/07/2021 09:00:55 ***
Web - Note created on 07/07/2021 09:00:55 and created by Justin Swint

I am unable to communicate with any of these systems, so I cannot graph the can network. I have checked all the connectors you requested, and found no problems. I pulled up the schematics for several of these systems and compared common connectors and grounds, and checked the grounds I saw. no problems were found with any of them. my service manager is wondering what we have to do to get an engeneer or field tech out to look at the vehicle. it has been here a while and the customer is very unhappy. thank you.

*** Web - Advice created on 07/07/2021 09:43:36 and created by John Nguyen ***
1: Justin, I have escalated this case to an FTS.

*** 07/07/2021 09:44:04 ***
Inspection requested by John
Request Code: TL-OK024-[redacted]7721
Request Details: Escalating to an FTS due to the amount of time down without a resolution.

*** 07/07/2021 14:13:14 ***
An FTS is scheduled to inspect this VIN on 07/15/2021 at OK024.

*** 07/19/2021 11:04:17 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: FIELD TECH FOUND MOISTURE IN CONNECTOR BEHIND PASSENGER SIDE KICK PANEL

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA27M7[redacted] **Mileage:** 2,001 **Repair Date:** 06/02/2021

Prod Date: 11/23/2020 **Warranty Start Date:** 02/19/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX125 Southwest KIA Rr **Service District:** SW05

Phone: (512) 617-5000

Contact: Joseph Moreno **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Duplicate - WEB Case #[redacted]

Symptom: Programming (General)

System: Cruise Control

Component: Cruise Control Module

Resolution: Duplicate Web Case **Category:** Repair Assistance

Case History

*** 06/02/2021 08:01:38 ***
Contact = Joseph Moreno, Priority = Standard, Sub Status = Dispatched

*** 06/02/2021 08:01:38 ***
Web - Problem Description created on 06/02/2021 08:01:38 and created by Joseph Moreno

History c163281 cluster control switch fail and c186286 invalid signal of scc.

*** 06/02/2021 08:01:39 ***
Web - Diagnostics created on 06/02/2021 08:01:39 and created by Joseph Moreno

This is the second time for this concern, first I realigned front radar due to being out of spec. Worked of awhile and now having the same concern. Uploaded data to compare to kgis for diag. Specs do not match kgis specs. Should I realign again?

*** 06/02/2021 08:02:26 ***
Screenshot_20210601-091331.jpg added by Joseph Moreno on 06/02/2021 08:02:26

*** 06/02/2021 08:02:27 ***
Screenshot_20210601-085619.jpg added by Joseph Moreno on 06/02/2021 08:02:26

*** 06/02/2021 11:39:34 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 06/02/2021 11:43:08 and created by Steven Okimura ***

1: I am closing this duplicate case, refer to [redacted]

*** 06/02/2021 11:43:11 ***
Case closed by Steven Okimura with Resolution Code : Duplicate Web Case
[Resolution Summary]

Attachments

Screenshot_20210601-091331.jpg.jpg, Screenshot_20210601-085619.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC3MG[redacted] **Mileage:** 10,175 **Repair Date:** 06/04/2021

Prod Date: 09/04/2020 **Warranty Start Date:** 09/29/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL088 Greenway KIA North **Service District:** SO03

Phone: (407) 571-1234

Contact: Eric Schramm **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys-Lane Departure Sys # C180581 - C160649

Symptom: Lane Departure Inop

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/04/2021 06:41:19 ***
Contact = Eric Schramm, Priority = Standard, Sub Status = Dispatched

*** 06/04/2021 06:41:20 ***
Web - Problem Description created on 06/04/2021 06:41:20 and created by Eric Schramm

DTCs SCC C180581 LKAS CAN signal Error History and MFC C160649 ECU software Error History in KDS.

*** 06/04/2021 06:41:20 ***
Web - Diagnostics created on 06/04/2021 06:41:20 and created by Eric Schramm

The MFC is excessively hot to the touch. No damage to the component or wiring harness is present.

*** 06/04/2021 08:15:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/04/2021 08:22:43 and created by Brian Lall ***
1: If the pin tension at the connections to the MFC are good, the wiring is not damaged, and you have verified power and ground to the MFC, my recommendation is to replace the MFC and to retest. Thanks.

*** Case has been auto closed by the system on 06/20/2021 01:09:59 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP24HC4LG[redacted] **Mileage:** 19,604 **Repair Date:** 06/05/2021

Prod Date: 12/09/2019 **Warranty Start Date:** 01/05/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA308 KIA Downtown Los Angeles **Service District:** WE01

Phone: (866) 414-5619

Contact: Joshua Albano **Contact Title:** Apprentice Technician **Contact Phone:** (562) 508-2637

Case Details

Title: Instr Cluster-Indicators inop# intermittent

Symptom: Gauges (General)

System: Body Electrical

Component: Meter Set (Gauge Cluster)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/05/2021 12:55:42 ***
Contact = Joshua Albano, Priority = Standard, Sub Status = Dispatched

*** 06/05/2021 12:55:42 ***
Web - Problem Description created on 06/05/2021 12:55:42 and created by Joshua Albano

Customer states odometer glitches while driving.

*** 06/05/2021 12:55:42 ***
Web - Diagnostics created on 06/05/2021 12:55:42 and created by Joshua Albano

Test drove car and was not able to duplicate. Customer provided video of cluster glitching. Please see attached video and advise.

*** 06/05/2021 12:55:43 ***
IMG_3670.3gp added by Joshua A bano on 06/05/2021 12:55:43

*** 06/05/2021 13:29:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/05/2021 13:47:21 and created by Brian Lall ***
1: Thanks for the video. Please check to make sure all the connectors to the cluster are secured, there is no damage to the wiring, and that the pin tension is tight in those connectors then retest. Let me know if the concern can be duplicated after the connections are secured. Thanks.

*** 06/08/2021 16:26:27 ***
Web - Note created on 06/08/2021 16:26:27 and created by Joshua Albano

checked cluster and cluster connector was secured. checked for damage to wiring and no wiring damaged. tried doing pin tension to connectors but was not able to due to schematics is not correct. after removing connector and connecting back in cluster does not want to turn on. checked all fuses and all fuses are good. scanned car for codes and found eps/scc/mfc/bcw c162887 can time -out cluster (active), scc c180581 kas can signal error (active), mfc c186286 invalid signal of scc (active),engine p046200 fuel level sensor a circuit low input (active),absesc c162808 can time-out cluster (active), airbag b261700 cluster airbag warning lamp can message timeout (active). please advise.

*** 06/08/2021 16:31:10 ***
Web - Note created on 06/08/2021 16:31:10 and created by Joshua Albano

cluster no longer turns on nor has signal to rev or speed. only air bag light is on.

*** Web - Advice created on 06/08/2021 23:33:15 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the cluster and to retest.

*** Web - FTS Advice created on 06/14/2021 13:31:57 and created by Alberto Perez ***
Joshua , please check pin tension cluster connector M08 pin 29,30,32,33,37,39 and 40. The video indicate that cluster losing power or ground source.

*** 06/15/2021 08:26:48 ***
Web - Note created on 06/15/2021 08:26:48 and created by FRANCIS PEA

sent pna to warranty clerk for cluster ,

*** Research - Advice created on 06/15/2021 11:27:50 and created by Brian Lall ***
1: Thanks for the update.

*** Case has been auto closed by the system on 07/01/2021 01:13:02 (PST)
*** 07/12/2021 16:11:26 ***
Case Number: [redacted] Reopen Requested by Joshua A bano.
Reason: [got back cluster. put cluster back on and now i have dtc b100952 missing error- without 4wdd unit or connector fault. the car did not have that fault prior. car does not have 4wd and cluster went to the cluster shop. can cluster shop accidentally set this code?]

*** 07/13/2021 05:14:06 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/13/2021 05:14:40 and created by Brian Lall ***
1: Please check and perform the cluster variant coding. Thanks.

*** 07/13/2021 14:47:31 ***
Web - Note created on 07/13/2021 14:47:31 and created by alexis montano

ok did variant code and cleared all codes and cluster working as designed ,

*** 07/13/2021 14:47:54 ***
Web - Note created on 07/13/2021 14:47:54 and created by alexis montano

ok to close case

*** 07/14/2021 07:37:34 ***
Assigned to WIPBin default of Brian Lall by Rob Levy
Reason: Vehicle Down for 5 or more days

*** Web - Advice created on 07/14/2021 08:33:19 and created by Brian Lall ***
1: Good job!

*** 07/14/2021 08:33:22 ***
Case closed by Brian Lall with Resolution Code : Faulty Component
[Resolution Summary]
cluster

*** Service Alert Escalated to CA as: 14264436 on 07/15/2021 01:08:22 (PST)

Attachments

IMG_3670.3gp.3gp

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHCXLG[redacted] **Mileage:** 26,223 **Repair Date:** 06/08/2021

Prod Date: 08/12/2019 **Warranty Start Date:** 09/04/2019 **RO Number:** [redacted]

Port Options: RBP, CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ045 Earnhardt KIA **Service District:** WE07

Phone: (602) 346-5400

Contact: Mitchell Renyer **Contact Title:** Shop Foreman **Contact Phone:** (480) 358-7641

Case Details

Title: MIL - EPS # C162264, C136081, C162286, C164908, P215900

Symptom: Warning Light On

System: Steering

Component: EPS Control Module

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 06/08/2021 08:52:38 ***
Contact = Mitchell Renyer, Priority = Standard, Sub Status = Dispatched

*** 06/08/2021 08:52:38 ***
Web - Problem Description created on 06/08/2021 08:31:44 and created by Mitchell Renyer

When activating SCC, Warning lights come on after driving for about 30 minutes to 1 hour.

*** 06/08/2021 08:52:38 ***
Web - Diagnostics created on 06/08/2021 08:31:44 and created by Mitchell Renyer

Performed long road test and found after having SCC engaged, Red Steering wheel light with exclamation mark will come on followed but SCC inop. Upon leaving freeway, found steering wheel will be stiff and making abnormal noise when turning. Returned to shop and scanned for codes. Found multiple codes in system. Codes are as follows: ABS/ESC C164908, EPS C162286 and C162264, SCC C136081, and MFC C186286. Once vehicle is cycled off then back on vehicle is operating normal and codes are in history.

*** 06/08/2021 10:36:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 06/08/2021 10:41:44 and created by Jay Jurado ***
1: Please check for loose pin tension issues at the HECU, MFC, and MDPS. You may apply stabilant if needed. Let me know if the code continues to return afterwards. Thanks.

*** 06/09/2021 10:37:00 ***
Web - Note created on 06/09/2021 10:37:00 and created by Mitchell Renyer

Checked pin tension with special service tool and verified all tension is to factory specification. Applied Stabilant-22 to connectors and re-attached. Confirmed secured fitting. Going to test drive vehicle and update case.

*** Web - Advice created on 06/09/2021 11:11:25 and created by Jay Jurado ***
1: OK. Thanks Mitchell.

*** 06/22/2021 11:39:43 ***
Web - Note created on 06/22/2021 11:39:43 and created by Mitchell Renyer

After driving vehicle close to 75 miles vehicle is still operating as designed. Released vehicle to customer.

*** Web - Advice created on 06/22/2021 15:13:53 and created by Jay Jurado ***
1: Thanks for the update. You may close the case if no longer needed.

*** 06/23/2021 12:20:51 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Applied Stabilant22 to wiring

*** 07/15/2021 12:34:49 ***
Case Number: [redacted] Reopen Requested by Mitchell Renyer.
Reason: [Vehicle has returned with same issue. Scanned vehicle for codes and only codes present unlike before.]

*** 07/15/2021 12:37:07 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/15/2021 12:40:36 and created by Jay Jurado ***
1: Please check to see if you have a good CAN signal with the VMI. If you do not, start disconnecting modules on the CAN circuit until a good CAN signal is achieved.

For more information, please see Tech Times:
V19, I4
V21, I2
V18, I6

*** Web - Advice created on 07/15/2021 14:23:27 and created by Jay Jurado ***
1: Tech called in to review case. Advised to monitor wheel speed data and see if data drops out when the issue arises.

*** Service Alert Escalated to CA as: 14266936 on 07/16/2021 01:06:48 (PST)

*** 07/16/2021 06:33:54 ***
Web - Note created on 07/16/2021 06:33:54 and created by Mitchell Renyer

Test drove vehicle this morning on freeway and about 15-16 miles into test drive, vehicle started acting up. First MDPS warning light came on cluster then SCC was disabled automatically when FCA warnings started popping up on cluster screen. Monitored current data and all wheel speed data was in specification. Exited freeway within 2 miles and by the time I was on the off ramp, all warnings have left the cluster and vehicle started operating as designed. Pulled into a parking lot and removed covering over MFC and found camera was cool to the touch unl ke other times it was hot. Uploaded graph reading of ESC/ABS+EPB data to case for review.

*** 07/16/2021 06:36:01 ***
TELLURIDE(ON)_ABSESC_210716-062333.GSR added by Mitchell Renyer on 07/16/2021 06:36:01

*** Web - Advice created on 07/16/2021 08:52:14 and created by Jay Jurado ***
1: Thanks for the update. Do you have access to a known good MDPS module that you can swap in?

*** 07/16/2021 15:21:35 ***
Web - Note created on 07/16/2021 15:21:34 and created by Mitchell Renyer

Checked in used vehicle department and PDI/New vehicle. There are no Tellurides at the dealership at this time.

*** Web - Advice created on 07/16/2021 15:56:55 and created by Jay Jurado ***
1: After much review, recommend replacing the MDPS module at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval. Thanks.

*** 07/22/2021 12:48:14 ***
Web - Note created on 07/22/2021 12:48:14 and created by Mitchell Renyer

Removed and replaced Power Pack on MDPS Column. Performed SAS Calibration and EPS Recognition. Test drove vehicle after repairs and after 30 miles of driving with SCC on, vehicle started experiencing same lights on cluster and codes in system. There is 1 new pending code in Engine System for P215900. Code is for vehicle speed.

*** 07/22/2021 12:50:52 ***
Web - Note created on 07/22/2021 12:50:52 and created by Mitchell Renyer

Was monitoring vehicle speed in ABS/ESC System and speed matched actual speed entire test drive.

*** Web - Advice created on 07/22/2021 14:21:24 and created by Jay Jurado ***
1: Do you currently have wheel speed data for all four wheels?

*** 07/22/2021 14:27:50 ***
Web - Note created on 07/22/2021 14:27:50 and created by Mitchell Renyer

Yes, wheel speed data is actuate. All 4 wheels are spinning at the same speed and matching actual vehicle speed in current data.

*** 07/22/2021 14:43:30 ***
Web - Note created on 07/22/2021 14:43:30 and created by Mitchell Renyer

On another note, camera this time was very hot to the touch. Outside temperature was reading 103-105 degrees and the camera had to be close to 180-200 degree. You could feel the heat on the glass around the camera radiating.

*** Web - Advice created on 07/22/2021 15:30:26 and created by Jay Jurado ***
1: Do you have access to a known good MFC that you can swap in?

*** 07/22/2021 15:37:32 ***
Web - Note created on 07/22/2021 15:37:32 and created by Mitchell Renyer

No Tellurides on our lot at this time.

*** Web - Advice created on 07/22/2021 15:45:06 and created by Jay Jurado ***
1: Please replace the MFC and report back with your results. If the repair cost exceeds $1500 then please contact your DPSM for approval. Thanks.

*** 07/23/2021 13:12:57 ***
Web - Note created on 07/23/2021 13:12:57 and created by Mitchell Renyer

Received new MFC in town. Will install today and update case.

*** Web - Advice created on 07/23/2021 14:26:03 and created by Jay Jurado ***
1: Thanks Mitchell.

*** 07/23/2021 15:03:16 ***
Web - Note created on 07/23/2021 15:03:16 and created by Mitchell Renyer

Installed new MFC and test drove vehicle. After driving 35-40 miles this time lights came back on with codes in system.

*** Web - Advice created on 07/23/2021 15:09:10 and created by Jay Jurado ***
1: Case is under review.

*** 07/23/2021 15:23:26 ***
Inspection requested by Jay
Request Code: TL-AZ045-[redacted]72321
Request Details: Time down. MDPS replaced due to supposed dropping out first. MFC replaced due to extremely high temp. CAN line diagnosis, stabilant applied to MFC, HECU, and MDPS connectors.

*** Web - Advice created on 07/23/2021 15:24:55 and created by Jay Jurado ***
1: Mitchell, we may be losing wheel speed data when the vehicle gets hot. Please recheck pin fit at the HECU.

*** Web - FTS Advice created on 07/26/2021 15:05:31 and created by Gino Leon ***
Mitch, did you get a chance to graph the wheel speed sensors?

*** 07/26/2021 17:16:43 ***
Web - Note created on 07/26/2021 17:16:43 and created by Mitchell Renyer

Yes, no issues found all sensors showing correct speed during active concern with C-CAN signals and showing correctly with out concern with C-CAN signal.

*** Web - FTS Note created on 07/27/2021 07:56:54 and created by Gino Leon ***
Mitch, I am schedule to visit on 7/30/2021

*** Web - Advice created on 07/27/2021 08:28:27 and created by Jay Jurado ***
1: After much review, recommend also replacing the HECU at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 07/27/2021 09:15:35 ***
An FTS is scheduled to inspect this VIN on 07/30/2021 at AZ045.

*** 07/30/2021 14:04:41 ***
Web - Note created on 07/30/2021 14:04:41 and created by Mitchell Renyer

After FTS inspection, ordering HECU. Will update case after repairs. Thanks!

*** Web - Advice created on 07/30/2021 15:22:48 and created by Jay Jurado ***
1: Thanks for the update.

*** 08/04/2021 07:28:07 ***
Web - Note created on 08/04/2021 07:28:06 and created by Mitchell Renyer

Installed new HECU and concern still present.

*** Web - Advice created on 08/04/2021 08:59:46 and created by Jay Jurado ***
1: Just to clarify, did you recalibrate your steering angle sensor after you replaced the HECU?

*** 08/04/2021 10:43:05 ***
Web - Note created on 08/04/2021 10:43:05 and created by Mitchell Renyer

Yes, recalibrated SAS, performed Variant coding, performed Auto Detect Configuration, and Longitude G Sensor Cal bration.

*** Web - FTS Advice created on 08/04/2021 11:19:29 and created by Gino Leon ***
What was happening was the speed signal from the HECU on the CAN would intermittently drop. There is an internal issue in the harness. Recommending replace the Harness from the HECU.

*** Web - Advice created on 08/04/2021 13:48:30 and created by Jay Jurado ***
1: .

*** Case has been auto closed by the system on 08/20/2021 01:18:31 (PST)

Attachments

TELLURIDE(ON)_ABSESC_210716-062333.GSR.GSR, TELLURIDE(ON)_4WD_210730-093046.MSR, TELLURIDE(ON)_210730-094046.PDF, TELLURIDE(ON)_210730-080101.PDF, TELLURIDE(ON)_210730-094059.PDF, TELLURIDE(ON)_4WD_210730-093439.MSR, TELLURIDE(ON)_210730-103607.PDF, TELLURIDE(ON)_4WD_210730-093514.MSR, TELLURIDE(ON)_210730-090857.PDF, TELLURIDE(ON)_210730-123826.PDF, TELLURIDE(ON)_210730-111003.PDF, TELLURIDE(ON)_20210730_090907.jpg, TELLURIDE(ON)_ENGINE_210730-102114.MSR, TELLURIDE(ON)_20210730_090316.jpg, TELLURIDE(ON)_ENGINE_210730-101933.MSR, TELLURIDE(ON)_ABSESC_210730-085042.MSR, TELLURIDE(ON)_ENGINE_210730-101749.MSR, TELLURIDE(ON)_20210730_090219.jpg, TELLURIDE(ON)_20210730_090308.jpg, TELLURIDE(ON)_ENGINE_210730-102307.MSR, TELLURIDE(ON)_20210730_144152.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC0LG[redacted] **Mileage:** 11,374 **Repair Date:** 05/18/2021

Prod Date: 05/22/2020 **Warranty Start Date:** 05/30/2020 **RO Number:** [redacted]

Port Options: TO, CO, CF, MUG, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN036 Gossett KIA South **Service District:** SO09

Phone: (901) 363-6556

Contact: Deadrick Miles **Contact Title:** Exclusive Kia Technician **Contact Phone:** (901) 501-9525

Case Details

Title: MIL - AEB # C160A88

Symptom: Lane Departure Inop

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Manufacturing Defect **Category:** Repair Assistance

Case History

*** 06/10/2021 13:50:39 ***
Contact = Deadrick Miles, Priority = Standard, Sub Status = Dispatched

*** 06/10/2021 13:50:39 ***
Web - Problem Description created on 06/10/2021 12:38:41 and created by Deadrick Miles

Collision Avoidance System Light Flashing
warning lamps keeps flashing

*** 06/10/2021 13:50:39 ***
Web - Diagnostics created on 06/10/2021 13:16:20 and created by Deadrick Miles

performed KDS test
SCC C160A88,
SCC C160C87,
SCC C163881
MFC C160A87
Less than 1 Ohm on the local CANbus
R14 to E51 pin 3
R14 to E51 pin 2
Check ground at R14 pin 7
Battery Power at R14 pin 5

*** 06/10/2021 15:02:01 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/10/2021 15:10:29 and created by Eric Patterson ***
1: Please Check ground GE11 as well.

Please check pin 3 at e51 for low tension

EE11 LH frame rail
MR11 LH A pillar
EM21 RH kick [panel
SCC connector as well.

2: Please try and wiggle all of these connectors if you can erase the DTC and see if it causes the codes to return.
'
Otherwise looks like the SCC may be our cause after review of some other cases.

Please make sure there have been no previous accidents or repairs that could have caused the concern. If the bracket is bent then this looks like CP>

*** Service Alert Escalated to CA as: 14203843 on 06/11/2021 01:06:49 (PST)

*** 06/17/2021 06:07:22 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: replaced front radar for scc

Attachments

Video.mov.mov

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC0LG[redacted]
Mileage: 28,075
Repair Date: 06/10/2021
Prod Date: 02/22/2019
Warranty Start Date: 03/02/2019
RO Number: [redacted]
Port Options: CT, CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC019 KIA Country
Service District: SO04
Phone: (843) 573-2300
Contact: Christopher Goodyear
Contact Title: Exclusive Kia Technician
Contact Phone: (843) 926-3880

Case Details

Title: MIL - Smart Cruise Control # C162078 C186286
Symptom: Warning Light On
System: Cruise Control
Component: Cruise Control Module
Resolution: Damaged Component
Category: Repair Assistance

Case History

*** 06/11/2021 09:30:29 ***
Contact = Christopher Goodyear, Priority = Standard, Sub Status = Dispatched

*** 06/11/2021 09:30:29 ***
Web - Problem Description created on 06/11/2021 09:30:29 and created by Christopher Goodyear

Customer states the front crash alert light is on.

*** 06/11/2021 09:30:30 ***
Web - Diagnostics created on 06/11/2021 09:30:30 and created by Christopher Goodyear

Checked for DTCs and there is C162078 alignment failed. Re calibrated the front radar and the lights went out and the cruise control was working. Today the warning lights came back on for the front collision warning are back on and has the same DTC. There was also a C186286 invalid no signal of the SCC. There is nothing blocking the radar and it does not look like it has been hit.

*** 06/11/2021 10:16:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/11/2021 10:20:35 and created by Frank Lusic ***
1: Hello Christopher
when you cal brated the radar unit did you actually place the angle gauge on the radar units face and set the angle before you performed the cal bration
?

*** 06/11/2021 11:04:10 ***
Web - Note created on 06/11/2021 11:04:10 and created by Christopher Goodyear

Yes I did

*** Web - Advice created on 06/11/2021 11:55:18 and created by Frank Lusic ***
1: Thank you
1. attach a screen shot of all of the radar data ,
2, can you communicate with the MFC and radar unit ?
3, disconnect the battery, MFC and radar connectors
4, measure the resistance between the following pins
radar connector pins 4-6
MFC connector pins 4-12
5, check the resistance to chassis ground on all 4 pins

*** 06/14/2021 12:00:46 ***
Web - Note created on 06/14/2021 12:00:46 and created by Christopher Goodyear

Was testing the pins on the radar and I found that the radar itself is moving around and i can not get it to stay in place. There is no signs of impact damage.

*** Web - Advice created on 06/14/2021 12:23:00 and created by Frank Lusic ***
1: attach a video of this,
What is causing the movement , the mounting bracket or the radar unit itself ?

*** 06/14/2021 12:36:10 ***
Web - Note created on 06/14/2021 12:36:10 and created by Christopher Goodyear

radar unit it self

*** Web - Advice created on 06/14/2021 13:10:14 and created by Frank Lusic ***
1: please attach a video of this

*** 06/15/2021 09:56:00 ***
Web - Note created on 06/15/2021 09:56:00 and created by Christopher Goodyear

Attached video to case.

*** 06/15/2021 09:56:09 ***
IMG_0946.MOV added by Christopher Goodyear on 06/15/2021 09:56:00

*** Web - Advice created on 06/15/2021 10:17:44 and created by Frank Lusic ***
1: Thank you, please replace the radar unit , hold onto it for possible collection

*** 06/16/2021 03:38:22 ***
Web - Note created on 06/16/2021 03:38:22 and created by Christopher Goodyear

I replaced the radar unit and I am trying to calibrate the radar but it keeps saying alignment failed and I have tried multiple times and it says the same thing.

*** Web - Advice created on 06/16/2021 05:59:46 and created by Frank Lusic ***
1: are you following the procedures in the SHOP information and using the SST angle gauge on the radar units face? if not and this initial adjustment is off the cal bration will not complete

*** 06/16/2021 06:49:48 ***
Web - Note created on 06/16/2021 06:49:48 and created by Christopher Goodyear

Yes I am following the procedures in the SHOP information and using the SST angle gauge on the radar units face.

*** Web - Advice created on 06/16/2021 07:11:53 and created by Frank Lusic ***
1: attach a picture of the meters reading when it is on the face of the radar unit

*** 06/17/2021 05:52:45 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced the SCC radar.

Attachments

IMG_0946.MOV.MOV

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 STINGER
Engine: 3.3L T-GDI V6
Model Code:
VIN: KNAE45LC4N6[redacted]
Mileage: 1,075
Repair Date: 06/12/2021
Prod Date: 02/04/2021
Warranty Start Date: 05/07/2021
RO Number: [redacted]
Port Options: CF2, CA
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY128 KIA of West Nyack
Service District: EA04
Phone: (845) 353-1919
Contact: Harvinder Singh
Contact Title: Shop Foreman
Contact Phone:

Case Details

Title: MIL - AEB # C183186
Symptom: Warning Light On
System: Body Electrical
Component: Front View Camera
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 06/12/2021 07:04:54 ***
Contact = Harvinder Singh, Priority = Standard, Sub Status = Dispatched

*** 06/12/2021 07:04:54 ***
Web - Problem Description created on 06/12/2021 07:04:54 and created by Harvinder Singh

customer states warning comes on when turning on smart cruise control, check HDA system

*** 06/12/2021 07:04:54 ***
Web - Diagnostics created on 06/12/2021 07:04:54 and created by Harvinder Singh

scan vehicle for fault codes C183186 can signal error navigation

*** 06/12/2021 10:40:04 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 06/12/2021 10:55:43 and created by Tony Thomas ***
1: Code is history. Please perform the harness and component inspections and report your results.

*** Case Escalated to CA as: 14206567 on 06/13/2021 01:09:12 (PST)

*** 06/15/2021 11:07:18 ***
Web - Note created on 06/15/2021 11:07:17 and created by Harvinder Singh

performed component inspections all readings are within specs listed on kgis. i applied stab 22a to connector m59-b, r14, and i/p-G. reset fault code-perform 10 mile test drive on vehicle rescan for fault codes - no faults returned.

*** Web - Advice created on 06/15/2021 11:09:03 and created by Tony Thomas ***
1: Thanks for the update Harvey.

*** 06/15/2021 11:56:58 ***
Web - Note created on 06/15/2021 11:56:58 and created by Harvinder Singh

should i release vehicle now?

*** Web - Advice created on 06/15/2021 12:07:08 and created by Tony Thomas ***
1: If the codes do not return, release the vehicle. If the customer returns for the same concern, request a reopen of this case.

*** 06/15/2021 12:25:58 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: applied stab 22a to connectors;

*** Case [redacted] is sent on 6/18/2021 12:33:31 by Daniel Lundgren

To: nkim@kiausa.com

Cc: dlundgren@kiausa.com

Title: 22 stinger C183186

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76282.0

VIN: 5XYRK4LF8MG[redacted] **Mileage:** 2,046 **Repair Date:** 05/12/2021

Prod Date: 03/04/2021 **Warranty Start Date:** 04/20/2021 **RO Number:** [redacted]

Port Options: WL, CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA242 Allstar KIA **Service District:** WE06

Phone: (909) 763-4740

Contact: Jorge Gonzalez **Contact Title:** Exclusive Kia Technician **Contact Phone:** (951) 907-0651

Case Details

Title: MIL - LKAS # C180581 C160449

Symptom: Blind Spot Detection Inop

System: Body Electrical

Component: Front View Camera

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/13/2021 14:34:09 ***
Contact = Jorge Gonzalez, Priority = Standard, Sub Status = Dispatched

*** 06/13/2021 14:34:09 ***
Web - Problem Description created on 06/13/2021 14:13:26 and created by Jorge Gonzalez

customer states al warning light come active while few minutes of driving

*** 06/13/2021 14:34:10 ***
Web - Diagnostics created on 06/13/2021 14:13:27 and created by Jorge Gonzalez

scan for dtc, found active codes FR_RADAR LKA SIGNAL ERROR, AND FR_CMR ECU HARDWARE ERROR, C180581 C160449, erased dtc took vehicle on test drive was able to duplicate concern, inspect front radar and connector , inspect pin tension , performed same procedure for front camera, searched for any tsbs for concern or update. none found, took vehicle on test drive multiple times activated smart cruise control all collision and blind spot warning lights came active, front radar detected front vehicle and speed change while warning lights active, unplugged and plugged front camera while driving, warning lights turned off few minutes into driving lights came on, rec replacing front camera, performed back up and input procedure, cal brated camera, took vehicle on multiple test drives, no warning lights came active , vehicles FR CAMERA, and BSD performing as design

NOTE: vehicle came in may 12, part was ordered , part was on back order for a month reason vehicle was down

*** Service Alert Escalated to CA as: 14176835 on 06/14/2021 01:01:03 (PST)

*** Escalated to CA as: 14176835 on 06/14/2021 01:08:36 (PST)
*** 06/14/2021 05:17:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/14/2021 05:22:05 and created by Tony Thomas ***
1: Close the case if no assistance is needed. Thanks.

*** 06/15/2021 10:10:05 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: FR_CAMERA , REPLACED AND CALIBRATED

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC3LG[redacted]
Mileage: 10,850
Repair Date: 06/15/2021
Prod Date: 05/15/2020
Warranty Start Date: 06/06/2020
RO Number: [redacted]
Port Options: CTS, TO, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC019 KIA Country
Service District: SO04
Phone: (843) 573-2300
Contact: Christopher Goodyear
Contact Title: Exclusive Kia Technician
Contact Phone: (843) 926-3880

Case Details

Title: MIL - LKAS # C160649 - C180581
Symptom: Lane Departure Inop
System: Body Electrical
Component: MFC
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 06/15/2021 10:44:20 ***
Contact = Christopher Goodyear, Priority = Standard, Sub Status = Dispatched

*** 06/15/2021 10:44:20 ***
Web - Problem Description created on 06/15/2021 10:44:20 and created by Christopher Goodyear

Customer states the front collision, land keep assist and cruise control inop.

*** 06/15/2021 10:44:21 ***
Web - Diagnostics created on 06/15/2021 10:44:21 and created by Christopher Goodyear

Has DTCs C180581 LKAS CAN signal error and C160649 ECU software Error. I checked the pin tension on the MFC and it is good. There are no loose, bent or backed out pins. There is power and ground at the Camera.

*** 06/15/2021 13:53:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 06/15/2021 13:55:47 and created by Sam Camarillo ***
1: Please replace the MFC
if you can copy the variant coding from the camera you are replacing so you can properly variant code this one

*** 06/17/2021 11:52:14 ***
Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced the MFC

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC8LG[redacted] **Mileage:** 15,338 **Repair Date:** 06/16/2021

Prod Date: 11/08/2019 **Warranty Start Date:** 11/26/2019 **RO Number:** [redacted]

Port Options: IL, TO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA067 Southern KIA Virginia Beach **Service District:** SO12

Phone: (757) 340-0800

Contact: MARTIN BATTISTA **Contact Title:** Exclusive Kia Technician **Contact Phone:** (757) 846-3538

Case Details

Title: MIL - IP Cluster # C162800 B261700 C186286 C162887 C180581 C162808 P046200

Symptom: Dash Lights Inop

System: Body Electrical

Component: Instrument Panel Module (IPM)

Resolution: **Category:** Repair Assistance

Case History

*** 06/16/2021 05:50:43 ***
Contact = MARTIN BATTISTA, Priority = Standard, Sub Status = Dispatched

*** 06/16/2021 05:50:43 ***
Web - Problem Description created on 06/16/2021 05:49:32 and created by MARTIN BATTISTA

Customer states intermittently the dash lights go out and cluster is completely inop. Mostly occurs at night. Check engine light is on.

*** 06/16/2021 05:50:44 ***
Web - Diagnostics created on 06/16/2021 05:49:32 and created by MARTIN BATTISTA

DTC scan performed. p046200 (fuel level sensor A circuit low input), c162808 (CAN time out cluster), B261700 (Cluster airbag warning lamp CAN message time out), c162887 (CAN timeout cluster), C180581 (LKAS CAN signal error), C186286 (Invalid signal of SCC), C162800 (CAN time out cluster). C162887 set in MFC, BCW, SCC, EPS. All codes history at this time and dash is operating correctly currently. Customer did bring vehicle to dealership when concern was occurring, so I was able to confirm it. However customer could not leave vehicle that day.

*** 06/16/2021 08:24:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/16/2021 08:29:31 and created by Andrew Velasco ***
1: Hello, Martin. Please thoroughly check the pin fit tension of the cluster & ICU-G connectors with the T connector. Review TSB electrical 064 to determine the correct size T connector.

Please also try wiggling the connectors and note if you can duplicate the concern.

2: Please also remove the ground cable from the battery and test resistance at pin 37 of M08 to chassis ground.

*** 06/16/2021 11:24:00 ***
Web - Note created on 06/16/2021 11:24:00 and created by MARTIN BATTISTA

checked piun tension of every pin in M08 and found tension to be adequate. found 0.1 ohm of resistance from pin 37 of M08 to battery ground.

*** Web - Advice created on 06/16/2021 16:50:36 and created by Andrew Velasco ***
1: Thank you for the update, Martin. Perform the diagnostic procedures listed in KGSI for C162800 and note all of your results on the case. Please also try wiggling the connectors and harness while performing these inspections.

2: Please also provide the o-scope wave form by probing pins 32 C-CAN High and 33 C-CAN Low of the cluster. Please wiggle the harness and connector while doing so.

*** 06/23/2021 12:03:27 ***
Web - Note created on 06/23/2021 12:03:27 and created by MARTIN BATTISTA

Ok so there isnt much to go off of in the KGIS diagnostic procedure. I ohmed out the can lines and got values within range and the codes are history and do not immediately return. I assume since the fault only occurs intermittently the dtcs will only populate when fault occurs.

*** Web - Advice created on 06/24/2021 07:58:23 and created by Andrew Velasco ***
1: That is correct. CAN issues with DTC's that come up in history are a pain to diagnose and sometimes due to pin fit tension or an intermittent short. Since it seems that all the DTC's are related to C-CAN we'll need to monitor the system with the KDS using an O-Scope while wiggling connectors and harness in the system.

Please start with the cluster and move your way through the C-CAN based on the DTC's we have to go off of.

*** 07/09/2021 06:38:40 ***
Assigned to WIPBin Default of Andrew Velasco by Jerry Gossling
Reason:

*** Phone - Advice created on 07/09/2021 06:45:21 and created by Jerry Gossling ***
1: Martin called in to have the case changed over to the new dealer code.
I recommended for Martin to use TSB electrical 133 as a guide for troubleshooting CAN issue and to use the ETM for his vehicle.

*** 07/09/2021 06:48:57 ***
Web - Note created on 07/09/2021 06:48:57 and created by MARTIN BATTISTA

Update DTCs with fault active attached

*** 07/09/2021 06:48:59 ***
A8AC3CFC-0336-4FFB-807E-694F7F8A9385.jpeg added by MARTIN BATTISTA on 07/09/2021 06:48:58

*** 07/09/2021 06:49:00 ***
00B6528C-1901-49DD-9728-CE081306CE97.jpeg added by MARTIN BATTISTA on 07/09/2021 06:48:59

*** 07/09/2021 06:49:01 ***
B281B6B6-970B-4115-A120-0D6720ACE3D2.jpeg added by MARTIN BATTISTA on 07/09/2021 06:49:00

*** 07/09/2021 06:49:02 ***
D1577631-9BCF-45A9-9E59-BC15D33D6936.jpeg added by MARTIN BATTISTA on 07/09/2021 06:49:02

*** Web - Advice created on 07/09/2021 14:53:13 and created by Andrew Velasco ***
1: Hello, Martin. Please check resistance of C-CAN by removing the ground cable from the battery and testing between pins 3 and 11 of the DLC. Should be 60 ohms. If not within specification, modules in the C-CAN network will need to be disconnected until resistance comes back to normal.

You can start with disconnecting the instrument cluster connector, M08 then work through which ever modules are easier to get to.

*** Web - Advice created on 07/09/2021 14:53:23 and created by Andrew Velasco ***
1: Please refer to ETM SD200-2.

*** 07/12/2021 10:25:18 ***
Web - Note created on 07/12/2021 10:25:18 and created by MARTIN BATTISTA

Resistance is within spec with fault actively occurring. 60.3 ohms present between pins 3 and 11 at dlc vehicle running and no display on cluster except airbag light illumination.

*** Phone - Advice created on 07/13/2021 07:27:13 and created by Greg Phillips ***
1: Martin called in. A little bit early. Andrew was just arriving. Will review with Andrew. Martin will call back in ten to fifteen minutes.

*** Web - Advice created on 07/13/2021 07:44:59 and created by Andrew Velasco ***
1: Thank you for the update, Martin. Try to perform the variant coding procedure on the cluster and use DE40 as the code. If it doesn't go through, please check all power and ground to the cluster. Please also check resistance to ground on pin 37 of M08 to chassis ground.

*** 07/13/2021 08:36:41 ***
Web - Note created on 07/13/2021 08:36:41 and created by MARTIN BATTISTA

From pin 37 of M08 to battery ground measures 7.4 ohms. Battery voltage measured at pin 39 of M08.

*** Web - Advice created on 07/13/2021 10:12:04 and created by Andrew Velasco ***
1: Thank you for the update, Martin. Please ensure chassis ground GM03 is tight

*** 07/13/2021 11:02:21 ***
Web - Note created on 07/13/2021 11:02:21 and created by MARTIN BATTISTA

CONFIRMED GROUND IS TIGHT.

*** 07/13/2021 12:28:30 ***
Web - Note created on 07/13/2021 12:28:30 and created by MARTIN BATTISTA

Confirmed fault is active at time of test. unplugged existing cluster and swapped with known good. Known good cluster illuminated and operated as designed.

*** Web - Advice created on 07/13/2021 13:16:13 and created by Andrew Velasco ***
1: Awesome, thank you for the update, Martin. Please refer to your DPSM for cluster replacement.

*** Case has been auto closed by the system on 07/29/2021 01:13:08 (PST)

Attachments

A8AC3CFC-0336-4FFB-807E-694F7F8A9385.jpeg.jpeg, 00B6528C-1901-49DD-9728-CE081306CE97.jpeg.jpeg, B281B6B6-970B-4115-A120-0D6720ACE3D2.jpeg.jpeg, D1577631-9BCF-45A9-9E59-BC15D33D6936.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF7MG[redacted] **Mileage:** 10,649 **Repair Date:** 06/17/2021

Prod Date: 12/01/2020 **Warranty Start Date:** 12/21/2020 **RO Number:** [redacted]

Port Options: WL, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL157 KIA of Port Charlotte **Service District:** SO16

Phone: (941) 249-6171

Contact: Shaun Muskevitsch **Contact Title:** Shop Foreman **Contact Phone:** (941) 345-0431

Case Details

Title: MIL - Smart Cruise Control # C162078

Symptom: Warning Light On

System: Cruise Control

Component: Instrument Cluster

Resolution: Out of Pos/Alignment **Category:** Repair Assistance

Case History

*** 06/17/2021 09:30:35 ***
Contact = Shaun Muskevitsch, Priority = Standard, Sub Status = Dispatched

*** 06/17/2021 09:30:35 ***
Web - Problem Description created on 06/17/2021 09:30:35 and created by Shaun Muskevitsch

c/s foward collision shutting off at any time and it shuts down cruise control.

*** 06/17/2021 09:30:36 ***
Web - Diagnostics created on 06/17/2021 09:30:36 and created by Shaun Muskevitsch

spoke with customer... he has a picture of cluster msg.... it states front radar blocked, this is turning his cruise off at any time.. I have tried for 2hrs now to perform alignment
straight from KGIS and every time the system fails... I have zeroed out the vertical and horizontal planes and still fails... NO damage to bumper or radar mounting.. and bumper is
clean and free of debris Performed full system DTC scan NO DTC's after trying to align I have the alignment code 1620.

*** 06/17/2021 11:34:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/17/2021 11:38:37 and created by Frank Lusic ***
1: Hello Shaun
Please do the following
1,attach a picture of the angle meter on the radar units face showing the reading

2, , attach a screen shot of all SCC PIDs

*** Web - Advice created on 06/17/2021 11:39:48 and created by Frank Lusic ***
1: also attach a video showing that there is no damage to this area around the radar unit

*** Service Alert Escalated to CA as: 14216218 on 06/18/2021 01:08:23 (PST)

*** 06/24/2021 14:24:40 ***
Web - Note created on 06/24/2021 14:24:40 and created by Shaun Muskevitsch

customer is to return for further diag... I was finally able to get the radar programmed to turn the light out and released the vehicle 6/17. advised the customer they would need
to drop vehicle off so they would not be waiting all day... I will get the info you asked for when the vehicle returns.

*** Web - Advice created on 06/24/2021 14:47:20 and created by Frank Lusic ***
1: Thanks for the update
If the vehicle is now operating properly there is no need to have the vehicle return , Thank you

*** 06/24/2021 15:53:47 ***
Web - Note created on 06/24/2021 15:53:46 and created by Shaun Muskevitsch

The customer called in and stated that the cruise was shutting off on their drive north. They were leaving on a trip the previous visit. Thats why I was in a rush to get the lights to turn off. The same problem. Was happening the whole drive north they are saying. I do think the angle is wrong. The repair guide stated my angles should have been 1.2 degrees but the measurements I had after programming where 2.3 degrees. I documented the results on my repair order.

*** Web - Advice created on 06/25/2021 05:58:46 and created by Frank Lusic ***
1: Did you actually use the SST angle gauge on the radar units face and set that mechanical setting and follow the shop instructions in KGIS?

*** 07/01/2021 05:35:34 ***
Web - Note created on 07/01/2021 05:35:34 and created by Shaun Muskevitsch

performed recalibration as KGIS states, using angle gauge,laser,radar reflector and tape measures... adjusted radar and was able to program first try... angle gauge was showing
2.35 now 0.08.... will send pictures.

*** Web - Advice created on 07/01/2021 06:34:03 and created by Frank Lusic ***
1: Thank you, if the vehicle is now operating properly , please release the vehicle

*** 07/05/2021 10:33:32 ***
Case Closed with Resolution Code: Out of Pos/Alignment
Resolution Summary: performed recal brations and tested. all ok now.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HCXMG[redacted] **Mileage:** 6 **Repair Date:** 06/17/2021

Prod Date: 05/24/2021 **Warranty Start Date:** 06/23/2021 **RO Number:** [redacted]

Port Options: IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ043 Turnersville KIA **Service District:** EA09

Phone: (856) 875-5600

Contact: Kevin Lewis **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - ABS/ESP # C123702 C136081

Symptom: Warning Light On

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/18/2021 09:19:52 ***
Contact = Kevin Lewis, Priority = Standard, Sub Status = Dispatched

*** 06/18/2021 09:19:52 ***
Web - Problem Description created on 06/18/2021 09:19:52 and created by Kevin Lewis

Vehicle delivered to dealer with brake light on dash pedal feels spongy.

*** 06/18/2021 09:19:53 ***
Web - Diagnostics created on 06/18/2021 09:19:53 and created by Kevin Lewis

Scanned for dtcs found C123702 (abs/esc) and C136081(scc). pressurized master cylinder and inspected for fluid leaks in brake system and found none.

*** 06/18/2021 10:33:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/18/2021 10:47:22 and created by Eric Patterson ***
1: Please unbolt the master and pull it forwards slightly and use a mirror and make sure there is no brake fluid leaking. If not Please try and bleed the brakes using the KDS if needed for the bleed procedure. See if the brake pedal changes and also if the DTC will go away. There may be aire trapped in the system.

*** 06/19/2021 08:24:06 ***

Web - Note created on 06/19/2021 08:24:06 and created by Kevin Lewis

Removed master cylinder and found brake fluid leaking into brake booster.

*** Web - Advice created on 06/19/2021 09:49:29 and created by Eric Patterson ***
1: Please replace the Master cylinder and the Booster . Then bleed the system a few times and recheck. Thank you . Please add pictures of the leakage when the master is removed to the case. Thank you Kevin

*** 06/22/2021 05:35:44 ***
Telluride Brake 1.jpg added by Kevin Lewis on 06/22/2021 05:35:43

*** 06/22/2021 05:35:44 ***
Telluride Brake 2.jpg added by Kevin Lewis on 06/22/2021 05:35:44

*** 06/22/2021 05:35:45 ***
Telluride Brake 3.jpg added by Kevin Lewis on 06/22/2021 05:35:45

*** Web - Advice created on 06/22/2021 12:09:04 and created by Eric Patterson ***
1: Thank you, Please proceed with repairs.
2: If the vehicle is ready to ship or has been released, It's been a pleasure assisting in this case. Please complete the survey if you have a chance and please close the case with a resolutions ASAP. Thanks for the great work involved in repairing the vehicle

*** Case [redacted] is sent on 6/22/2021 12:9:42 by Eric Patterson

To: epatterson@kiausa.com

Cc:

Title: Robert Case # [redacted] Telluride Master Cylinder

*** 06/22/2021 12:17:58 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: master leaking brake fluid replaced master and brake booster

*** 06/22/2021 13:16:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/22/2021 13:17:15 and created by Eric Patterson ***
1: Please make sure the parts are held for collection. The Engineer will be sending information to the parts department. They would l ke to collect the parts for inspection. Thank you Kevin, have a great week.

*** 06/22/2021 13:17:18 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
master leaking brake fluid replaced master and brake booster

Attachments

Telluride Brake 1.jpg.jpg, Telluride Brake 2.jpg.jpg, Telluride Brake 3.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC2MG[redacted] **Mileage:** 12,779 **Repair Date:** 06/18/2021

Prod Date: 07/25/2020 **Warranty Start Date:** 08/19/2020 **RO Number:** [redacted]

Port Options: CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA240 Kirby KIA of Ventura **Service District:** WE02

Phone: (805) 644-2241

Contact: Todd Magana **Contact Title:** Exclusive Kia Technician **Contact Phone:** (559) 381-4802

Case Details

Title: InstrCluster-Warning light on# C128302 C128381

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 06/18/2021 14:46:43 ***
Contact = Todd Magana, Priority = Standard, Sub Status = Dispatched

*** 06/18/2021 14:46:43 ***
Web - Problem Description created on 06/18/2021 14:44:47 and created by Todd Magana

Customer states customer states lane departure and front and rear collision lights are on

*** 06/18/2021 14:46:43 ***
Web - Diagnostics created on 06/18/2021 14:44:47 and created by Todd Magana

ALL LIGHTS ARE OFF AND DTCs ARE IN HISTORY MODE.. ABS-C128302 YAH RATE & G SENSOR-SIGNAL // SCC-128381 LATERAL G SENSOR /LONGITUDINAL G SENSOR/ YAW RATE SENSOR-SIGNAL ERROR // SCC-C180581 LKAS CAN SIGNAL ERROR /// MFC-164286 CAN MESSAGE FAILURE-BRAKE. /// BCW - C169381 ESC SIGNAL ERROR /// BCW--C167181 SIGNAL LAT_ACCEL OR LONG_ACCEL OR YAW_RATE OR YL_PRES_STAT NOT VALID.. VDN#B28VACA240210618033I .. AS STATED LIGHTS NOT ON PRESENTLY AND ALL DTCs HISTORY.

*** 06/18/2021 15:44:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/18/2021 15:45:44 and created by Eric Patterson ***
1: Please create a VDN of the DTC's in e reports.

Then erase all DTC's then go use the SCC and see if any DTC's will reset

*** Web - Advice created on 06/18/2021 15:47:38 and created by Eric Patterson ***
1: Also look for any damage near the SCC radar sensor on the bumper. Does the sensor look like its bent in a strange position? Sitting strait?

Please also add a screenshot of all SCC data to the case TY

*** Case has been auto closed by the system on 07/04/2021 01:11:56 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC2LG[redacted] **Mileage:** 18,290 **Repair Date:** 06/18/2021

Prod Date: 11/19/2019 **Warranty Start Date:** 02/27/2020 **RO Number:** [redacted]

Port Options: CF, MUG, RBP, CN, CT, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH084 KIA of Streetsboro **Service District:** CE02

Phone: (330) 422-7100

Contact: Raymond Smith **Contact Title:** Exclusive Kia Technician **Contact Phone:** (330) 801-3405

Case Details

Title: MIL - LKAS # C162078

Symptom: Programming (General)

System: Body Electrical

Component: LDWS

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/18/2021 15:03:26 ***
Contact = Raymond Smith, Priority = Standard, Sub Status = Dispatched

*** 06/18/2021 15:03:26 ***
Web - Problem Description created on 06/18/2021 14:56:38 and created by Raymond Smith

CUSTOMER STATES CHECK COLLISION AVOIDANCE SYSTEM MESSAGE IS COMING ON ON DASH.

*** 06/18/2021 15:03:26 ***
Web - Diagnostics created on 06/18/2021 14:56:38 and created by Raymond Smith

CONFIRMED MESSAGE ON DASH. VEHICLE IS SETTING A C162078 ALIGNMENT FAILED DTC. VEHICLE DOES NOT LOOK LIKE ITS BEEN IN A COLLISION AND FRONT COVER ON BUMPER FOR FRONT RADAR IS CLEAN. ANY ADVICE IS APPRECIATED. THANK YOU

*** 06/18/2021 15:48:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/18/2021 15:56:23 and created by Brian Hernandez ***
1: Can you please remove the SCC/FCA module and bracket. Inspect it and the mounting area for abnormalities. Then reinstall and try to perform the alignment again.

*** 06/21/2021 06:37:47 ***
Web - Note created on 06/21/2021 06:37:47 and created by Raymond Smith

COULD THIS CODE POTENTIALLY BE CAUSED BY THE REAR OF THE VEHICLE SQUATTING WHEN TOWING? THE VEHICLE IS USED TO TOW. IT ALSO APPEARS THE VEHICLE IS SQUATTING SOMEWHAT IN THE REAR WITH NOTHING ATTACHED TO THE HITCH

*** Web - Advice created on 06/21/2021 13:29:35 and created by Brian Hernandez ***
1: If the squatting stance is causing the front end to face up high enough to a point to where the front radar is not able to compensate the angle anymore it could prevent the vehicle system from calibrating. Are the rear struts worn out and causing that condition? If so they could require replacement.

*** 06/21/2021 13:38:23 ***
Web - Note created on 06/21/2021 13:38:22 and created by Raymond Smith

I measured a known good telluride and this one's rear trim height. This telluride i am working on is a sitting a little over an inch lower in the rear than the known good one (measured at the tops of rear wheel arches) . The shocks and springs are separate from each other so i believe the springs would be causing this if this is considered out of specification

*** Web - Advice created on 06/21/2021 14:15:54 and created by Brian Hernandez ***
1: Thanks Raymond, go ahead and replace the springs since the ride height is showing up lowered

*** 07/01/2021 15:20:40 ***
Web - Note created on 07/01/2021 15:20:40 and created by Raymond Smith

Replaced the springs vehicle , is sitting at the correct ride height now. I'm having a hard time re aligning the camera due to all of the requirements of space and level ground to do the procedure. vehicle is now setting a c186286 mfc invalid signal of scc im assuming from the failed aligning procedure?

*** Web - Advice created on 07/01/2021 15:55:24 and created by Brian Hernandez ***
1: Are there any similar Tellurides available to swap a camera with? If not we'll need to go through the DTC flow chart on this code.

*** 07/02/2021 05:27:22 ***
Web - Note created on 07/02/2021 05:27:22 and created by Raymond Smith

With the mfc code will the vehicle not learn the radar then?(I said Camera in the last note, I meant to say radar)

*** Web - Advice created on 07/02/2021 09:11:08 and created by Brian Hernandez ***
1: This code is set when the MFC ECU sees an SCC/FCA sending signal error. Usually a result of some issue. It could prevent the ability to variant code the system. Did you find any similar vehicles to swap a radar with? If not follow the flow chart and advise.

*** 07/02/2021 09:54:48 ***
Web - Note created on 07/02/2021 09:54:47 and created by Raymond Smith

JUST TO CONFIRM I AM LOOKING FOR AN MFC CAMERA TO SWAP OVER RIGHT? NOT THE RADAR?

*** Web - Advice created on 07/02/2021 10:10:21 and created by Brian Hernandez ***
1: Swapping the radar. Not the camera.

*** 07/02/2021 11:21:38 ***
TELLURIDE(ON)_20210702_141811.jpg added by Raymond Smith on 07/02/2021 11:21:38

*** 07/02/2021 11:23:20 ***
Web - Note created on 07/02/2021 11:23:20 and created by Raymond Smith

I followed the dtc inspection for that code. Uploaded a screen shot of the current data. The current data doesn't look right it doesn't match the dtc inspection really at all

*** 07/02/2021 11:27:41 ***
Web - Note created on 07/02/2021 11:27:41 and created by Raymond Smith

Sorry I forgot to say I could not find a telluride on the lot

*** Web - Advice created on 07/05/2021 10:09:08 and created by Brian Hernandez ***
1: Can you erase the DTC and reset the memory and try to calibrate the system or does the DTC come right back? If it comes right back, then replace the radar.

*** 07/05/2021 13:34:18 ***
Web - Note created on 07/05/2021 13:34:18 and created by Raymond Smith

Both codes come right back after clearing. I will have parts order a radar

*** Web - Advice created on 07/05/2021 13:39:12 and created by Brian Hernandez ***
1: Thank you, Raymond.

*** 07/10/2021 10:13:55 ***
1625937142792377972956811963320O.jpg added by Raymond Smith on 07/10/2021 10:13:54

*** 07/10/2021 10:18:08 ***
Web - Note created on 07/10/2021 10:18:07 and created by Raymond Smith

REPLACED REAR SPRINGS. PERFORMED ALIGNMENT. REPLACED RADAR. USING THE REFLECTOR ADJUSTED RADAR MIDDLE OF THE

SPECIFIED RANGE AND UPLOADED A PICTURE OF THE FINAL RADAR MOUNTING. TEST DROVE VEHICLE MORE THAN 10 MINUTES ABOVE 40MPH. NO CODES RETURNED SYSTEMS FUNCTIONING AS INTENDED
-COULD YOU REVIEW THE ATTACHED PICTURE OF THE FINAL ANGLES MEASURED OF THE REPLACED RADAR? THANK YOU

*** Service Alert Escalated to CA as: 14256565 on 07/11/2021 01:02:32 (PST)

*** Web - Advice created on 07/12/2021 11:50:03 and created by Brian Hernandez ***
1: Those numbers look great. Since the DTC is gone and the vehicle operates as designed, go ahead and release the vehicle and close out the case. Have a great day, Raymond.

*** 07/13/2021 07:57:11 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED REAR COIL SPRINGS AND REPLACED FRONT RADAR UNIT FOR SCC AND PERFORMED COMPLETE RELEARNING PROCEDURE

Attachments

TELLURIDE(ON)_20210702_141811.jpg.jpg, 162593714279237797295681196332 00.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC9MG[redacted] **Mileage:** 13,304 **Repair Date:** 06/21/2021

Prod Date: 07/31/2020 **Warranty Start Date:** 08/22/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ073 Liberty KIA **Service District:** EA12

Phone: (201) 818-8995

Contact: bart strickler **Contact Title:** Exclusive Kia Technician **Contact Phone:** (860) 374-1556

Case Details

Title: MIL - AEB # C162078 C186286

Symptom: Warning Light On

System: Body Electrical

Component: Front View Camera

Resolution: Flaw In Material **Category:** Repair Assistance

Case History

*** 06/21/2021 11:41:28 ***
Contact = bart strickler, Priority = Standard, Sub Status = Dispatched

*** 06/21/2021 11:41:28 ***
Web - Problem Description created on 06/21/2021 11:29:47 and created by bart strickler

lights on dash

*** 06/21/2021 11:41:28 ***
Web - Diagnostics created on 06/21/2021 11:39:47 and created by bart strickler

scanned vehicle for codes, got codes c162078 alignment failed "ACTIVE" and c186286 invalid signal of SCC "ACTIVE". Took front bumper off and inspected SCC and FCA module for damage, miss alignment, lose, broken, etc wires. Everything looks fine. Took covers off for front camera to inspect connections and wires. Everything looks fine. When I went to unplug connector for front camera I touched the base of the camera and it was extremely hot and burnt my finger. Found that front camera has a TSB ELE231 but the codes I got are not spoken about in TSB.

*** 06/21/2021 11:43:12 ***
B9E58736-A9AC-4220-9953-554DD58F7534.jpeg added by bart strickler on 06/21/2021 11:43:11

*** 06/21/2021 11:43:13 ***
ADD5BE81-C2BE-44DB-9354-75ED5805E2A1.jpeg added by bart strickler on 06/21/2021 11:43:12

*** 06/21/2021 13:39:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/21/2021 13:45:46 and created by Eric Patterson ***
1: Please perfrom the first DTC wiring inspection for the DTC C186286. Its an End to end from the MFC to the SCC radar sensor . Are both the CAN lines under 1 OHM? (C CAN?

Please make sure IGN is OFF and both connectors are unplugged. There may be poor pin tension cause this DTC in-between the 2 units.

*** 06/22/2021 12:33:13 ***
Web - Note created on 06/22/2021 12:33:13 and created by bart strickler

C-CAN Low is at 3 ohms and C-CAN High is at 1.7 ohms

*** Web - Advice created on 06/22/2021 13:59:58 and created by Eric Patterson ***
1: Please check all connectors in-between the 2 and check pin drag. They are both slightly high . They should read under 1 OHM for proper CAN communication

Add stabillant and let dry before reconnecting Then retest. TY Bart

*** 06/23/2021 09:04:16 ***
Web - Note created on 06/23/2021 09:04:16 and created by bart strickler

checked all 5 connectors for pin drag, loose pins, corrosion, bent pins, etc everything is fine. put stabillant on all 5 connectors and let dry before re connecting. reconnected everything and re tested with same results in the end

*** Web - Advice created on 06/23/2021 09:13:07 and created by Eric Patterson ***
1: Please recheck connectors thoroughly.

EE11 pins 2 and 3 (especially after review of alike cases)
EM21 pins 25 and 26
MR11 pins 21 and 33

The resistance is too high

*** 06/23/2021 10:32:32 ***
Web - Note created on 06/23/2021 10:32:31 and created by bart strickler

I'm plugged connectors SCC, MFC, EE11, EM21, MR11 checked pins and wires for abnormal connections nothing found. Plugged everything back in and got 2 new additional codes. Will upload attachment

*** 06/23/2021 10:32:33 ***
116A3DD4-0FBC-4410-B0EC-7E408AA7C876.jpeg added by bart strickler on 06/23/2021 10:32:32

*** Web - Advice created on 06/23/2021 11:30:26 and created by Eric Patterson ***
1: Please replace the SCC AEB sensor and perform alignment per KGIS Thank you

*** 07/06/2021 12:39:51 ***
Web - Note created on 07/06/2021 12:39:51 and created by bart strickler

replaced SCC sensor and performed Alignment procedure. light went out. test drove vehicle for 60 miles. no codes or lights came back on. I will close the case

*** 07/06/2021 12:40:40 ***
Case Closed with Resolution Code: Flaw In Material
Resolution Summary: replaced SCC SENSOR

*** 07/12/2021 07:00:07 ***
Case Number: [redacted] Reopen Requested by bart strickler.
Reason: [customer is back with same issue]

*** 07/12/2021 07:37:52 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/12/2021 07:40:03 and created by Eric Patterson ***
1: Please see the attachment I added to the case. Please check CAN resistance and they should all come out the same. Please backprobe the ICU connector for that test. Measure resistance across all yellow pins

*** Service Alert Escalated to CA as: 14225961 on 07/13/2021 01:07:13 (PST)
*** 07/16/2021 06:20:08 ***
Web - Note created on 07/16/2021 06:20:08 and created by bart strickler

Vehicle is back to be worked on. To do the back probe test of the ICU-F connector can it be un plugged from the fuse box because of it tight location? Or does it have to stay plugged in?

*** Web - Advice created on 07/16/2021 07:35:42 and created by Eric Patterson ***
1: Yes let me know the results of the pin tests.

*** 07/16/2021 07:44:36 ***
Web - Note created on 07/16/2021 07:44:36 and created by bart strickler

I asked two different questions. so yes to which one? :(

*** Web - Advice created on 07/16/2021 09:01:27 and created by Eric Patterson ***
1: Take the measurement unplugged for the ICU if you cant get to it or loosen the ICU and take the measurement.

*** 07/16/2021 13:19:42 ***
Web - Note created on 07/16/2021 13:19:42 and created by bart strickler

Under test of back probing ICU-F and testing for resistance on SSC, MFC, and ESC connectors I am not getting any readings at all. I also checked connections EE11, JE02, JE01, EM21, JM07, and MR11. I disconnected e51 and ee11 and tested from end to end and got 000.1 ohms then tested from EE11 to JE02 end to end and got 000.1 ohms. but when I back probe from ICU-F I cant get a reading at the MFC ESC or SCC. I tried testing from MR11 to JM07 and I don't get readings there as well

*** 07/16/2021 13:33:03 ***
Web - Note created on 07/16/2021 13:33:02 and created by bart strickler

possible field tech assistance?

*** Web - Advice created on 07/16/2021 14:00:25 and created by Eric Patterson ***
1: I will review your findings Thank you Yes you should have resistance measured.

*** 07/21/2021 05:47:34 ***
Web - Note created on 07/21/2021 05:47:34 and created by bart strickler

Any updates yet? Last advice I got was that the findings were going to be reviewed which was last Friday.

*** Web - Advice created on 07/21/2021 07:51:08 and created by Eric Patterson ***
1: I apologize, Please try checking the reading at EM21. If you do get a resistance reading then possible JM07 joint connector may be the concern. Please refer top SD200-2

*** Web - Advice created on 07/21/2021 07:51:54 and created by Eric Patterson ***
1: Bart Please add your cell number to the case if its not (860) 374-1556

*** 07/21/2021 10:10:41 ***
Web - Note created on 07/21/2021 10:10:41 and created by bart strickler

My cell number is the number you listed. I back probed from EM21 connector pin 26 (high can) to JM07 connector pin 1 (high can) and got 000.1 ohms. I then back probed from EM21 connector pin 25 (low can) to JM07 connector pin 16 (low can) and got 000.1 ohms. I tried to back probe from ICU-F to EM21 and I get no readings.

*** Web - Advice created on 07/21/2021 12:24:29 and created by Eric Patterson ***
1: Thank you Due to time down I will escalate the case for an FTS to review as well.

So the issue looks farther down the line. Please keep moving down the line in the ETM until you have a reading at this time.

*** 07/21/2021 12:25:16 ***
Inspection requested by Eric
Request Code: TL-NJ073-[redacted]72121
Request Details: Time down. Looks to have an Open in CAN line Up to Kick panel no CAN resistance

*** Web - FTS Note created on 07/26/2021 04:50:53 and created by Daniel Lundgren ***
FTS request has been received and is being reviewed.

FTS will work with you over the phone and through TL case.

*** Web - FTS Advice created on 07/26/2021 04:54:04 and created by Daniel Lundgren ***
Bart - Thanks for taking my call last week.

The last scan shows the Smart Cruise Control " Communication Fail / Check whether system is installed or not. Check the IG key and DLC"

1, Can you see if it is now communicating or if you can read the radar data.

2, if not lets check powers and grounds at the SCC.

3, What do we have for resistance across pins 4,5 at the SCC?

4, Pin tensions as you go - refer to TSB SST062 for information on pin tension gauge use.

*** 07/26/2021 18:10:15 ***
An FTS is scheduled to inspect this VIN on 07/27/2021 at NJ073.

*** Web - FTS Summary created on 07/30/2021 11:54:41 and created by Daniel Lundgren ***

Bart - Thanks for your time the other day.

We found some harness concerns and parts were ordered.

Call me with any questions. Thanks

*** Case has been auto closed by the system on 08/15/2021 01:13:51 (PST)

Attachments

B9E58736-A9AC-4220-9953-554DD58F7534.jpeg.jpeg, ADD5BE81-C2BE-44DB-9354-75ED5805E2A1.jpeg.jpeg, 116A3DD4-0FBC-4410-B0EC-7E408AA7C876.jpeg.jpeg, 7 12 21.PNG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC9LG[redacted] **Mileage:** 24,886 **Repair Date:** 06/24/2021

Prod Date: 02/17/2020 **Warranty Start Date:** 03/28/2020 **RO Number:** [redacted]

Port Options: SPL, CO, CT, RBP, SS, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY007 KIA of Middletown **Service District:** EA04

Phone: (845) 374-6555

Contact: Daniel Stephens **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: ElecSys General-Smart Cruise # Radar Blocked

Symptom: Warning Light On

System: Body Electrical

Component: Module

Resolution: **Category:** Repair Assistance

Case History

*** 06/24/2021 09:19:32 ***
Contact = Daniel Stephens, Priority = Standard, Sub Status = Dispatched

*** 06/24/2021 09:19:32 ***
Web - Problem Description created on 06/24/2021 09:14:38 and created by Daniel Stephens

Advanced cruise control cuts out due to front radar sensor blockage no dtc's slight scratches on lower part of bumper

*** 06/24/2021 09:19:32 ***
Web - Diagnostics created on 06/24/2021 09:19:32 and created by Siebel eSupport

Test drove vehicle able to duplicate customers complaint when driving with cruise control and another vehicles in front of it cruise control works fine with no vehicle in front of it

*** 06/24/2021 09:19:34 ***
20210624_120226.jpg added by Daniel Stephens on 06/24/2021 09:19:33

*** 06/24/2021 09:19:34 ***
20210624_120306.jpg added by Daniel Stephens on 06/24/2021 09:19:34

*** 06/24/2021 09:19:35 ***
20210624_120311.jpg added by Daniel Stephens on 06/24/2021 09:19:35

*** 06/24/2021 09:19:36 ***

1624551340748916276896847638983 6.jpg added by Daniel Stephens on 06/24/2021 09:19:35

*** 06/24/2021 10:17:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/24/2021 10:29:24 and created by Brian Lall ***
1: Thanks for the pictures and for the screen shot of the DTC check. Please take screen shots of all the SCC data and attach it to the case. Even though the scratches under the bumper appear minor the radar may have been damaged or misaligned. Please remove the front bumper and inspect the radar and mounting bracket for any damage and measure the vertical mounting angle. Thanks.

*** Web - FTS Note created on 07/08/2021 14:15:49 and created by Daniel Lundgren ***
Daniel, Its been a few weeks from the last update. Can we get a status of this case. Thanks

*** Web - Advice created on 07/09/2021 06:51:03 and created by Brian Lall ***
1: Have there been any updates to this vehicle. Please update the case and if it is no longer needed close it. Thanks.

*** 07/21/2021 06:24:14 ***
Web - Note created on 07/21/2021 06:24:14 and created by Daniel Stephens

Waiting on customer to return with vehicle customer still hasn't returned

*** Case has been auto closed by the system on 07/25/2021 01:14:32 (PST)

Attachments

20210624_120226.jpg.jpg, 20210624_120311.jpg.jpg, 1624551340748916276896847638983 6.jpg.jpg, 20210624_120306.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC3LG[redacted] **Mileage:** 10,501 **Repair Date:** 06/24/2021

Prod Date: 03/18/2020 **Warranty Start Date:** 06/02/2020 **RO Number:** [redacted]

Port Options: CF, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OR014 Team KIA of Bend **Service District:** WE09

Phone: (541) 550-5555

Contact: RICK LANCASTER **Contact Title:** Shop Foreman **Contact Phone:** (541) 408-7391

Case Details

Title: Cruise control - Inop # C160A88 C160C87 C163881

Symptom: Warning Light On

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/24/2021 14:40:00 ***
Contact = RICK LANCASTER, Priority = Standard, Sub Status = Dispatched

*** 06/24/2021 14:40:00 ***
Web - Problem Description created on 06/24/2021 14:31:09 and created by RICK LANCASTER

Customer states Collision warning coming on at times for no reason

*** 06/24/2021 14:40:00 ***
Web - Diagnostics created on 06/24/2021 14:31:09 and created by RICK LANCASTER

Found History codes SCC C160A88 SCC C160C87 SCC C163881 And MFC C160A87 All relating to
Can Communication failure. Checked Pin fit at connector R14 Pins 3 & 11 and found good. Reconnected Connector and cleared all codes. Started the vehicle and Immediately all 3 codes came back Active.

*** 06/24/2021 15:36:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/24/2021 15:43:30 and created by John Nguyen ***
1: Rick,
1, please refer to diagram SD964-1
2, disconnect connector E51
3, using the VMI graph the CAN signals on pins 4-5
4, disconnect the battery

5, using your DVOM check the resistance between pins 4-5
6, disconnect R14
7 check the end to end resistance
E51 pin 3 to R14 pin 3
E51 pin 2 to R14 pin 11

*** 07/02/2021 11:45:07 ***
Web - Note created on 07/02/2021 11:45:07 and created by RICK LANCASTER

customer is to return the July 8th for the continued diagnostics

*** 07/09/2021 08:25:39 ***
Web - Note created on 07/09/2021 08:25:39 and created by RICK LANCASTER

Found issues was with blown Module #5 (7.5 amp fuse) Replaced Fuse and found all Codes now gone. Wiggle tested all associated wires with no issues. Closing case for now.

*** 07/09/2021 08:26:43 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced bad Module #5 Fuse

*** 07/13/2021 10:22:46 ***
Reopened with Sub Status of Working

*** 07/13/2021 10:23:03 ***
Case closed by John Nguyen with Resolution Code : Faulty Component
[Resolution Summary]
Replaced bad Module #5 Fuse

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HC5LG[redacted] **Mileage:** 23,804 **Repair Date:** 06/25/2021

Prod Date: 01/02/2020 **Warranty Start Date:** 01/27/2020 **RO Number:** [redacted]

Port Options: CTS, TO, CN, WL, CF, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX126 Moritz KIA of Alliance **Service District:** SW06

Phone: (817) 482-8000

Contact: Artur Muca **Contact Title:** Exclusive Kia Technician **Contact Phone:** (262) 865-7752

Case Details

Title: MIL - IP Cluster # P046200 C162808 C162887 C180581

Symptom: Electrical Short

System: Body Electrical

Component: Elect Time Wrn Int Sys Mod

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 06/25/2021 07:25:37 ***
Contact = Artur Muca, Priority = Standard, Sub Status = Dispatched

*** 06/25/2021 07:25:37 ***
Web - Problem Description created on 06/25/2021 07:22:49 and created by Artur Muca

- CUSTOMER STATES CLUSTER IS INOPERABLE/BLANK SCREEN.
- CUSTOMER STATES CHECK ENGINE LIGHT ON

*** 06/25/2021 07:25:37 ***
Web - Diagnostics created on 06/25/2021 07:22:49 and created by Artur Muca

Scanned and found dtc codes for. p046200 (fuel leve; sensor absesc c162808 (can time out cluster) eps c162887 scc 162887 sccc180581.
Teste drove the vehicle everything properly at this time

*** 06/25/2021 07:28:12 ***
1CFAB005-14A9-4508-AB69-5367EEC93863.jpeg added by Artur Muca on 06/25/2021 07:28:11

*** 06/25/2021 07:28:14 ***
F5BE6BEF-FCEC-4129-8A2B-360F393C6C61.jpeg added by Artur Muca on 06/25/2021 07:28:13

*** 06/25/2021 08:36:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/25/2021 08:45:12 and created by Frank Lusic ***
1: Hello Artur
If the cluster in not operating properly , This could have ben caused by a poor connection on a pin fit issue
check the connector to the cluster, to determine if they are locked in properly , check for loose backed out pins
clear the code and test drive the vehicle to see if the codes return

*** Web - Advice created on 06/28/2021 13:30:29 and created by Frank Lusic ***
1: Lance called in I ask him to try to duplicate the concern and then take a video of it or have the customer take a video of the concern if it occurs again

*** 07/02/2021 06:18:09 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: NO REPAIR unable to duplicate

*** 07/02/2021 14:27:42 ***
Case Number: [redacted] Reopen Requested by Artur Muca.
Reason: [Requesting case to be re-opened because customer sent advisor a video today of dead cluster.
I would assume we will be replacing cluster, but would l ke to attach to this case and see your thoughts.
Thanks!
Artur Muca]

*** 07/02/2021 14:35:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/02/2021 14:35:16 and created by Frank Lusic ***
1: the case has been reopened

*** 07/06/2021 07:37:14 ***
Web - Note created on 07/06/2021 07:37:14 and created by Lance Horton

Adding video of dead cluster for Artur.
Thanks!
Lance Horton

*** 07/06/2021 07:37:19 ***
421284.MOV added by Lance Horton on 07/06/2021 07:37:15

*** Web - Advice created on 07/06/2021 08:20:53 and created by Frank Lusic ***
1: Thank you, please replace the cluster, retest for proper operation

*** 07/16/2021 07:48:01 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: REPLACE INSTRUMENT CLUSTER

Attachments

1CFAB005-14A9-4508-AB69-5367EEC93863.jpeg.jpeg, F5BE6BEF-FCEC-4129-8A2B-360F393C6C61.jpeg.jpeg, 421284.MOV.MOV

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76442.0

VIN: 5XYRHDLF0MG[redacted] **Mileage:** 1,381 **Repair Date:** 06/23/2021

Prod Date: 01/25/2021 **Warranty Start Date:** 03/31/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA029 Lee Johnson KIA **Service District:** WE08

Phone: (425) 823-0800

Contact: Greg Bednarz **Contact Title:** Service Manager **Contact Phone:** (425) 273-5571

Case Details

Title: MIL - ABS/ESP # C120301 - C120502 - C161386 - SCC # C136081 - BSD # C164281 - C167581

Symptom: Warning Light On

System: Brakes

Component: Wheel Speed Sensor

Resolution: Information Taken **Category:** Quality Review

Case History

*** 06/25/2021 08:40:58 ***
Contact = Greg Bednarz, Priority = Standard, Sub Status = Dispatched

*** 06/25/2021 08:40:58 ***
Web - Problem Description created on 06/25/2021 08:40:58 and created by Greg Bednarz

C/S BLIS/ LANE ASSIST/ ADAPTIVE CRUISE FAULTS WARNINGS ALL ON AND
FAULTING/ NO BLIS/ADAPTIVE CRUISE/AUTONOMOUS/ETC /ADVISE

*** 06/25/2021 08:40:58 ***
Web - Diagnostics created on 06/25/2021 08:40:58 and created by Greg Bednarz

MULTIPLE DASH WARNING LIGHTS TECH 2410 CONFIRMED
MULTIPLE DASH WARNING LIGHTS ON, PERFORMED ALL SYSTEM DTC
SCAN B28VAWA029210623015I MULTIPLE DTC'S FOR FRONT P/S WHEEL
SPEED SENSOR. INSPECTED P/S FRONT WHEEL SPEED SENSOR
MOUNTING IN HUB. NOTHING ABNORMAL FOUND. INSPECTED CONNECTOR
E23-R. FOUND SENSOR PIGTAIL NOT LOCKED INTO HARNESS SIDE OF
CONNECTOR. INSPECTED BOTH SENSOR AND HARNESS FOR DAMAGE TO
PINS AND/OR CONNECTOR BODY. NOTHING ABNORMAL FOUND

*** 06/25/2021 10:02:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/25/2021 10:06:31 and created by Jerry Gossling ***
1: Thank you for the information.

*** 06/25/2021 10:06:50 ***
Case closed by Jerry Gossling with Resolution Code : Information Taken
[Resolution Summary]
Connector not fully connected.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76242.0

VIN: 5XYRH4LF8MG[redacted] **Mileage:** 19 **Repair Date:** 06/26/2021

Prod Date: 06/01/2021 **Warranty Start Date:** 07/03/2021 **RO Number:** [redacted]

Port Options: CF, BAX, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL060 Crown KIA **Service District:** SO14

Phone: (727) 525-5785

Contact: Joseph Aaronson **Contact Title:** Exclusive Kia Technician **Contact Phone:** (727) 422-5427

Case Details

Title: InstrCluster-Warning light on#

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Clock Spring

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** 06/28/2021 07:47:56 ***
Contact = Joseph Aaronson, Priority = Standard, Sub Status = Dispatched

*** 06/28/2021 07:47:56 ***
Web - Problem Description created on 06/28/2021 07:47:56 and created by Joseph Aaronson

DURING PDI FOUND CRUISE, TRIP, LANE KEEP, MENU SELECTION INOP. DOCUMENTED FINDINGS ON KVID DURING PDI.

*** 06/28/2021 07:47:56 ***
Web - Diagnostics created on 06/28/2021 07:47:56 and created by Joseph Aaronson

REMOVED STEERING WHEEL TO INSPECT CONNECTORS. FOUND THE CLOCK SPRING CONNECTOR M70 HAS BENT PINS 6 AND 7. STRAIGHTENED PINS AND CHECKED OPERATION. THE SWITCH IS NOW OPRERATING AND WAS ABLE TO TAKE OUT OF SHIPPING MODE. LANE KEEP NOW DISPLAYS WHEN PUSHING SWITCH. CRUISE APPEARS TO BE WORKING, BUT THE AIRBAG IS OUT NOW, BUT WHEN PRESSING SWITCH, IT DID ILLUMINATE A MESSAGE ON CLUSTER. INCLUDING PICTURES OF THE DAMAGE TO THE CONNECTOR.

*** 06/28/2021 07:47:57 ***
IMG_1809.JPG added by Joseph Aaronson on 06/28/2021 07:47:57

*** 06/28/2021 07:47:58 ***
IMG_1811.JPG added by Joseph Aaronson on 06/28/2021 07:47:58

*** 06/28/2021 09:28:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/28/2021 09:33:23 and created by John Nguyen ***
1: Joseph, Do any of the previous issues still persist? I still see that you have a DTC for the HF EOP pending.

*** 06/29/2021 05:14:59 ***
Web - Note created on 06/29/2021 05:14:59 and created by Joseph Aaronson

I WILL PUT THE AIRBAG INFLATOR BACK IN AND RECHECK.

*** 06/29/2021 05:46:32 ***
Web - Note created on 06/29/2021 05:46:31 and created by Joseph Aaronson

OK, I JUST PUT THE INFLATOR BACK IN, CLEARED ALL DTC'S AND TEST DROVE. CONFIRMED NORMAL OPERATION OF CRUISE, TRIP, LANE KEEP. NO DTC'S STORED AFTER TEST DRIVE.

*** Web - Advice created on 06/29/2021 08:45:08 and created by John Nguyen ***
1: Joseph, thank you for the update. If the concerns no longer persists please release the vehicle. I will go ahead and close this case for you.

*** 06/29/2021 08:45:40 ***
Case closed by John Nguyen with Resolution Code : Elec Connection Poor
[Resolution Summary]
Tech found pins for clock spring bent.

Attachments

IMG_1809.JPG.JPG, IMG_1811.JPG.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC9NG[redacted] **Mileage:** 322 **Repair Date:** 06/29/2021

Prod Date: 06/09/2021 **Warranty Start Date:** 06/22/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA095 Lou Sobh KIA **Service District:** SO13

Phone: (678) 679-7300

Contact: William Christian **Contact Title:** Service Manager **Contact Phone:** (770) 241-2319

Case Details

Title: Instr Cluster-Info Ctr Inop #

Symptom: Dash Lights Inop

System: Body Electrical

Component: Instrument Panel Module (IPM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 06/29/2021 11:38:01 ***
Contact = William Christian, Priority = Standard, Sub Status = Dispatched

*** 06/29/2021 11:38:01 ***
Web - Problem Description created on 06/29/2021 11:35:49 and created by William Christian

customer states instrument cluster display in between the speedometer and tach goes black while driving will come back on after cycles ignition happens almost every day

*** 06/29/2021 11:38:01 ***
Web - Diagnostics created on 06/29/2021 11:35:49 and created by William Christian

we have had 4 2022 Tellurides come in with this concern in the past 2 days - also had one come off the delivery truck today that had this happen during PDI - you guy's know of this issue ??? - also have a 2020 Sportage here now with the same concern

*** 06/29/2021 14:51:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/29/2021 14:54:18 and created by Jerry Gossling ***
1: William,
Have you verified this complaint ?
If so provide a video of the concern & include the vin number.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the

function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** Case Escalated to CA as: 14237212 on 06/30/2021 01:09:28 (PST)

*** 06/30/2021 07:55:51 ***
Web - Note created on 06/30/2021 07:55:50 and created by William Christian

attached video from 2022 Telluride VIN 5XYP34HC6NG195406 - this is what we have the same concern from 4 or 5 in the past week

*** 06/30/2021 07:55:53 ***
Video.mp4 added by William Christian on 06/30/2021 07:55:51

*** Web - Advice created on 06/30/2021 08:07:27 and created by Jerry Gossling ***
1: William,
As previously asked >> Have you verified this complaint on this vehicle ?

*** 06/30/2021 11:54:19 ***
Web - Note created on 06/30/2021 11:54:19 and created by William Christian

yes

*** Web - Advice created on 07/01/2021 05:21:57 and created by Jerry Gossling ***
1: William,
I recommend to perform a hard reset by disconnecting the battery cables and touching them together for 5 minutes. Next reconnect the battery cables & see if the information center functions.
Thank you

*** 07/06/2021 14:38:12 ***
Web - Note created on 07/06/2021 14:38:12 and created by William Christian

we did this hard reset on 7/3 customer called today and said it was happening again - i have had 2 calls with the same issue on new Tellurides also they can not use the cruise control when this happens I have 6 cars as of now with same issue waiting for a resolution. please HELP

*** Web - Advice created on 07/07/2021 05:23:17 and created by Jerry Gossling ***
1: William,
I recommend to replace the cluster.
NOTE !!! When you go to program in the mileage you need to contact GIT at (888) 542 – 4371 for assistance in the process. If the procedure is done incorrectly the cluster will be damaged.
Thanks

*** Service Alert Escalated to CA as: 14237212 on 07/08/2021 01:06:12 (PST)
*** Web - Advice created on 07/15/2021 10:56:58 and created by Jerry Gossling ***
1: I was just informed by the engineer not to replace the cluster assembly at this time.
Engineering is working on a solution. I recommend to release the vehicle for now & when a solution is provided the customer can return.
Thank you

*** 07/27/2021 13:02:49 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: possible update coming

Attachments

Video.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC9LG[redacted] **Mileage:** 14,255 **Repair Date:** 06/30/2021

Prod Date: 12/20/2019 **Warranty Start Date:** 01/15/2020 **RO Number:** [redacted]

Port Options: EH, CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL080 McGrath KIA of Palatine **Service District:** CE01

Phone: (847) 202-3900

Contact: Omar Carreon **Contact Title:** Exclusive Kia Technician **Contact Phone:** (847) 934-1878

Case Details

Title: MIL - AEB # C160A88 C160404

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: **Category:** Repair Assistance

Case History

*** 06/30/2021 08:47:48 ***
Contact = Omar Carreon, Priority = Standard, Sub Status = Dispatched

*** 06/30/2021 08:47:48 ***
Web - Problem Description created on 06/30/2021 08:37:13 and created by Omar Carreon

customer states front collision warning light is ON.

*** 06/30/2021 08:47:48 ***
Web - Diagnostics created on 06/30/2021 08:37:13 and created by Omar Carreon

VERIFIED ACTIVE DTC ":SCC C160404 ECU HARDWARE ERROR, CHECKED FOR ANY ECU UPDATES , NO UPDATE AVAILABLE ,CONFIRMED NO LOOSE CONNECTOR OR DAMAGED CONNCECTORS FOUND, PERFORMED VARIENT CODING AND CLEARED DTCS, TEST DROVE VEHICLE AND ACTIVE DTC STILL ON, FOLLOWED KGIS REPAIR STEPS AND STATES NEXT STEP TO REPLACE SCC/FCA MODULE AND PERFORM VARIANT CODING. WHAT STEPS SHOULD BE FOLLOWED NEXT? ATTACHED VARIANT CODING IMAGES WITH ACTIVE DTC

*** 06/30/2021 12:33:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/30/2021 12:40:24 and created by Frank Lusic ***
1: Hello Omar
I also see in E report a C160A88 code listed for a local CAN BUS off SCC
this is for the LIN line for the SCC radar and the MFC
did you do anything to create this code or was it already set ?

*** Service Alert Escalated to CA as: 14239412 on 07/01/2021 01:08:11 (PST)

*** 07/01/2021 15:07:55 ***
Web - Note created on 07/01/2021 15:07:55 and created by Omar Carreon

Hello, and code was already set, also tried variant coding +DTC scan and delete and still did not help, compared data UNDER SSC on KGIS and spot ON ALMOST IDENTICAL, I DID NOT SEE ANYTHING ODD TO CREATE THIS ACTIVE DTC.

*** Web - Advice created on 07/02/2021 06:33:18 and created by Frank Lusic ***
1: Is this code still active ? if so we will need to address the L CAN system
1, refer to the SCC wiring diagram SD964-1
2, check all of the connections associated with the L CAN system for corrosion, loose pin fit issues at connectors
E51
EE11
EM21
MR11
R14

*** Case has been auto closed by the system on 07/18/2021 01:11:02 (PST)

Attachments

Screenshot_20210630-094522_GITM_AUX.jpg.jpg, Screenshot_20210630-093946.jpg.jpg, Screenshot_20210630-094551_GITM_AUX.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP2DHC8MG[redacted] **Mileage:** 1,035 **Repair Date:** 06/28/2021

Prod Date: 04/28/2021 **Warranty Start Date:** 05/20/2021 **RO Number:** [redacted]

Port Options: CN, MUG, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY120 Destination KIA **Service District:** EA04

Phone: (518) 482-0500

Contact: Alton Diamond **Contact Title:** Exclusive Kia Technician **Contact Phone:** (518) 528-5281

Case Details

Title: MIL - No communication # C161187 C160E00 B102052 C161187 C161287

Symptom: Warning Light On

System: Body Electrical

Component: Connectors (General)

Resolution: Elec Short to Ground **Category:** Repair Assistance

Case History

*** 06/30/2021 19:19:40 ***
Contact = Alton Diamond, Priority = Standard, Sub Status = Dispatched

*** 06/30/2021 19:19:40 ***
Web - Problem Description created on 06/30/2021 12:46:30 and created by Alton Diamond

Customer states all warning lights came on, and speedometer was going up and down.

*** 06/30/2021 19:19:41 ***
Web - Diagnostics created on 06/30/2021 12:56:30 and created by Alton Diamond

Checked DTCs.
Every system on P CAN had no response.
C161187 and C161287 in EPS, SCC, and MFC all active
C160E00 in IBU-BCM, IBU-SMK, and IBU-TPMS active and history
B102052 and B100952 in CLU active
C160E00 in ICU active
I disconnected the HECU, and there was no change.
I connected the oscilloscope to P CAN high and low at HECU pins 22 and 23. The scope pattern looked abnormal to me. I thought it looked l ke a EKG of an A-Fib event or a not so good cardiac event. (probably mine if I can't figure this out)
I'll attach the recording. It started with everything except the HECU connected and I proceeded to disconnect modules.
At one point the bus came back on, because I noticed that the outside temp on the cluster was working. At that point, I reversed and started plugging modules back in. The bus remained operative, I removed the test equipment, checked and erased faults. It's working now, but I'm sure not for long...

*** 06/30/2021 19:26:11 ***
Web - Note created on 06/30/2021 19:26:10 and created by Alton Diamond

Also, I disconnected the battery and measured the resistance between P CAN high and low.
It measured 60Ω. With the PCM disconnected, it was 122Ω. These measurements were taken while P CAN was down.

*** Escalated to CA as: 14231607 on 07/01/2021 01:08:53 (PST)
*** 07/01/2021 08:46:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2021 08:55:42 and created by Frank Lusic ***
1: Hello Alton
refer to the P-CAN diagram SD200-4
1, lets start be disconnect these various connectors , check for corrosion , loose pin fit , on the pins associated with the P -CAN system in that connector, apply Stabilant to the male pins
MF11 EB11 EF21
let me know your findings

*** 07/06/2021 09:08:43 ***
Web - Note created on 07/06/2021 09:08:43 and created by Alton Diamond

Connectors MF11 pins 19&20 EF21 pins 23&24 EB11 pins 2&3 are all clean, pin fit and tension are good, Stabilant has been applied.

*** Web - Advice created on 07/06/2021 10:20:34 and created by Frank Lusic ***
1: Thank you , Is the concern still not present ?

if the vehicle is now operating properly , have the vehicle driven for several extended test drive to try to duplicate the concern

*** Web - Advice created on 07/06/2021 11:08:59 and created by Frank Lusic ***
1: Alton called in
I reviewed the P CAN graphing the signals were not consistent, He said that the CAN resistance was 78 ohms but it is now reading normal
I asked him to graph the CAN signals again and then start checking the 5 joint connectors associated with the P CAN system to see if the signal will change while checking them

*** 07/07/2021 07:55:01 ***
Web - Note created on 07/07/2021 07:55:01 and created by Alton Diamond

Good morning Frank.
I didn't find anything. □
All five of the joint connectors were clean and dry. I scoped the P CAN, connecting the leads to pins 22 and 23 of the HECU.
The pattern looked ok, with no change or variation while I wiggled, poked and prodded the bejeezus out of them.□♂□□♂□

*** Web - Advice created on 07/07/2021 08:19:35 and created by Frank Lusic ***
1: Thanks for checking
have the codes returned and is the vehicle now running properly ?

*** 07/07/2021 08:32:36 ***
Web - Note created on 07/07/2021 08:32:36 and created by Alton Diamond

No codes, and normal operation at this time.
One more thing I though of this morning, and I'm going to check it right now. Pin fit and tension at ICU-F. I wiggled it while scoping the P CAN, and didn't see anything, but I'm going to check the pins anyway.

*** 07/07/2021 08:38:13 ***
Web - Note created on 07/07/2021 08:38:13 and created by Alton Diamond

ICU-F checked out good too.

*** Web - Advice created on 07/07/2021 08:49:21 and created by Frank Lusic ***
1: Okay Thanks
ambient air temp will effect poor connections, try retesting when it is cold or hot out too

*** 07/07/2021 09:10:55 ***
Web - Note created on 07/07/2021 09:10:55 and created by Alton Diamond

I'll put it out in the sun, and see what happens. It was hotter than the devil's rectum when the problem was happening. The high is only supposed to be 84° today, It was in the upper 90s, closer too 100° that day.

*** Web - Advice created on 07/07/2021 09:43:38 and created by Frank Lusic ***
1: Okay Thanks, let me know your findings,

*** 07/14/2021 15:24:38 ***
Web - Note created on 07/14/2021 15:24:38 and created by Alton Diamond

Still no problems. I have not gotten the failure to happen again. Perhaps it was a connection issue that was resolved when I disconnected and reconnected the connector/module.
The last thing I touched before it repaired itself, was the IBU, connector M02-A.

*** Web - Advice created on 07/15/2021 06:34:03 and created by Frank Lusic ***
1: Poss bly
if you cannot recreate the concern after a few more tries, release the vehicle

*** 07/15/2021 12:32:11 ***
Web - Note created on 07/15/2021 12:32:11 and created by Alton Diamond

No further problems, so I've re-assembled the vehicle, and released it to the customer.

*** 07/15/2021 12:34:08 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Checked pin fit and tension. Applied Stabilant22a

*** 07/19/2021 07:34:10 ***
Case Number: [redacted] Reopen Requested by Alton Diamond.
Reason: [Vehicle back with same condition, additional DTCs and symptoms.]

*** 07/19/2021 07:57:50 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/19/2021 08:00:05 and created by Frank Lusic ***
1: I am going to request FTS assistance

*** 07/19/2021 08:00:55 ***
Inspection requested by Frank
Request Code: TL-NY120-[redacted]71921
Request Details: Provide location details if activity will not take place at a Kia dealership. due to time down repeated diagnostic attempts and the concern keep returning

*** Web - FTS Note created on 07/19/2021 08:10:39 and created by Daniel Lundgren ***
FTS request has been received and is being reviewed.

FTS will work with you over the phone and through TL case.

*** 07/19/2021 08:26:35 ***
TELLURIDE(ON)_210719-102953.PDF added by Alton Diamond on 07/19/2021 08:26:35

*** Web - FTS Advice created on 07/19/2021 12:07:14 and created by Daniel Lundgren ***
1, Please use your VMI and graph the P CAN line signals both high and low at EF21 for example. They should mimic each other, Then take a screen shot and attach it to the case
2, Follow connectors start wiggling the wires to see if the signal becomes abnormal.

3, The PTG we not communication on the scan I looked at in the eReport.- Can you recheck that. Thanks

*** Web - FTS Advice created on 07/20/2021 10:54:08 and created by Daniel Lundgren ***
Alton, Thanks for the call today. Currently the vehicle condition is not active but the history codes you found show it had similar DTCs from the last visit.

1, You mentioned it seems to happen when the vehicle is hot.
2, last time it was in the condition was active and when you unplugged the IBU the issue was resolved and stayed resolved.

A, Lets heat the car up by putting the heat on and sun soak the vehicle. We can use the VMI and monitor the pattern. Thanks

*** Web - FTS Advice created on 07/21/2021 06:16:47 and created by Daniel Lundgren ***
Alton, Thanks for the text yesterday. You used the vehicle heat to bring the temp. up in the vehicle and the P CAN went down. Lets try the IBU connector you mentioned - see if you can get the same results when you unplug it? Thanks

*** Web - FTS Advice created on 07/21/2021 11:32:00 and created by Daniel Lundgren ***
Alton, thanks for taking the call, Based on you finding we ordered a IBU. Let us know when it arrives. Thanks.

*** Web - FTS Note created on 07/30/2021 05:39:39 and created by Daniel Lundgren ***
Alton, Thanks for taking the call. We are still waiting for the part. Keep us in the loop.

*** Web - FTS Advice created on 08/02/2021 13:02:21 and created by Daniel Lundgren ***
Alton - Thanks for the call. The IBU was installed and the vehicle is being tested by heating it up. You will check in and let me know if we had it act up pr if it stored any DTCs.

*** 08/02/2021 13:15:42 ***
TELLURIDE(ON)_210802-161050.PDF added by Alton Diamond on 08/02/2021 13:15:42

*** Web - FTS Advice created on 08/02/2021 13:48:32 and created by Daniel Lundgren ***
Alton, Thanks for the update - The can issue is still there.

Please attach the oscilloscope to the P-Can and lets do the warm up test again. If we can recreate the issue let see what is happing to the pattern. We can monitor the pattern and discuss a place to split the P -can to see if we can narrow down the root cause.

Let talk in the morning. I will also l ke to discuss a visit date for tis case. Thanks

*** 08/03/2021 09:37:05 ***
An FTS is scheduled to inspect this VIN on 08/04/2021 at NY120.

*** 08/09/2021 15:03:32 ***
Case Closed with Resolution Code: Elec Short to Ground
Resolution Summary: Harness chafed, repair damaged circuits

Attachments

TELLURIDE(ON)_210628-135159.PDF.PDF, Oscilloscope_20210630_104630.vsf.vsf, TELLURIDE(ON)_210719-102953.PDF.PDF, TELLURIDE(ON)_210802-161050.PDF.PDF

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5MG[redacted] **Mileage:** 10,250 **Repair Date:** 06/29/2021

Prod Date: 09/29/2020 **Warranty Start Date:** 11/19/2020 **RO Number:** [redacted]

Port Options: CTS, CO, TOF, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA031 Steve Hahn's KIA **Service District:** WE08

Phone: (509) 248-4700

Contact: Kendall Waggener **Contact Title:** Dual Technician **Contact Phone:** (509) 945-5358

Case Details

Title: MIL - PCM # U010900 - ABS C162708 - SCC C136081 - C174181 - MFC C186286 - BCW C160A88 - ICU C16270

Symptom: Warning Light On

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 06/30/2021 16:53:36 ***
Contact = Kendall Waggener, Priority = Standard, Sub Status = Dispatched

*** 06/30/2021 16:53:36 ***
Web - Problem Description created on 06/30/2021 16:48:08 and created by Kendall Waggener

Customer states they were driving on the freeway when the vehicle started running rough wouldn't accelerate. Multiple warning lights came on.

*** 06/30/2021 16:53:36 ***
Web - Diagnostics created on 06/30/2021 16:48:08 and created by Kendall Waggener

Scanned the vehicle, Multiple CAN related faults stored in history. With so many codes and none of them active, I'm not really sure where to start. I am hoping this is something you have seen before. I'm assuming losing the network caused the fuel pump control module to either stop the pump or reduce it's output which caused the power loss and rough running. So far, I have been unsuccessful in duplicating the concern.
The faults are as follows:
ENG U010900 Lost communication with fuel pump control unit
ABSESC C162708 CAN timeout 4wd
SCC C136081 ESP irrevers ble error
SCC C174181 ESC not available VSM (check esc)
MFC C186286 Invalid signal of SCC
BCW C160A88 BSD Local CAN bus off
BCW C16931 ESC signal error
ICU C162700 CAN time out 4wd

*** 07/01/2021 08:32:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2021 08:42:22 and created by Jerry Gossling ***
1: Kendell,
Unfortunately all the codes are history.
Please wiggle all the connectors of the modules related to the history codes and see if the concern reoccurs.

I recommend to check for any aftermarket device connected to the DLC connector.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 07/01/2021 16:52:33 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: VDN U010900 Checked connections of affected modules with no findings. Unable to duplicate. No aftermarket accessories installed.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP6DHC4LG[redacted]
Mileage: 30,564
Repair Date: 05/19/2021
Prod Date: 06/19/2019
Warranty Start Date: 06/25/2019
RO Number: [redacted]
Port Options: CO, EH, MUG, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO027 Napleton's Mid Rivers KIA
Service District: CE04
Phone: (636) 926-2110
Contact: brandon madsen
Contact Title: Maintenance Technician
Contact Phone: (636) 206-9933

Case Details

Title: MIL - AEB # C162078 After Windshield Replacement
Symptom: Blind Spot Detection Inop
System: Body Electrical
Component: Front View Camera
Resolution: Information Given
Category: Repair Assistance

Case History

*** 07/01/2021 13:43:49 ***
Contact = brandon madsen, Priority = Standard, Sub Status = Dispatched

*** 07/01/2021 13:43:49 ***
Web - Problem Description created on 07/01/2021 13:39:30 and created by brandon madsen

CUSTOMER HAD WINDSHIELD REPLACED. RECALIBRATION

*** 07/01/2021 13:43:49 ***
Web - Diagnostics created on 07/01/2021 13:39:30 and created by brandon madsen

TRIED TO RECLIBRATE THE FRONT COLLISION CAMERA AND FAILED MULTIPLE TIMES. LOOKED TO BE SURE CAMERA WAS PROPERLY PLUGGED IN AND CAMERA ITSELF EXTREMELY HOT TO THE TOUCH AND DOESNT FEEL SECURE. CODE PULLED C162078. SEE ATTACEMENT. ANY INFO ON THE SUBJECT OR IF THIS IS A COMMON OCCURANCE AND THE STEPS TO FIX. THANKS

*** 07/01/2021 13:43:57 ***
IMG_1956.MOV added by brandon madsen on 07/01/2021 13:43:50

*** 07/02/2021 07:06:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/02/2021 07:29:32 and created by Brian Lall ***
1: Brandon, this is not a common concern. Was a Kia windshield installed and did it come with the MFC mounting bracket or was that removed from the original windshield and installed on this one? Please remove the MFC and take a picture looking out of the windshield in the area where the MFC

mounts and where the lens sees through the windshield, then attach that picture to the case. Thanks.

*** 07/02/2021 10:01:35 ***
Web - Note created on 07/02/2021 10:01:35 and created by brandon madsen

YES IT WAS A KIA WINDSHIELD AND CAME WITH THE BRACKET. PICS ATTACHED

*** 07/02/2021 10:01:36 ***
IMG_1973.JPG added by brandon madsen on 07/02/2021 10:01:35

*** 07/02/2021 10:01:37 ***
IMG_1975.JPG added by brandon madsen on 07/02/2021 10:01:37

*** Web - Advice created on 07/02/2021 14:01:33 and created by Brian Lall ***
1: The picture looks distorted to me. Please try to clean that area on the inside and outside of the windshield and the MFC lens if needed using a lint free cloth so there is no residue on the glass and retest.

*** 07/06/2021 06:26:09 ***
Web - Note created on 07/06/2021 06:26:08 and created by brandon madsen

CLEANED AREA AND RETRIED TO CALIBRATE. I DO THE CALIBRATION AND SAYS COMPLETED BUT STILL SAYS ALIGNMENT FAILED SYSTEM SCC CODE C162078 ALIGNMENT FAILED.

*** Web - Advice created on 07/06/2021 10:29:34 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the MFC and to retest.

*** 07/08/2021 13:03:05 ***
Web - Note created on 07/08/2021 13:03:05 and created by brandon madsen

REPLACED MFC AND STILL FAILED ALIGNMENT. PICTURE OF CALIBRATION INCLUDED WITH UPDATE

*** 07/08/2021 13:03:07 ***
IMG_2087.JPG added by brandon madsen on 07/08/2021 13:03:06

*** Web - Advice created on 07/09/2021 05:40:21 and created by Brian Lall ***
1: The screen shot shows that the calibration successfully completed in the first line.

*** 07/09/2021 06:47:00 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: RECAL ON FRONT COLLISION SENSOR

Attachments

IMG_1956.MOV.MOV, IMG_1973.JPG.JPG, IMG_1975.JPG.JPG, IMG_2087.JPG.JPG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC8MG[redacted] **Mileage:** 8,804 **Repair Date:** 07/02/2021

Prod Date: 08/10/2020 **Warranty Start Date:** 08/29/2020 **RO Number:** [redacted]

Port Options: CN, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA085 KIA On The Boulevard **Service District:** EA09

Phone: (215) 671-9000

Contact: Darnell Reese **Contact Title:** Exclusive Kia Technician **Contact Phone:** (609) 444-9193

Case Details

Title: Programming - General # MFC variant coding

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 07/05/2021 09:27:32 ***
Contact = Darnell Reese, Priority = Standard, Sub Status = Dispatched

*** 07/05/2021 09:27:33 ***
Web - Problem Description created on 07/05/2021 09:21:46 and created by Darnell Reese

CUSTOMER STATES FORWARD COLLISION LIGHT ON

*** 07/05/2021 09:27:33 ***
Web - Diagnostics created on 07/05/2021 09:21:46 and created by Darnell Reese

PERFORMED INSPECTION OF COCNERN A FRONT VIEW CAMERA WAS ORDERED FOR VEHICLE I INSTALLED CAMERA AND WAS UNABLE TO PERFORM VARIANT CODING I WAS ABLE TO PERFORM SPACT CALIBRATION WITH LASER SESNOR. WHEN TRYING TO PERFORM VARIANT CODING LOSS LOSS OF COMMUNICATION COMES UP. FAULT CODE FOR MISMATCH SCC AND FRONT CAMERA. REOVED DRIVER SIDE PILLAR TO INSPECT CONNECTOR FOUND 3 PINS WITH SOME TYPE OF BLACK SUBSTANCE NOT SURE IF BURNED WAS ABLE TO CLEAN OFF AND ADD STABILANT. COCNERN STLL PRESENT I PERFORMED FRONT RADAR CALIBRATION AND NO CHANGES. I OHM PIN 3 OF FRONT CAMERA CONNECTOR TO PIN 2 OF SCC READINGS ARE 0.00HMS, PIN 11 FROM CAMERA TO PIN 2 OF SCC IS 0.00OHMS. PLEASE ADVISE HAS ANY COCNERNS OF THIS VEHICLE HAPPENDED BEFORE. NOTE THAT PREVIOUS FRONT VIEW CAMERA WAS INOP I WAS UNABLE TO CALIBRATE ORIGNAL CAMERA WHEN INSTALLED NEW ONE I WAS ABLE TO USE CALIBRATION LASER BUT UNABLE TO PERFORM VARIANT CODING

*** 07/05/2021 09:30:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/05/2021 09:37:07 and created by Brian Lall ***
1: Thanks for letting me know what you found. If the variant coding options selected are incorrect this can happen. Please connect the original MFC and take screen shots of all the original variant coding (if there is communication with the original MFC) and try to go into S/W management and perform the variant coding back up and learning (perform the back up). Then connect the new MFC and perform the variant coding learning procedure. Let me know if this is successful. Thanks.

*** 07/05/2021 11:16:00 ***
Web - Note created on 07/05/2021 11:16:00 and created by Darnell Reese

thank you i performed coding as stated with old camera everything started working then glitched once found loose pin on side drive pillar. fixed concern no longer present than you

*** Web - Advice created on 07/05/2021 14:32:44 and created by Brian Lall ***
1: Good job. If the vehicle is now working as designed, please close the case and release the vehicle. Thanks.

*** Service Alert Escalated to CA as: 14245802 on 07/06/2021 01:06:22 (PST)

*** 07/07/2021 06:57:43 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: performed wire repair and variant coding

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5MG[redacted] **Mileage:** 10,827 **Repair Date:** 07/06/2021

Prod Date: 09/29/2020 **Warranty Start Date:** 11/19/2020 **RO Number:** [redacted]

Port Options: CTS, CO, TOF, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: ID010 Dennis Dillon KIA **Service District:** WE10

Phone: (208) 388-4444

Contact: Alex Liedberg **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Engine - Lacks power # U010900

Symptom: Lack of Power

System: Engine Mechanical

Component:

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/06/2021 10:57:55 ***
Contact = Alex Liedberg, Priority = Standard, Sub Status = Dispatched

*** 07/06/2021 10:57:55 ***
Web - Problem Description created on 07/06/2021 10:57:55 and created by Alex Liedberg

Customer states while driving vehicle will display multiple lights and lose power

*** 07/06/2021 10:57:55 ***
Web - Diagnostics created on 07/06/2021 10:57:55 and created by Alex Liedberg

Scanned and found multiple dtc's in history at this time. ENG U010900 Lost communication with fuel pump control unit
ABSESC C162708 CAN timeout 4wd
SCC C136081 ESP irrevers ble error
SCC C174181 ESC not available VSM (check esc)
MFC C186286 Invalid signal of SCC
BCW C160A88 BSD Local CAN bus off
BCW C16931 ESC signal error
ICU C162700 CAN time out 4wd
PTG B24B500 PTG UNLATCH ERROR
P0301, P0302, P0303, AND P0304
Upon further inspection found that there was a previous case opened for the same concern case # [redacted] but the case is closed and I did not see any resolution. The customer is traveling through at this time. Performed wiggle test on various connections and was not able to duplicate. Test drove the vehicle for 25 miles with no current concerns. What do you recommend thanks.

*** 07/06/2021 14:23:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/06/2021 14:29:06 and created by Jay Jurado ***
1: The CAN line appears to be going down. Please verify pin fit at the MFC and front radar. See if you can duplicate the customer's concern once more. See if the MFC gets hot when the issue is present.

*** 07/06/2021 15:32:35 ***
Web - Note created on 07/06/2021 15:32:35 and created by Alex Liedberg

Apparently the customer will not leave the vehicle and wants to try to make it back to there home state. The MFC is extremely hot and untouchable at this time so I would suspect that as the cause of the issues.

*** 07/06/2021 16:22:16 ***
Web - Note created on 07/06/2021 16:22:16 and created by Alex Liedberg

Well they didn't make it very far the car will be back in the morning.

*** Service Alert Escalated to CA as: 14245583 on 07/07/2021 01:06:37 (PST)
*** Web - Advice created on 07/07/2021 08:16:12 and created by Jay Jurado ***
1: Based on that bit of information, recommend replacing the MFC at this point.
If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 07/13/2021 10:26:35 ***
Web - Note created on 07/13/2021 10:26:34 and created by Alex Liedberg

Replaced the MFC and when attempting to drive and cal brate the camera I got out of the parking lot and a block away and the car died on me and produced the same DTC's.

*** Web - Advice created on 07/13/2021 10:40:08 and created by Jay Jurado ***
1: Did the engine just suddenly die out on you? Does the engine run rough?

*** 07/13/2021 11:01:10 ***
Web - Note created on 07/13/2021 11:01:10 and created by Alex Liedberg

Yes it just died like it was running out of fuel one of the original DTC'S is for the fuel pump module so I assume that's why. It took about 5 minutes and then it started back up.

*** Web - Advice created on 07/13/2021 11:04:57 and created by Jay Jurado ***
1: Please make sure ground point GF03 is secure and contacting bare metal. You may use star washers to help improve the ground. Verify that there are no loose pin tension issues present in the connector either. If possible, swap out the fuel pump module with a known good and see if the issue still occurs. Thanks.

*** 07/13/2021 12:18:59 ***
Web - Note created on 07/13/2021 12:18:58 and created by Alex Liedberg

Ok I believe I found the issue GF03 is not even attached to the chassis the bolt is missing. I'm not sure how it ran for this long. I added and picture for reference.

*** 07/13/2021 12:19:00 ***
20210713_131553[1].jpg added by Alex Liedberg on 07/13/2021 12:19:00

*** Web - Advice created on 07/13/2021 12:45:26 and created by Jay Jurado ***
1: Thanks for the photo. Please secure the ground and verify your repair afterwards. Thanks.

*** Case has been auto closed by the system on 07/29/2021 01:13:08 (PST)

Attachments

20210713_131553[1].jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2MG[redacted] **Mileage:** 8,602 **Repair Date:** 07/06/2021

Prod Date: 07/10/2020 **Warranty Start Date:** 08/01/2020 **RO Number:** [redacted]

Port Options: CF, TOF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX132 KIA of South Austin **Service District:** SW05

Phone: (512) 354-7596

Contact: eduardo cruz **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C160649 - C186286 - SCC - C180581

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/06/2021 13:38:57 ***
Contact = eduardo cruz, Priority = Standard, Sub Status = Dispatched

*** 07/06/2021 13:38:57 ***
Web - Problem Description created on 07/06/2021 13:38:57 and created by eduardo cruz

A. CUSTOMER STATES VEHICLE HIGH BEAM ASSIST, FORWARD COLLISION WARNING AND SMART CRUISE CONTROL WARNING LIGHTS COME ON IN CLUSTER , FEATURES ARE DISABLED NO SIGNS OF EXTERNAL DMG

*** 07/06/2021 13:38:57 ***
Web - Diagnostics created on 07/06/2021 13:38:57 and created by eduardo cruz

scanned found code C180581, C186286, C160649, tried and performed radar calibration procedure, calibration was successful, cleared lights, performed second part of cal bration on the road, all lights come back on, windshield is factory never been replaced, no front damage to radar, checked and unplugs connections, pin tension test seems good

*** 07/07/2021 06:46:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/07/2021 06:55:06 and created by Jerry Gossling ***
1: Eduardo,
Thoroughly check the pin fit tension at R14 (MFC camera) all pins.
Next check pin fit tension at MR11 pins 32, 38, 23 & 35 with the appropriate pin fit tool per SST062 & TSB electrical 064.
Thanks

*** 07/08/2021 14:20:01 ***
Web - Note created on 07/08/2021 14:20:01 and created by eduardo cruz

I INSPECTED ALL AT CONNECTOR R14, ALL PIN TENSION IS GOOD.
CHECKED PIN TENSION AT MR11 AND PINS 32, 38, 23, 35 ALL ARE OK, CONNECTOR IS OK AS WELL

*** Web - Advice created on 07/09/2021 04:52:41 and created by Jerry Gossling ***
1: Eduardo,
Please screenshot all the MFC variant coding data & save it. Next replace the MFC per the replacement procedure outlined in the shop manual. When done set the variant coding to saved screenshot settings and thoroughly drive the vehicle to verify the repair.
Thank you

*** Case has been auto closed by the system on 07/25/2021 01:14:32 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC0LG[redacted] **Mileage:** 29,125 **Repair Date:** 07/08/2021

Prod Date: 12/14/2019 **Warranty Start Date:** 01/13/2020 **RO Number:** [redacted]

Port Options: CF, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH075 Matt Taylor KIA **Service District:** CE12

Phone: (740) 415-3130

Contact: Jon Schneider **Contact Title:** Exclusive Kia Technician **Contact Phone:** (740) 415-7710

Case Details

Title: MIL - ABS/ESP # C162808

Symptom: Gauges (General)

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/08/2021 05:41:33 ***
Contact = Jonathon Schneider, Priority = Standard, Sub Status = Dispatched

*** 07/08/2021 05:41:33 ***
Web - Problem Description created on 07/08/2021 05:25:05 and created by Jonathon Schneider

customer states that the following issues happed at the same time all at once,
cluster operation is inop and went blank
backlighting for heater controls went out
steering wheel controls back light went out along with cruise control function, still able to make phone calls with controls
push button start back lighting out
buttons on left of dash are inop and back light out

*** 07/08/2021 05:41:33 ***
Web - Diagnostics created on 07/08/2021 05:35:05 and created by Jonathon Schneider

verified customer concern and found multiple codes active also found multiple codes in history as well, looks like all codes are pointing at cluster but would like another opinion on this matter,
active codes ABS-c16208, airbag-b261700, EPS-c162887
history codes p0462, c162887, c180581, c162887, c186286, b181000, b163100, b163200, b163300, b163400
there is no after market installed equipment on this vehicle, air bag light is on and no other functions on cluster work, i can see the temp sensor and RPMs, and other systems on KDS
i can communicate with the vehicle, also is there a backdoor to retrieve mileage and kilometers from vehicle? with the cluster being inop?
i have attached some pictures with vehicle running and head lights are on

*** 07/08/2021 05:41:34 ***
telluride 3.jpg added by Jonathon Schneider on 07/08/2021 05:41:33

*** 07/08/2021 05:41:34 ***
telluride.jpg added by Jonathon Schneider on 07/08/2021 05:41:34

*** 07/08/2021 05:41:34 ***
telluride 2.jpg added by Jonathon Schneider on 07/08/2021 05:41:34

*** 07/08/2021 05:41:34 ***
telluride 4.jpg added by Jonathon Schneider on 07/08/2021 05:41:34

*** 07/08/2021 07:58:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/08/2021 08:20:29 and created by Jay Jurado ***
1: Tech called in to review case. Recommend disconnecting MR11 and see if the vehicle's current state improves in any way. If so, reconnect MR11 and disconnect the MFC, and see if the issue goes away. If no change, recommend replacing the cluster to start. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 07/12/2021 11:14:08 ***
Web - Note created on 07/12/2021 11:14:08 and created by Jonathon Schneider

no change with the vehicle
also just found out another telluride is having the exact same issues, unsure of codes in it, customer is bringing it in for diag this week
is there a possibility of bad clusters?

*** Web - Advice created on 07/12/2021 11:20:31 and created by Jay Jurado ***
1: Based on your information, recommend replacing the cluster at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 07/12/2021 11:50:54 ***
Web - Note created on 07/12/2021 11:50:53 and created by Jonathon Schneider

thank you for your help

*** Web - Advice created on 07/12/2021 12:35:16 and created by Jay Jurado ***
1: You're welcome.

*** 07/13/2021 06:09:22 ***
Web - Note created on 07/13/2021 06:09:22 and created by Jonathon Schneider

cluster was bad removed and replaced it and everything came back online l ke it should thank you for your help

*** 07/13/2021 06:09:57 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced cluster

*** 07/29/2021 13:07:08 ***
Reopened with Sub Status of Working

*** 07/29/2021 13:07:26 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
replaced cluster

Attachments

telluride 3.jpg.jpg, telluride.jpg.jpg, telluride 2.jpg.jpg, telluride 4.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76292.0

VIN: 5XYRK4LF5MG[redacted] **Mileage:** 9,049 **Repair Date:** 07/07/2021

Prod Date: 02/15/2021 **Warranty Start Date:** 03/20/2021 **RO Number:** [redacted]

Port Options: CN, MUG, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AR015 Mark Martin KIA **Service District:** SW03

Phone: (870) 793-4461

Contact: Barbara Stogsdill **Contact Title:** Service Manager **Contact Phone:** (501) 207-2967

Case Details

Title: MIL - PCM # P033603 - C161386 - C161381

Symptom: Warning Light On

System: Emission Control

Component:

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/08/2021 06:34:14 ***
Contact = Barbara Stogsdill, Priority = Standard, Sub Status = Dispatched

*** 07/08/2021 06:34:14 ***
Web - Problem Description created on 07/08/2021 06:22:25 and created by Barbara Stogsdill

all warning lights for driver assist are coming on (eps, collision avoidance, bsd, scc) abs lamp and traction control lamps. These lights come on and go off randomly. cameras front and rear do not work when lights are on. Customer also states that at times randomly the brakes do not feel l ke they are applying, we have been unable to duplicate the brake concern. The first complaint from customer was 6/23/21 at 6747 miles. At that time all codes had cleared and no warning lamps were on and we were unable to duplicate brake concern. This time we were able to capture warning lamps and codes. once vehicle was turned off codes cleared to history on their own. Customer also stated that while they were gone on vacation the alarm on the vehicle would go off randomly and show interior movement on uvo app. This also has not been duplicated and has not happened since customer returned from out of state.

*** 07/08/2021 06:34:15 ***
Web - Diagnostics created on 07/08/2021 06:32:25 and created by Barbara Stogsdill

Kds diag, codes below. Test drove to attempt to duplicate brake concern. Check connections between hcu and ecm as instructed by ppt. Did observe that there appears to be a rub mark on the ac line that runs under the wiring harness for hcu and harness was touching line when brought in, no visible damage to the harness itself, tape is still intact on wiring. Also noticed when doing "smart check" feature on KDS the ecu rom id would not populate.

I have multiple codes, system will not let me add them to this contact, I am listing them here for information:
c161386
c136081

c174181
c161381
b168588
c164286
c169381
p033603

*** 07/08/2021 08:57:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/08/2021 09:08:56 and created by Sam Camarillo ***
1: Please do the DTC troubleshooter for the P0336 code, looking at the other codes it is having trouble reading good data from ECM, and ECM keeps on having a pending P0336 codes even when the others go history
Please also check and upgrade ground GE201 by removing the ground, scraping away any paint or varnish, adding a star washer if you have one, and installing the ground tightly, . Check the pin fit tension with the appropriate pin fit tool.
Thoroughly inspect the pin fit tension using the T connector, review TSB electrical 064 to determine the correct size T connector.

*** Service Alert Escalated to CA as: 14253621 on 07/09/2021 01:09:05 (PST)

*** 07/19/2021 09:29:23 ***
Web - Note created on 07/19/2021 09:29:22 and created by Barbara Stogsdill

Vehicle has been dropped off for further diag as instructed will update when available

*** Web - Advice created on 07/19/2021 09:46:27 and created by Sam Camarillo ***
1: Ok good keep me posted

*** 07/27/2021 13:09:05 ***
Web - Note created on 07/27/2021 13:09:05 and created by Jeffrey Goodwin

resistance tested ge201 at left front "frame" connection @ 45 ohms. removed bolt, cleaned paint from connection point with burr, re-attached, now reading @ 4.7 ohms. went ahead and tested supply to ckp, as well as wiring from ckp to ecm all ok. cleared codes and road tested and codes have yet to return.
second issue :
camera display for the reverse camera has scrolling lines through it, both in the reverse mode as well as the all around mode. checked connections at the camera and they look ok. is there anything common i should be looking for one this issue?

*** Web - Advice created on 07/27/2021 13:51:30 and created by Sam Camarillo ***
1: sorry we can only do one concern per case unless related due to tracking concerns. you will have to open a new case for the camera issue
Please get two drive cycles completed, let me know if any codes return

*** 07/27/2021 13:53:40 ***
Web - Note created on 07/27/2021 13:53:40 and created by Jeffrey Goodwin

ok, i will continue road testing throughout the day tomorrow, and start a new case for the rear view camera issue, thank you

*** Web - Advice created on 07/28/2021 05:16:15 and created by Sam Camarillo ***
1: Ok sounds good.

*** 08/02/2021 07:51:17 ***
Web - Note created on 08/02/2021 07:51:17 and created by Jeffrey Goodwin

as of now, we are unable to get any of the warning lights to come back on, the camera is still acting up, but i will start a new case on that concern.

*** Web - Advice created on 08/04/2021 05:14:07 and created by Sam Camarillo ***
1: OK thanks, go ahead and close this case then. Reopen if it returns.

*** Case has been auto closed by the system on 08/20/2021 01:18:31 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC5LG[redacted] **Mileage:** 16,816 **Repair Date:** 07/08/2021

Prod Date: 02/28/2019 **Warranty Start Date:** 03/28/2019 **RO Number:** [redacted]

Port Options: CN, CF, EH

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA313 KIA of Carson **Service District:** WE01

Phone: (310) 507-8740

Contact: Hoang-Long Tran **Contact Title:** Exclusive Kia Technician **Contact Phone:** (562) 230-1722

Case Details

Title: MIL - BCM # B181000

Symptom: Warning Light On

System: Body Electrical

Component: Wiring Harness (Front & Rear)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/08/2021 16:43:54 ***
Contact = Hoang-Long Tran, Priority = Standard, Sub Status = Dispatched

*** 07/08/2021 16:43:54 ***
Web - Problem Description created on 07/08/2021 16:35:25 and created by Hoang-Long Tran

Customer states while driving, vehicle had multiple warning lamps come on in dash, vehicle had no cruise control, nor power steering.

*** 07/08/2021 16:43:54 ***
Web - Diagnostics created on 07/08/2021 16:35:25 and created by Hoang-Long Tran

Road tested vehicle, could not verify concern, scanned vehicle, retrieved only active IBU-BCM B181000, and several history codes from ABSESC, AIRBAG, EPS, SCC, MFC, BCW, ICU. Inspected vehicle, no immediate tang ble issues. Noted vehicle has after market dash camera. Inspecting wiring, found dash camera is powered from cigarette light port, and also has 1 wire to a body ground and 1 wire to an orange wire in IP/A. Disconnected wire to IP/A (had a quick connect), cleared all codes, road tested vehicle. No warning lamps illuminated, no other DTC's returned, only B181000 ROA DTC returned active. Followed after market wire from IP/A up and removed left front A pillar trim to inspect, bumped MR11 and noted warning chime and multiple warning lamps illuminate on cluster (engine running during inspections). Wiggle tested MR11 and verified warning chime and lamps illuminate from MR11.

*** 07/08/2021 16:49:42 ***
Web - Note created on 07/08/2021 16:49:42 and created by Hoang-Long Tran

Disconnected MR11 and inspected, found connector pins appear burnt. Plastic sliding plate on male end of MR11 is melted in place at pin 12. Pin12 goes back to ROA. Removed ROA sensor to inspect, found R17 connector port has separated from ROA sensor circuit board. Pictures attached. I am

still in the process of inspecting wiring towards BCM side of circuit and performing continuity tests. I will update case with those results. In the mean time, do you have any related information?

*** 07/08/2021 16:54:50 ***
20210708_160938.jpg added by Hoang-Long Tran on 07/08/2021 16:54:49

*** 07/08/2021 16:54:51 ***
20210708_161005.jpg added by Hoang-Long Tran on 07/08/2021 16:54:50

*** 07/08/2021 16:54:52 ***
20210708_161028.jpg added by Hoang-Long Tran on 07/08/2021 16:54:51

*** 07/08/2021 16:54:52 ***
20210708_161121.jpg added by Hoang-Long Tran on 07/08/2021 16:54:52

*** 07/08/2021 16:54:53 ***
20210708_161142.jpg added by Hoang-Long Tran on 07/08/2021 16:54:53

*** 07/08/2021 16:55:40 ***
Web - Note created on 07/08/2021 16:55:39 and created by Hoang-Long Tran

All pins of FR41 appear ok

*** 07/09/2021 03:50:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/09/2021 03:55:53 and created by Tony Thomas ***
1: Get approval to replace the ROA and harness and test for normal operation.

*** 07/09/2021 07:29:34 ***
Web - Note created on 07/09/2021 07:29:34 and created by Hoang-Long Tran

Should both the main harness and the roof harness be replaced?

*** Web - Advice created on 07/09/2021 07:33:44 and created by Tony Thomas ***
1: Yes, unless they can be properly repaired.

*** Service Alert Escalated to CA as: 14261996 on 07/14/2021 03:02:11 (PST)

*** Case has been auto closed by the system on 07/25/2021 01:14:32 (PST)

Attachments

20210708_160938.jpg.jpg, 20210708_161005.jpg.jpg, 20210708_161028.jpg.jpg, 20210708_161121.jpg.jpg, 20210708_161142.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SELTOS **Engine:** 1.6L TURBO **Model Code:**

VIN: KNDETCA26M7[redacted] **Mileage:** 5,045 **Repair Date:** 07/08/2021

Prod Date: 05/25/2020 **Warranty Start Date:** 07/20/2020 **RO Number:** [redacted]

Port Options: CF, PL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MN010 Jeff Belzer's KIA **Service District:** CE08

Phone: (952) 469-4444

Contact: Tony Lencowski **Contact Title:** Exclusive Kia Technician **Contact Phone:** (651) 238-4193

Case Details

Title: ElecSys General-AEB # FCA warning and SCC conditions not met warning

Symptom: Warning Light On

System: Body Electrical

Component: Module

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 07/13/2021 06:14:18 ***
Contact = Tony Lencowski, Priority = Standard, Sub Status = Dispatched

*** 07/13/2021 06:14:18 ***
Web - Problem Description created on 07/13/2021 06:14:18 and created by Tony Lencowski

Customer complaint of getting a FWD Collision system disabled/smart cruise disabled message on dash. Followed by multiple warning lights. Says it does correct itself, and lights go away after a few minutes, time frame varies.

*** 07/13/2021 06:14:18 ***
Web - Diagnostics created on 07/13/2021 06:14:18 and created by Tony Lencowski

I test drove vehicle, no lights on dash. System operates as is it designed to operate, I have no issues with any FWD collision assist, smart cruise control works as designed, LKA, LDW, and BSD all work. I performed a dtc scan, I found no dtcs. As I was unable to duplicate this concern, I had the vehicle driven by one of the service runners, just to verify systems working as designed. I made sure they left the vehicle on after test drive if there were issues. I was given the vehicle back, told it had issues. I rescanned for dtcs, I still have none. I do not have lights on the dash after it was driven. Had service advisor reach out to customer, get permission to drive vehicle home. I test drove it home, had KDS hooked up, in case it threw any lights or warning. System is still operating as designed. I talked to my advisor, who had received emails of photos taken by the customer of the warning lights that come on, and a message on the screen. I have attached them to the case.

*** 07/13/2021 06:14:20 ***
IMG_0274.jpg added by Tony Lencowski on 07/13/2021 06:14:19

*** 07/13/2021 06:14:21 ***

IMG_0275.jpg added by Tony Lencowski on 07/13/2021 06:14:20

*** 07/13/2021 07:17:55 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 07/13/2021 07:30:11 and created by Brian Lall ***
1: Tony, please check for any signs of scrapes, or damage to the front of the vehicle near the front radar. Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system, and for any devices that may be removed when the vehicle is brought in for service such as a DLC tracker, as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices. Try to find out if the customer is connecting anything to the vehicle that may be removed when the customer brings the vehicle in for service.
Thank you

*** Phone - Advice created on 07/13/2021 08:02:27 and created by Brian Lall ***
1: Tony called and let me know that he did see some body work was done to the vehicle from the body shop at the dealer so he went and got the details. It does not appear that the front radar was replaced but the grill, bumper, and cross support was repaired or replaced. We discussed the radar calibration and I advised to follow the angle mounting measurement and target calibration of the front radar in the shop manual. He is going to work with the body shop to get authorization through the insurance claim that the repair work was done under originally and will update the case after performing the calibrations.

*** Service Alert Escalated to CA as: 14261936 on 07/14/2021 03:02:11 (PST)

*** 07/26/2021 07:13:53 ***
Web - Note created on 07/26/2021 07:13:53 and created by Tony Lencowski

I performed the radar calibration. I got the radar angle corrected, performed radar calibration. Test drove vehicle, no problems on test drive. Had vehicle driven again by lot runner, no issues. I am going to release the vehicle to the customer. Had our body shop get ahold of insurance. Thanks for the help.

*** 07/26/2021 07:15:54 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Performed radar calibration.

Attachments

IMG_0275.jpg.jpg, IMG_0274.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 CARNIVAL **Engine:** 3.5L V6 GDI **Model Code:**

VIN: KNDNC5H31N6[redacted] **Mileage:** 2,309 **Repair Date:** 07/14/2021

Prod Date: 03/29/2021 **Warranty Start Date:** 05/29/2021 **RO Number:** [redacted]

Port Options: WL, CF8

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ052 Nutley Auto KIA **Service District:** EA12

Phone: (973) 667-0500

Contact: STUART HORNER **Contact Title:** Shop Foreman **Contact Phone:**

Case Details

Title: MIL - LKAS # Frt View Camera C183186

Symptom: Improper Indication

System: Body Electrical

Component: Front View Camera

Resolution: Software Upgrade **Category:** Repair Assistance

Case History

*** 07/14/2021 06:10:51 ***
Contact = STUART HORNER, Priority = Standard, Sub Status = Dispatched

*** 07/14/2021 06:10:51 ***
Web - Problem Description created on 07/14/2021 06:04:47 and created by STUART HORNER

check highway driving assist system warning came on also cust said backup camera flickering and distanced to empty the amount of fuel does not match up

*** 07/14/2021 06:10:51 ***
Web - Diagnostics created on 07/14/2021 06:10:51 and created by Siebel eSupport

scanned veh found c183186 in history ic ant verify the last issue

*** 07/14/2021 06:11:51 ***
Web - Note created on 07/14/2021 06:11:51 and created by STUART HORNER

also cust has picture oh warning on dash

*** 07/14/2021 09:21:04 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 07/14/2021 09:30:50 and created by Steven Okimura ***
1: I am closing this duplicate case, refer to 14194879

*** 07/14/2021 09:30:55 ***
Case closed by Steven Okimura with Resolution Code : Duplicate Web Case
[Resolution Summary]

*** 07/14/2021 09:32:44 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/14/2021 09:33:39 and created by Steven Okimura ***
1: Ignore the last note Stuart, I will review and update the case in a few.

*** Web - Advice created on 07/14/2021 09:44:05 and created by Steven Okimura ***
1: Please attach a screenshot of the Navi Map version to the case for review.

*** 07/14/2021 10:21:44 ***
20210714_131651.jpg added by STUART HORNER on 07/14/2021 10:21:42

*** Web - Advice created on 07/14/2021 12:58:01 and created by Steven Okimura ***
1: Is there a Map version that looks like this example (NAM.14.41.43.490.301)?

*** 07/14/2021 13:31:05 ***
Web - Note created on 07/14/2021 13:31:04 and created by STUART HORNER

13.47.50.610.301 is the map

*** 07/14/2021 13:37:08 ***
Web - Note created on 07/14/2021 13:37:08 and created by STUART HORNER

i did not realize you had to scroll down

*** Web - Advice created on 07/14/2021 17:59:50 and created by Steven Okimura ***
1: Thank you Stuart, there is an improved S/W under development for this DTC which should be available soon. I may have a better idea when it will be released by the end of this week. Thank you

*** Web - Advice created on 07/15/2021 14:30:46 and created by Steven Okimura ***
1: Stuart, target date is tomorrow but no guarantee and unknow what time It will be available on the MnSOFT webisite. The current S/W version matches the one in this vehicle so just wait until the new version is available. Thank you

*** 07/20/2021 12:22:16 ***
Web - Note created on 07/20/2021 12:22:16 and created by STUART HORNER

any word cust. is getting mad and not good for csi

*** Web - Advice created on 07/20/2021 14:06:46 and created by Steven Okimura ***
1: Hello Stuart, I just got out of the Carnival EWR meeting and the fix for this DTC was added this morning. The Map upgrade is found on the MnSoft website for Kia. It will read the latest version release was April 12th, 2021, ignore this as the DTC resolution has been added and the upgrade will resolve the concern.

*** Service Alert Escalated to CA as: 14197092 on 07/21/2021 01:08:51 (PST)
*** 07/22/2021 11:50:59 ***
Web - Note created on 07/22/2021 11:50:58 and created by STUART HORNER

i installed the down load took over 45 min. to install still reads 13.47.50. 610.301 is this right

*** Web - Advice created on 07/22/2021 12:10:40 and created by Steven Okimura ***
1: Yes, only this DTC fix was added so they did not change the version number.

*** Web - Advice created on 07/22/2021 12:13:46 and created by Steven Okimura ***
1: Stuart, I was only looking at the 301, the web site is different, let me double check with the audio engineers. Thank you

*** Web - Advice created on 07/22/2021 13:21:32 and created by Steven Okimura ***
1: Stuart, the engineer is requesting a screenshot of the head unit S/W version after the upgrade. Thank you

*** 07/22/2021 14:04:59 ***
Web - Note created on 07/22/2021 14:04:59 and created by STUART HORNER

attached are updated versions of software

*** 07/22/2021 14:05:01 ***
20210722_162620.jpg added by STUART HORNER on 07/22/2021 14:05:00

*** 07/22/2021 14:05:04 ***
20210722_162642.jpg added by STUART HORNER on 07/22/2021 14:05:02

*** Web - Advice created on 07/22/2021 19:38:51 and created by Steven Okimura ***
1: Hey Stuart, I finally got the info on how to verify the upgrade was successful, I was able to verify the Navi App and System S/W versions were the improved versions, the vehicle may be released.

*** Web - FTS Note created on 08/04/2021 16:56:47 and created by Daniel Lundgren ***
Stuart, Its been a few weeks from the last update. can you let us know the status of the case. Thanks

*** 08/05/2021 06:57:45 ***
Web - Note created on 08/05/2021 06:57:45 and created by STUART HORNER

so far the code did not return but a call from cust that check engine light came on and said it was po456 cust just got fuel light went out and have not heard from cust if light came back on

*** Web - Advice created on 08/05/2021 08:31:53 and created by Steven Okimura ***
1: I will close this case, please open a new case for the P0456 when the vehicle returns.

*** 08/05/2021 08:32:11 ***
Case closed by Steven Okimura with Resolution Code : Software Upgrade
[Resolution Summary]

Attachments

20210714_131651.jpg.jpg, 20210722_162620.jpg.jpg, 20210722_162642.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J28MG[redacted] **Mileage:** 9,105 **Repair Date:** 07/14/2021

Prod Date: 11/18/2020 **Warranty Start Date:** 05/01/2021 **RO Number:** [redacted]

Port Options: MUG, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC031 Car Town KIA USA Florence **Service District:** SO07

Phone: (843) 292-8585

Contact: Robert Ondich **Contact Title:** Exclusive Kia Technician **Contact Phone:** (843) 713-6149

Case Details

Title: MIL - EPS # C162308 Multiple CAN codes

Symptom: Electrical Short

System: Body Electrical

Component: BCM

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/14/2021 07:54:09 ***
Contact = Robert Ondich, Priority = Standard, Sub Status = Dispatched

*** 07/14/2021 07:54:09 ***
Web - Problem Description created on 07/14/2021 07:50:49 and created by Robert Ondich

customer came in with lights flickering on dash

*** 07/14/2021 07:54:09 ***
Web - Diagnostics created on 07/14/2021 07:50:49 and created by Robert Ondich

all lights flicker in dash and many sys not working

*** 07/14/2021 07:54:35 ***
6E6997B8-90CF-431D-BA9F-124561096D41.MP4 added by Robert Ondich on 07/14/2021 07:54:10

*** 07/14/2021 10:39:59 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 07/14/2021 10:42:31 and created by John Nguyen ***
1: Robert, please check for any rodent damage that may be present among the affected components.
2: Please inspect for proper pin fitment or backed out pins at the steering angle sensor. If you wiggle the connector do the lights flicker?

*** 07/14/2021 11:46:23 ***
Web - Note created on 07/14/2021 11:46:23 and created by Robert Ondich

i checked the steering angel syn but its hard to tell if it makes a difference when wiggling the plug and wires .... i attached a new vid .. this vid is of the EPS syn on the kds ... it goes in and out and i wanted to get your thought on it as well... i found no rodent damage or any other damage for that matter

*** 07/14/2021 11:46:33 ***
242567D2-C456-4D15-9210-E94BC8A09BB9.MP4 added by Robert Ondich on 07/14/2021 11:46:24

*** 07/14/2021 12:55:38 ***
Web - Note created on 07/14/2021 12:55:38 and created by Robert Ondich

i have added another vid showing what happens when the ebrake is engaged ... this only happens when ebrake is on

*** 07/14/2021 12:55:48 ***
242567D2-C456-4D15-9210-E94BC8A09BB9 (1).MP4 added by Robert Ondich on 07/14/2021 12:55:39

*** Web - Advice created on 07/14/2021 14:17:26 and created by John Nguyen ***
1: Robert, if you disconnect the SCC module does the issue still occur? How about if you disconnect the steering angle sensor?

*** 07/14/2021 14:33:29 ***
Web - Note created on 07/14/2021 14:33:29 and created by Robert Ondich

unplugged the steering angle syn and it did the same thing.... when i unplugged the scc in the front bumper the lights stopped flickering .... would you l ke me to replace the SCC ?

*** Web - Advice created on 07/14/2021 14:37:55 and created by John Nguyen ***
1: Robert, please try to locate a known good SCC module first and swap with this car and retest.

*** 07/14/2021 14:57:53 ***
Web - Note created on 07/14/2021 14:57:53 and created by Robert Ondich

i am unable to find a scc that is known to be good

*** Web - Advice created on 07/14/2021 15:01:50 and created by John Nguyen ***
1: Robert, based on the information that you have provided I would recommend to replace the SCC module and retest.

*** Case Escalated to CA as: 14264649 on 07/15/2021 01:10:40 (PST)

*** Case has been auto closed by the system on 07/30/2021 01:17:39 (PST)

Attachments

B563FAFB-39A0-49E0-A60B-7AC679976E67.MP4.MP4, 6E6997B8-90CF-431D-BA9F-124561096D41.MP4.MP4, 242567D2-C456-4D15-9210-E94BC8A09BB9.MP4.MP4, 242567D2-C456-4D15-9210-E94BC8A09BB9 (1).MP4.MP4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF4MG[redacted] **Mileage:** 214 **Repair Date:** 05/20/2021

Prod Date: 01/27/2021 **Warranty Start Date:** 02/27/2021 **RO Number:** [redacted]

Port Options: CF, CTS, EH1, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX083 Classic KIA **Service District:** SW01

Phone: (409) 896-5050

Contact: layne beyer **Contact Title:** Technician Trainee **Contact Phone:** (409) 223-5694

Case Details

Title: MIL - ABS/ESP # C162F87 - C16B887 - C183787 - C184087

Symptom: No CAN Communication

System: Body Electrical

Component: Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/14/2021 09:53:23 ***
Contact = layne beyer, Priority = Standard, Sub Status = Dispatched

*** 07/14/2021 09:53:23 ***
Web - Problem Description created on 07/14/2021 09:53:23 and created by layne beyer

thise vehicle came from our body shop had communication codes for the radar 4wd ,multi function camera, scc. i replaced the front bumper harness due to broken connector still had issues replaced the front radar still having codes all active

*** 07/14/2021 09:53:24 ***
Web - Diagnostics created on 07/14/2021 09:53:24 and created by layne beyer

replaced harness and radar . then checked power on all the fuses in the junction box

*** 07/14/2021 09:53:37 ***
Web - Note created on 07/14/2021 09:53:37 and created by layne beyer

asap please

*** 07/14/2021 13:08:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/14/2021 13:16:40 and created by Jerry Gossling ***
1: Layne,

Completely perform DTC troubleshooting for C162F87 and when done provide all the test results for review.
Make sure to provide the readings for each test.

*** Service Alert Escalated to CA as: 14261254 on 07/15/2021 01:06:39 (PST)
*** 07/20/2021 08:14:00 ***
Web - Note created on 07/20/2021 08:14:00 and created by layne beyer

i checked ohms on ef21 oin 32 to the awd mod oin 17 had 17.66 k ohms , ef21 31 to awd pin 18 had 17.61 k ohms, then ef21 pin 32 to e03 pin 23 had 0.5 ohms, ef21 pin 31 to e03 pin 22 had 0.5 ohms

*** Web - Advice created on 07/20/2021 09:32:05 and created by Jerry Gossling ***
1: Layne,
Did you have both connectors disconnected when performing the test ?

Thoroughly inspect Joint connector JF04 for any backed out or bent pins. Check the pin fit tension with the appropriate pin fit tension per SST 062 & TSB electrical 064.
Inspect for any damaged or chaffed wires.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 07/20/2021 11:04:51 ***
Web - Note created on 07/20/2021 11:04:51 and created by layne beyer

yes they were both disconnected

*** Web - Advice created on 07/20/2021 12:15:29 and created by Jerry Gossling ***
1: Thoroughly inspect Joint connector JF04 for any backed out or bent pins. Check the pin fit tension with the appropriate pin fit tension per SST 062 & TSB electrical 064.
Inspect for any damaged or chaffed wires.

Please thoroughly check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules. Review PITSTOP 399 for additional information on aftermarket devices.
Thank you

*** 07/21/2021 11:58:34 ***
Web - Note created on 07/21/2021 11:58:34 and created by layne beyer

CHECKED JF04 NO BACKED OUT OT BENT PINS PIN TENSION WAS GOOD

*** Web - Advice created on 07/21/2021 14:19:44 and created by Jerry Gossling ***
1: Layne,
Does the actual comb come out of the joint connector ?
Thanks

*** 07/21/2021 14:27:37 ***
Web - Note created on 07/21/2021 14:27:36 and created by layne beyer

yes

*** Web - Advice created on 07/22/2021 05:05:23 and created by Jerry Gossling ***
1: Layne,
Please call in to discuss the case when you have a chance.
Thanks

*** Web - Advice created on 07/22/2021 07:14:10 and created by Jerry Gossling ***
1: Layne called in to discuss the case per my request.
After discussing the case, I requested to check for battery power at E56 pin 6 with the ignition switch turned on (With DVOM). Next with the DVOM positive lead on a good battery source, place the DVOM negative lead on pin 1 of E56 & see if there is good battery power.
Check the E-CAN resistance at E56 between pins 4 & 5 harness connector side. NOTE, make sure to have the battery negative lead disconnected.

If the E-CAN resistance is not around 58 to 60, I recommend to check connectors: EE21 & JE21 for damage.

*** 07/24/2021 08:55:35 ***
Web - Note created on 07/24/2021 08:55:35 and created by layne beyer

checked pin 6 was getting 0.24 v the n checked the battery ground pin 1 had 12 volts

*** Web - Advice created on 07/24/2021 11:13:46 and created by Jerry Gossling ***
1: Layne,
Did you have the ignition switch turned on when checking for battery power at pin 6 of E56 ?

If so check to see if there is battery power on both sides of module 3 F29 7.5 amp fuse with ignition switch turned on.

If !!! battery power is found at module 3 F29 7.5 amp fuse than I recommend to thoroughly inspect connector EE21 for damage or backed out or bent pins.
Thank you

*** 07/26/2021 08:00:45 ***
Web - Note created on 07/26/2021 08:00:45 and created by layne beyer

ignition switch was on when checking and checking the rest today

*** Web - Advice created on 07/26/2021 08:03:11 and created by Jerry Gossling ***
1: Thanks for the update.

*** 07/26/2021 08:22:32 ***
Web - Note created on 07/26/2021 08:22:32 and created by layne beyer

where is f29 located im not able to find anything on kgis

*** Web - Advice created on 07/26/2021 09:50:47 and created by Jerry Gossling ***
1: Layne,
F29 is the module 3, 7.5 amp fuse. Review the ETM under Forward Collision - Avoidance Assist system.

*** 07/26/2021 13:59:15 ***
Web - Note created on 07/26/2021 13:59:15 and created by layne beyer

i was getting .8 v with the dvom on the fuse

*** Web - Advice created on 07/27/2021 05:27:55 and created by Jerry Gossling ***
1: Layne,
On both sides of the fuse ?

*** 07/29/2021 06:50:40 ***
Web - Note created on 07/29/2021 06:50:40 and created by layne beyer

postive lead on one side on negative on the other

*** 07/29/2021 06:51:43 ***
Web - Note created on 07/29/2021 06:51:43 and created by layne beyer

i would like to request a field teach to come out

*** Web - Advice created on 07/29/2021 07:06:42 and created by Jerry Gossling ***
1: Layne,
The case was sent to my senior agent for review.
Thank you

*** 07/29/2021 07:43:39 ***
Inspection requested by Jerry
Request Code: TL-TX083-[redacted]72921
Request Details: Provide location details if activity will not take place at a Kia dealership.
Due to time down. Vehicle is at the dealership.

*** Web - Advice created on 07/29/2021 07:44:04 and created by Eric Patterson ***
1: Please check the fuse with the red lead only and black lead to ground. Please check voltage on both sides of the fuse with the red lead only.

If your cell number is not (409) 223-5694 please add it to the case for an FTS to contact you as well. The FTS are not traveling to all Dealers at this time. But the FTS can assist in this case. Thank you

*** Web - Advice created on 07/29/2021 07:45:27 and created by Jerry Gossling ***
1: Layne,
Place your negative DVOM lead on a good chassis ground.
Next take your positive DVOM lead and check for battery power on each side of the F29 module 3, 7/ 5 amp fuse.
Thank you

*** Web - FTS Note created on 07/30/2021 11:30:58 and created by Nick Bibeault ***
Hi Layne. I just returned your call and left a voicemail. From E-reports it looks like you may have resolved the active communication error codes and are trying to perform module calibrations? Please give me a call back at the number I left in your voicemail to discuss the case further. Thank you!

*** 08/02/2021 08:42:42 ***
An FTS is scheduled to inspect this VIN on 08/04/2021 at TX083.

*** Web - FTS Note created on 08/03/2021 07:34:58 and created by Nick Bibeault ***
Hi Layne. I am scheduled to visit tomorrow to inspect this vehicle. Please confirm the vehicle is still present and what the current status of the vehicle is. Thank you!

*** Web - FTS Summary created on 08/03/2021 07:51:29 and created by Nick Bibeault ***

I called and spoke with the service manager to confirm the visit for tomorrow. He stated that Layne had repaired the vehicle and the customer is now in possession of it.

Layne, please update the case with your findings and close the case. Thank you!

*** 08/03/2021 07:53:09 ***
Web - Note created on 08/03/2021 07:53:09 and created by layne beyer

so sorry i never updated i found the problem and the car is back to normal operation

*** Web - Advice created on 08/03/2021 09:26:33 and created by Jerry Gossling ***
1: Layne,
What did you find and what did you do to resolve the concern.
Thank you

*** 08/13/2021 06:16:27 ***
Web - Note created on 08/13/2021 06:16:27 and created by layne beyer

the module 3 7.5 fuse was blown aftr i replaced 4 wd scc and lka all began to work then reclaebrated the radar

*** Web - Advice created on 08/17/2021 07:06:29 and created by Jerry Gossling ***
1: Layne,
Thank you for the information. Please close the case.
Thanks.

*** 08/18/2021 11:48:52 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Front end wreck. No communication with Front radar & MFC. B2Q tested Good.the module 3 7.5 fuse was blown

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HCXNG[redacted] **Mileage:** 12 **Repair Date:** 07/14/2021

Prod Date: 06/25/2021 **Warranty Start Date:** 07/16/2021 **RO Number:** [redacted]

Port Options: MUG, CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL014 Auffenberg KIA **Service District:** CE04

Phone: (618) 624-2277

Contact: Benjamin Banta **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Instr Cluster-Speedo inop #

Symptom: Speedo Inop

System: Body Electrical

Component: Instrument Panel Module (IPM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/14/2021 13:29:15 ***
Contact = Benjamin Banta, Priority = Standard, Sub Status = Dispatched

*** 07/14/2021 13:29:15 ***
Web - Problem Description created on 07/14/2021 13:29:15 and created by Benjamin Banta

Vehicle is in for PDI. Found scuff on passenger side second row seat (attached picture). Also found speedometer is not working.

*** 07/14/2021 13:29:15 ***
Web - Diagnostics created on 07/14/2021 13:29:15 and created by Benjamin Banta

Scanned for codes-none. Digital speedometer always shows 0mph & analog speedometer never moves. When attempting to set cruise control I get a message that I need to go 20mph+. The odometer is keeping mileage. Trans is shifting properly. ISG is working.

*** 07/14/2021 13:31:26 ***
IMG_20210714_151619280.jpg added by Benjamin Banta on 07/14/2021 13:31:25

*** 07/14/2021 13:31:31 ***
VID_20210714_144454300.mp4 added by Benjamin Banta on 07/14/2021 13:31:27

*** 07/15/2021 05:40:23 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/15/2021 05:52:09 and created by Sam Camarillo ***

1: due to tracking concerns we can only diagnose one issue at a time unless related. I will stay with the no speedo operation. You will have to open another case for the scuffing if needed.
Please check current data, do you have speed signal on all 4 wheels and also speed reading in ESC?
Also do you have speed reading in PCM/Engine system as well?
Do you have all B+ and grounds at M08 cluster connector? no loose bent backed out pins?

*** 07/15/2021 10:04:39 ***
Web - Note created on 07/15/2021 10:04:39 and created by Benjamin Banta

Monitored all speed sensor data with kds. All are showing speed currently & the speedometer is working today. Do you want me to remove the cluster to check connections now or wait for the speedometer to quit working again & recheck current data first?

*** Web - Advice created on 07/15/2021 10:42:40 and created by Sam Camarillo ***
1: lets check the cluster connector for loose pins with the appropriate T connector. If none found add a couple coats of stabilant to the male pins, let dry reconnect and retest.

*** 07/15/2021 11:39:53 ***
Web - Note created on 07/15/2021 11:39:53 and created by Benjamin Banta

Pin tension at M08 is good. Applied stabilant to male pins of M08 & let dry. Test drove. Speedometer is currently working.

*** Web - Advice created on 07/15/2021 12:02:31 and created by Sam Camarillo ***
1: let it get cold and see if it acts up, get a couple drive cycles completed.

*** 07/16/2021 08:15:32 ***
Web - Note created on 07/16/2021 08:15:32 and created by Benjamin Banta

I drove the vehicle again this morning. Speedometer is working. Let vehicle sit for about 15 minutes with a A/C on high to cool interior off. Drove vehicle again. Speedometer is still working.

*** Web - Advice created on 07/16/2021 08:49:46 and created by Sam Camarillo ***
1: OK sounds like we may have had a poor connection at the cluster connector. if you have at least two drive cycles completed go ahead and release it.

*** Case has been auto closed by the system on 08/01/2021 01:15:17 (PST)

Attachments

IMG_20210714_151619280.jpg.jpg, VID_20210714_144454300.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP6DHC4MG[redacted]
Mileage: 11,293
Repair Date: 07/15/2021
Prod Date: 08/10/2020
Warranty Start Date: 09/05/2020
RO Number: [redacted]
Port Options: EH, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA047 Fred Beans KIA of Mechanicsburg
Service District: EA08
Phone: (717) 918-0384
Contact: WILLIAM PENG
Contact Title: Exclusive Kia Technician
Contact Phone: (717) 554-2281

Case Details

Title: MIL - LKAS # C160649
Symptom: Lane Departure Inop
System: Body Electrical
Component: Front View Camera
Resolution: Information Given
Category: Repair Assistance

Case History

*** 07/15/2021 12:06:30 ***
Contact = WILLIAM PENG, Priority = Standard, Sub Status = Dispatched

*** 07/15/2021 12:06:30 ***
Web - Problem Description created on 07/15/2021 12:05:10 and created by WILLIAM PENG

customer states coll warning light is on lane keeping assist shows offline.

*** 07/15/2021 12:06:30 ***
Web - Diagnostics created on 07/15/2021 12:05:10 and created by WILLIAM PENG

Test drive verify warning lamp on . Erase code, code come right back.. Mfc code c160649 software error and Scc c180581 last can signal error. Recommend to go from here.?

*** 07/15/2021 15:42:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/15/2021 15:47:26 and created by Jay Jurado ***
1: Please see ELE231.

*** 07/28/2021 10:09:17 ***
Case Closed with Resolution Code: Information Given

Resolution Summary: windshield was replace damge sensor. No repair per customer.

Attachments

16263758448844080395494638404352.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC3MG[redacted] **Mileage:** 16,573 **Repair Date:** 07/16/2021

Prod Date: 09/03/2020 **Warranty Start Date:** 10/03/2020 **RO Number:** [redacted]

Port Options: EH, IL, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO006 John Youngblood KIA **Service District:** CE05

Phone: (417) 882-3838

Contact: chandler taffner **Contact Title:** Exclusive Kia Technician **Contact Phone:** (417) 294-9184

Case Details

Title: MIL - LKAS # C166A87 C163808 C16B687 B100152 B104052

Symptom: No CAN Communication

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: **Category:** Repair Assistance

Case History

*** 07/16/2021 09:19:36 ***
Contact = Trevor Marchbanks, Priority = Standard, Sub Status = Dispatched

*** 07/16/2021 09:19:36 ***
Web - Problem Description created on 07/16/2021 09:19:36 and created by Trevor Marchbanks

Customer states multiple lights on dash no drivability concerns

*** 07/16/2021 09:19:36 ***
Web - Diagnostics created on 07/16/2021 09:19:36 and created by Trevor Marchbanks

Scanned codes found codes in ABSESC C16B687, C163808, BCW C166A87 IBU-BCM B121400, B121500, B121600, B121700 and CLU B100152, B104052. I have been checking connectors and grounds and have found no problems. I have been focusing on SCC and LDWS connectors. Have you seen this before? No aftermarket equipment port installed homelink mirror.

*** 07/16/2021 11:19:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/16/2021 11:34:55 and created by Brian Hernandez ***
1: Seems l ke it could be an issue with a module, radar or connection issue. Have you performed the Wiring Inspection for C166A87? It checks power to the rear corner radars and checks continuity for grounds and the CAN circuit resistance. Let me know what readings you found.

*** Case has been auto closed by the system on 08/01/2021 01:15:17 (PST)
*** 11/05/2021 08:13:40 ***
Case Number: [redacted] Reopen Requested by chandler taffner.
Reason: [case never resolved]

*** 11/05/2021 08:24:38 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/05/2021 08:25:25 and created by Brian Hernandez ***
1: Hello Chandler, was the vehicle taken by the customer or has it been at the dealership the whole time? Did you check the Wiring Inspection for C166A87? It checks power to the rear corner radars and checks continuity for grounds and the CAN circuit resistance. Let me know what readings you found.

*** 11/05/2021 09:25:12 ***
Web - Note created on 11/05/2021 09:25:12 and created by chandler taffner

the customer took the car and the tech that started this case no longer works for kia

*** 11/05/2021 09:25:36 ***
Web - Note created on 11/05/2021 09:25:36 and created by chandler taffner

i am going to start diag on this car when i can

*** Web - Advice created on 11/05/2021 11:51:35 and created by Brian Hernandez ***
1: Thank you, Chandler.

*** Service Alert Escalated to CA as: 14470303 on 11/06/2021 01:07:23 (PST)

*** 11/09/2021 09:41:31 ***
Web - Note created on 11/09/2021 09:41:30 and created by chandler taffner

found fuse blown to the front camera after replacing the fuse the only DTC that came back was C180581 and C160649. one code calls out for front camera replacement i have camera ordered.

*** Web - Advice created on 11/09/2021 10:32:08 and created by Brian Hernandez ***
1: Thank you, Chandler. Good find! I'll stand by for your update after the camera replacement.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC2LG[redacted] **Mileage:** 9,060 **Repair Date:** 07/16/2021

Prod Date: 09/09/2019 **Warranty Start Date:** 10/31/2019 **RO Number:** [redacted]

Port Options: CN, CB, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: HI001 Aloha KIA **Service District:** WE03

Phone: (808) 451-3139

Contact: JAY AGAS **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Campaign - TSB # SC194 - brake lights stay on

Symptom: Brake Lights inop

System: Body Electrical

Component: Bulb

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 07/16/2021 16:59:18 ***
Contact = JAY AGAS, Priority = Standard, Sub Status = Dispatched

*** 07/16/2021 16:59:18 ***
Web - Problem Description created on 07/16/2021 16:41:21 and created by JAY AGAS

Customer states brake lights stays on.

*** 07/16/2021 16:59:18 ***
Web - Diagnostics created on 07/16/2021 16:41:21 and created by JAY AGAS

Verified concern, inspect brake light switch for obvious signs of failure, none found. Scan esc/abs for dtcs, 3 stored, abs abssc C164908 CAN TIME OUT ECM FOR ACC/SCC, absesc C165A87 CAN TIME OUT-RCS AND absesc C110213 battery voltage low. Inspected rear tail lamps wire harness for obvious signs of short, none found. Check inside junction box, notice recall sc194 have been performed. Inspected spliced wire for recall, found brake lights would shut off when moving spliced wire. Any advice or recommendations on the next step, thanks.

*** 07/17/2021 08:54:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/17/2021 09:01:32 and created by Steven Okimura ***
1: Jay, has page 4 step 9 been performed correctly? Make sure that the blue wire at EF11 is cut per SC194

*** 07/20/2021 10:37:29 ***

Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: BLUE WIRE WAS NOT CUT FOR RECALL SC 194. CUT WIRE PER INSTRUCTIONS.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC8MG[redacted] **Mileage:** 20,233 **Repair Date:** 07/15/2021

Prod Date: 07/26/2020 **Warranty Start Date:** 08/29/2020 **RO Number:** [redacted]

Port Options: RBP, CF, SPL, SKD

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NE004 KIA of Grand Island **Service District:** CE10

Phone: (308) 384-1700

Contact: Scott Schuller **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys General-AEB #

Symptom: Warning Light On

System: Brakes

Component: AEB

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 07/20/2021 13:10:53 ***
Contact = Miguel Rodriguez, Priority = Standard, Sub Status = Dispatched

*** 07/20/2021 13:10:53 ***
Web - Problem Description created on 07/20/2021 12:42:40 and created by Miguel Rodriguez

Customer states smart cruise control not detecting vehicles

*** 07/20/2021 13:10:53 ***
Web - Diagnostics created on 07/20/2021 12:42:40 and created by Miguel Rodriguez

Confirmed, scanned for codes found b176400, b17672f, and b149000 history codes, cleared codes and went on drive, smart cruise operated as until aproching another vehicle, adaptive cruise did not slow down even with another vehicle confront of it, and when trunign off and attempting to set cruse with a vehicle confront, system would no long work stating conditions were not met and stating radar is being blocked. Have sent picture of warning lights that appeared, codes, and both flight recording that were taken hope some of this may be helpful if there are any further questions please don't hesitate to ask and any advise on were to proceed from here is much appreciated.

*** Service Alert Escalated to CA as: 14274733 on 07/21/2021 01:10:51 (PST)

*** 07/21/2021 04:34:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/21/2021 04:41:17 and created by Tony Thomas ***
1: Please perform the harness and component inspections for the codes and report your results. I have not seen OCS codes disable cruise and you l kely have more than one problem.
2: This radar blocked message comes up when the front radar sensor is covered or partially blocked and is not normally a malfunction with the AEB.
3: Techline can only address one concern per Techline case due to Federal TREAD reporting guidelines. You will need to open a new repair assistance (RA) case if you require assistance for each concern. Thank you.

*** 07/21/2021 12:09:20 ***
Web - Note created on 07/21/2021 12:09:20 and created by Miguel Rodriguez

Sorry for the confusion, customers concern was with the cruise control not functioning, I have inspected vehicles windshield for signs of damage near camera, found there to be a chip in the glass, would this cause curse control to state an object is in its way, if this requires another techline case please inform me as I will create one as required

*** 07/21/2021 12:13:38 ***
16268947937544677505.jpg added by Miguel Rodriguez on 07/21/2021 12:13:38

*** Web - Advice created on 07/21/2021 12:15:06 and created by Tony Thomas ***
1: The radar blocked message is for the SCC radar module and should not be caused by a chip in the windshield and the camera would set codes if it is blocked and have issues with lane keep assist, departure warning, etc.

*** 08/03/2021 09:59:33 ***
Web - Note created on 08/03/2021 09:59:33 and created by Scott Schuller

second tech here started case, obviously got confused as to what controls adaptive cruise, road tested vehicle, found at times while driving, smart cruise would just drop out and turn off, car in front of cruise setting would just disappear, then state cruise conditions not met on display, hooked up kds, no codes present anywhere, removed front bumper, inspected connections to front radar, found ok, ordered radar module, replaced, calibrated and variant coded, road tested, adaptive cruise now working normally, advise oem radar module was set at -7 degrees, which was too low, new module is set at -.050 degree, no signs of impact to module or bumper, believe this was cause of fault unless that particular modules calibration was that.. vehicle repaired now and working as designed. updating case

*** Web - Advice created on 08/03/2021 10:04:23 and created by Tony Thomas ***
1: Good job Scott. Close the case if the repairs are completed or if no assistance is needed. Thank you.

*** 08/03/2021 16:15:34 ***
Web - Note created on 08/03/2021 16:15:34 and created by Scott Schuller

thanks for the assistance, I think, lol. keep up the good work! closing case

*** Web - Advice created on 08/03/2021 19:01:00 and created by Tony Thomas ***
1: Thank you.

*** 08/09/2021 10:59:24 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: replaced front radar module

Attachments

20210720_144829.jpg.jpg, 20210720_144835.jpg.jpg, 20210720_144843.jpg.jpg, 16268115151101620135149.jpg.jpg, TELLURIDE(ON)_SCC_210720-143039.GSR.GSR, TELLURIDE(ON)_SCC_210720-144809.GSR.GSR, 16268947937544677505.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC2NG[redacted] **Mileage:** 2,203 **Repair Date:** 07/21/2021

Prod Date: 06/21/2021 **Warranty Start Date:** 06/30/2021 **RO Number:** [redacted]

Port Options: CF, TOF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MS016 Wilson KIA On Lakeland **Service District:** SW04

Phone: (601) 914-4200

Contact: Ramon Gibson **Contact Title:** Exclusive Kia Technician **Contact Phone:** (601) 407-8877

Case Details

Title: MIL - ABS/ESP # U028700, p050400, c164908,c136081, C154201

Symptom: Brake Lights inop

System: Body Electrical

Component: BCM

Resolution: Loose, Poor Fit **Category:** Repair Assistance

Case History

*** 07/21/2021 10:56:04 ***
Contact = Ramon Gibson, Priority = Standard, Sub Status = Dispatched

*** 07/21/2021 10:56:04 ***
Web - Problem Description created on 07/21/2021 10:53:23 and created by Ramon Gibson

customer states cruise control inop. traction control light on and rpm will not go anywhere when driving.

*** 07/21/2021 10:56:05 ***
Web - Diagnostics created on 07/21/2021 10:56:05 and created by Siebel eSupport

tech inspect and found fault dtc(U028700, p050400, c164908,c136081, c154201). fault is active for c154201 brake circuit error. tech inspect brake switch fuse, module 4 (good). tech used voltmeter and check stop lamp switch connector E14 pin 4(ground), pin 2(ground signal), 5 green and black wire (ground signal and when brakes are pressed 12.4 volts), pin 6 (ground and signal ground when pressed), pin 4(12.4 volts).

*** 07/21/2021 14:02:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/21/2021 14:19:55 and created by Brian Hernandez ***
1: Hi Ramon,
You mentioned that the RPM won't go anywhere when driving. Do you mean that the tachometer does not operate while the engine is on and the vehicle is driving down the street or that the car does not turn on when trying to start the engine? Please also check resistance from pin 5(stop lamp signal) on the BLS connector to HECU connector light switch circuit pin (either 30 or 35). You should find under an ohm. If it is, go on to the Component Inspection of the C154201 flow chart.

*** Case Escalated to CA as: 14277601 on 07/22/2021 01:18:01 (PST)

*** 07/22/2021 06:11:45 ***
Web - Note created on 07/22/2021 06:11:45 and created by Ramon Gibson

connector E14 pin 5 to E02 pin 35 green/black wire pin 35 resistance 0.01 ohms resistance. tech is doing next step of component inspection.

*** 07/22/2021 06:13:03 ***
Web - Note created on 07/22/2021 06:13:03 and created by Ramon Gibson

tech also used known good stop lamp switch.

*** 07/22/2021 06:49:44 ***
Web - Note created on 07/22/2021 06:49:44 and created by Ramon Gibson

On component inspection I know I'm checking resistance but am I checking from pin 4 to 5 with stop lamp switch disconnected and pressed or check pin to short to ground?

*** 07/22/2021 07:19:02 ***
Web - Note created on 07/22/2021 07:19:01 and created by Ramon Gibson

Tech reconnect everything back up and lights went off and not on. An active came on for U028700 Lost communication with Transmission fluid pump.

*** 07/22/2021 07:30:36 ***
Web - Note created on 07/22/2021 07:30:36 and created by Ramon Gibson

Tech reconnect the hecu and all fault codes went to history and no lights on. Seem to been a poor connection in hecu module.

*** 07/22/2021 07:37:16 ***
Web - Note created on 07/22/2021 07:37:16 and created by Ramon Gibson

Tech notice auto start is flashing and auto off button is not changing modes when pressed?

*** 07/22/2021 07:44:11 ***
Web - Note created on 07/22/2021 07:44:11 and created by Ramon Gibson

Fault code (U028700) pending after tech took vehicle on test drive.

*** 07/22/2021 08:09:43 ***
Web - Note created on 07/22/2021 08:09:42 and created by Ramon Gibson

tech inspect and check pins and connector on Pcm/Ecu and oil pump unit tech found no bent or contaminated pins.

*** Web - Advice created on 07/22/2021 15:23:19 and created by Brian Hernandez ***
1: When testing with BLS OFF that means the brake is not pressed. Testing with BLS ON means it is pressed. Did the DTC return even while testing with a known good BLS? If so, we can rule that out as a possibility. We can switch gears and run some tests from the U028700 flow chart and check the Wiring Inspection there.

*** 07/23/2021 06:50:14 ***
Web - Note created on 07/23/2021 06:50:14 and created by Ramon Gibson

tech went under the component inspection and only thing its saying is to check connection and contamination and pins, which I have already done. it also says to clear codes twice to see if it comes back on and it does. if all is correct its saying to replace the electric oil pump unit?

*** 07/23/2021 07:14:31 ***
Web - Note created on 07/23/2021 07:14:31 and created by Ramon Gibson

on oil pump connector pin 1(12.1volts) pin 3(12 volts) and 2 ground signal key on and key off measure resistance (1.4 ohms).

*** 07/23/2021 07:30:43 ***
Web - Note created on 07/23/2021 07:30:42 and created by Ramon Gibson

tech check resistance on ECM connector pin 77 and pin 60 reading 1.23ohms resistance.

*** Web - Advice created on 07/23/2021 15:36:00 and created by Brian Hernandez ***
1: If you read 1.23 ohms on pins 77 and 60 it would mean that the terminating resistor is shorted. Are you getting that reading on the component side or on the connector? Check that reading on both sides.

*** 07/23/2021 15:37:53 ***
Web - Note created on 07/23/2021 15:37:53 and created by Ramon Gibson

on connector side

*** Web - Advice created on 07/23/2021 16:30:20 and created by Brian Hernandez ***
1: What do you get on the component side?

*** 07/24/2021 09:03:14 ***
Web - Note created on 07/24/2021 09:03:14 and created by Ramon Gibson

1.18 ohms resistance too component side

*** Web - Advice created on 07/26/2021 08:28:08 and created by Brian Hernandez ***
1: That would mean that both the ECM and ICU have shorted terminating resistors. Check the resistance at the Electric Oil Pump Unit Connector between pins 5 (P-CAN High) and pin 4 (P-CAN Low). You should find 60 normally when everything is good.

*** Service Alert Escalated to CA as: 14277601 on 07/27/2021 01:05:57 (PST)
*** 07/27/2021 07:46:53 ***
Web - Note created on 07/27/2021 07:46:53 and created by Ramon Gibson

pin 5 and pin 4 resistance 0.60 ohms

*** Web - Advice created on 07/27/2021 14:52:36 and created by Brian Hernandez ***
1: Can you take a picture of the reading you're getting on your ohm meter from the last check at pins 4 and 5? Make sure the picture shows the whole meter in clear focus to see what settings the meter is on.

*** 07/28/2021 06:09:01 ***
Web - Note created on 07/28/2021 06:09:01 and created by Ramon Gibson

Attachment below

*** 07/28/2021 06:09:03 ***
64917046378__BA6AA90E-5E4D-41F9-ACF1-94B314918E73.MOV added by Ramon Gibson on 07/28/2021 06:09:02

*** 07/28/2021 06:12:12 ***
64917069252__7F3505B8-6E16-4C5B-B44B-AC5EFCD60A9B.MOV added by Ramon Gibson on 07/28/2021 06:12:11

*** Web - Advice created on 07/28/2021 13:46:22 and created by Brian Hernandez ***
1: Ok it looks like those readings are actually on a different scale that reads at 2K scale so your reading of .060 means you have 60.0 ohms at the electric oil pump CAN lines which is a good reading. That shows the two terminating resistors are intact. The reading showing .121 ohms means you have 121.0 ohms at the PCM connector side so the terminating resistor in the ICU for the P-CAN circuit is good. You should switch your meter to a normal ohm scale reading so you don't have to do conversions. The image is kinda blurry on this end but maybe the setting to the right of the 2K that you have it set to will set the scale down from the KilloOhm reading to normal scaled ohm readings. You can ta k to one of the master techs for assistance with that.
2: Can you please also double check the resistance on the Electric oil pump unit connector pin 2 to chassis ground? You found 1.4 earlier but I'm not sure if that means 1,400ohms or just 1.4ohms. One of those would be excessive resistance or possible open circuit if it's over a thousand ohms.

*** 07/30/2021 06:01:58 ***
Web - Note created on 07/30/2021 06:01:57 and created by Ramon Gibson

resistance to ground pin 2 reading 112.1 ohms.

*** 07/30/2021 06:07:20 ***
Web - Note created on 07/30/2021 06:07:20 and created by Ramon Gibson

resistance to ground pin 2 reading the right reading 142.1 and changing video attachment below

*** 07/30/2021 06:09:11 ***
IMG_4157.MOV added by Ramon Gibson on 07/30/2021 06:09:02

*** Web - Advice created on 07/30/2021 14:15:39 and created by Brian Hernandez ***
1: Seems that you have excessive resistance on that circuit. It should be under 1.0 ohm and you are seeing about 142 ohms. I think you may have found the track to your problem. Go ahead and trace that circuit between pin 2 on the E-oil pump connector and chassis ground to find where the high resistance is coming from and report back. See SD233-1 for the schematic.

*** 08/03/2021 11:17:53 ***
Web - Note created on 08/03/2021 11:17:53 and created by Ramon Gibson

coming from EB11 pin4 connector was not fully connected

*** 08/03/2021 11:18:32 ***
Case Closed with Resolution Code: Loose, Poor Fit
Resolution Summary: ECM or ICU Terminating resistorU028700 flow chart > Wire InspSD233-1

*** 08/03/2021 11:25:45 ***
Case Number: [redacted] Reopen Requested by Ramon G bson.
Reason: [light is still on reading on circuit went to 0.2 ohms resistance when reconnect connector EB11]

*** 08/03/2021 17:04:57 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/03/2021 17:06:24 and created by Brian Hernandez ***
1: Good to see that the connector and circuit show low resistance. Try performing a reset by performing a cap discharge or resetting adaptives, then retesting to see if anything has changed since securing that connector.

*** 08/04/2021 05:50:09 ***
Case Closed with Resolution Code: Loose, Poor Fit
Resolution Summary: ECM or ICU Terminating resistorU028700 flow chart. tech found loose ground and tighten bolt

Attachments

64917069252__7F3505B8-6E16-4C5B-B44B-AC5EFCD60A9B.MOV.MOV, 64917046378__BA6AA90E-5E4D-41F9-ACF1-94B314918E73.MOV.MOV, IMG_4157.MOV.MOV

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 CARNIVAL **Engine:** 3.5L V6 GDI **Model Code:**

VIN: KNDNE5H39N6[redacted] **Mileage:** 3,646 **Repair Date:** 07/21/2021

Prod Date: 04/13/2021 **Warranty Start Date:** 05/29/2021 **RO Number:** [redacted]

Port Options: CFL, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: ID015 Kendall KIA **Service District:** WE10

Phone: (208) 467-7000

Contact: Daniel Frazee **Contact Title:** Exclusive Kia Technician **Contact Phone:** (208) 392-2091

Case Details

Title: MIL - Smart Cruise Control # Smart Cruise Control disabled. Radar blocked

Symptom: Programming (General)

System: Cruise Control

Component: Cruise Control Module

Resolution: Improper Adjustment **Category:** Repair Assistance

Case History

*** 07/22/2021 09:06:25 ***
Contact = Daniel Frazee, Priority = Standard, Sub Status = Dispatched

*** 07/22/2021 09:06:26 ***
Web - Problem Description created on 07/22/2021 09:00:50 and created by Daniel Frazee

CUSTOMER STATED THERE ARE ERROR
CODES FOR THE RADAR SENSORS. MESSAGE STATES "FORWARD SAFETY
SYSTEM DISABLED. RADAR BLOCKED" RANDOMLY DISABLES AND
RE-ENABLES .

*** 07/22/2021 09:06:26 ***
Web - Diagnostics created on 07/22/2021 09:00:50 and created by Daniel Frazee

scanned all modules for codes. none found. please see attached video. im going to apply stabilant 22a to connection and test drive. will update case after

*** 07/22/2021 09:38:01 ***
Web - Note created on 07/22/2021 09:38:01 and created by Daniel Frazee

stabilant did not correct issue. also if smart cruise is set, vehicle will match speed with car in front, but if lead car turns, vehicle does not recognize the car in front of that and will collide with vehicle if brakes arent applied manually

*** 07/22/2021 10:22:52 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 07/22/2021 10:35:56 and created by Steven Okimura ***
1: Daniel, please inspect the front bumper for collision/road hazard damage, recent repairs, bumper replaced? Check the front radar for any play and should be perfectly vertical. See KGIS for alignment procedures.
Attach a photo of the front view of the bumper in front of the radar.
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

Please be sure to submit your warranty claim immediately after the vehicle has been repaired
Thank you.

*** 07/22/2021 13:42:43 ***
20210722_130306.jpg added by Daniel Frazee on 07/22/2021 13:42:42

*** 07/22/2021 13:42:44 ***
20210722_130257.jpg added by Daniel Frazee on 07/22/2021 13:42:43

*** 07/22/2021 13:44:53 ***
Web - Note created on 07/22/2021 13:44:53 and created by Daniel Frazee

no collision or damage. re aligned front radar and test drove vehicle 10 miles. alert has not re appeared

*** Web - Advice created on 07/22/2021 15:09:55 and created by Jeffrey Minderhoud ***
1: Technician called in to let us know the front radar system has been re aligned and is working normally for aprox 10 miles, I informed him I would let Steve know the findings since he is out of the office already and would find out if we need to do anything else before releasing the vehicle to the customer.

*** Web - Advice created on 07/22/2021 21:12:32 and created by Steven Okimura ***
1: Daniel, what did you find wrong, was the radar out of adjustment?
Were you able to easily duplicate the concern but after the adjustment you were unable to duplicate?

*** Case Escalated to CA as: 14279956 on 07/23/2021 01:19:22 (PST)

*** 07/23/2021 08:17:37 ***
Web - Note created on 07/23/2021 08:17:37 and created by Daniel Frazee

yessir radar was out of adjustment. able to duplicate prior to adjustment pretty easily and i drove it ten miles and couldnt duplicate after adjusting

*** Web - Advice created on 07/23/2021 08:43:50 and created by Steven Okimura ***
1: Attach the before and after numbers for the alignment, that would be great, otherwise close the case and submit your warranty claim.

*** Phone - Advice created on 07/23/2021 10:01:52 and created by Steven Okimura ***
1: Daniel called in stating he does not have data to attach, Advised I would close the case since the problem is no longer present.

*** 07/23/2021 10:05:29 ***
Case closed by Steven Okimura with Resolution Code : Improper Adjustment
[Resolution Summary]
Adjust front radar

Attachments

20210722_090744.mp4.mp4, 20210722_130306.jpg.jpg, 20210722_130257.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP5DHC7LG[redacted]
Mileage: 4,281
Repair Date: 07/22/2021
Prod Date: 12/10/2019
Warranty Start Date: 12/23/2019
RO Number: [redacted]
Port Options: CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL109 Deland KIA
Service District: SO03
Phone: (386) 734-7800
Contact: Christopher Carothers
Contact Title: Maintenance Technician
Contact Phone: (386) 337-2470

Case Details

Title: Shudder Vibr-Drive train # 60 - 70mph
Symptom: V bration or Shimmy
System: Suspension/Chassis
Component: Hardware
Resolution: Manufacturing Defect
Category: Repair Assistance

Case History

*** 07/22/2021 13:22:47 ***
Contact = Christopher Carothers, Priority = Standard, Sub Status = Dispatched

*** 07/22/2021 13:22:47 ***
Web - Problem Description created on 07/22/2021 13:22:47 and created by Christopher Carothers

customer states VEHICLE VIBRATES 60-70 MPH

*** 07/22/2021 13:22:47 ***
Web - Diagnostics created on 07/22/2021 13:22:47 and created by Christopher Carothers

TEST DROVE VEHICLE CONFIRMED VIBRATION BALANCED ALL FOUR TIRES TEST DROVE VEHICLE VIBRATION IS COMING FROM REAR OF VEHICLE CHECKED FOR UN EVEN TIRE WEAR NONE PRESNT, CHECKED FOR BROKEN BELTS IN TIRES, TIRES ARE IN PERFECT CONDITION, THE SWEET SPOT FOR VIBRATION IS ABOUT 67MPH

*** 07/22/2021 16:33:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/22/2021 16:36:10 and created by Brian Hernandez ***
1: Hi Christopher,
Please print and fill out the form attached to the case. Then once completed, take a picture of your completed form and attach it back to the case for review. Let me know of road force is above 15 on any wheels. They should be below that.

*** 07/30/2021 08:27:47 ***
Web - Note created on 07/30/2021 08:27:46 and created by Christopher Carothers

Roadforced tires sent picture of values, test drive vehicle no change still vibrates at the rear at 60-70 mph

*** 07/30/2021 08:27:48 ***
162765882477218143998 8.jpg added by Christopher Carothers on 07/30/2021 08:27:47

*** Web - Advice created on 07/30/2021 14:22:42 and created by Brian Hernandez ***
1: Thanks Christopher,
I've added Step 3 from the checklist since you got the road force number so low. Please print, complete and send back that sheet like you did for Step 1 to see if we can resolve this concern with a new prop shaft and 3WD coupler.

*** 08/05/2021 11:25:33 ***
162818783086526595387109725797 21.jpg added by Christopher Carothers on 08/05/2021 11:25:32

*** 08/05/2021 11:25:35 ***
162818786839620997277453925178 52.jpg added by Christopher Carothers on 08/05/2021 11:25:34

*** Phone - Advice created on 08/05/2021 11:33:21 and created by Brian Hernandez ***
1: Chris called in for an update on the case. I advised to please replace the coupler and prop-shaft as a pair. Then retest. Also, please print out the Step #3 checklist, fill it out, take a photo and attach it back to the case to meet the engineering team's requirements.

*** Service Alert Escalated to CA as: 14304018 on 08/06/2021 01:07:01 (PST)

*** 08/12/2021 05:13:43 ***
162877033526313034364 60.jpg added by Christopher Carothers on 08/12/2021 05:13:42

*** 08/12/2021 05:13:44 ***
162877037023667670012 0.jpg added by Christopher Carothers on 08/12/2021 05:13:44

*** 08/12/2021 05:14:12 ***
Web - Note created on 08/12/2021 05:14:12 and created by Christopher Carothers

Sent pictures over of check list and new drive shaft

*** 08/12/2021 06:31:11 ***
Web - Note created on 08/12/2021 06:31:11 and created by Christopher Carothers

replaced prop shaft and 4wd coupler issue is resolved

*** 08/12/2021 06:32:09 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: replaced prop shaft and 4wd coupler

*** 08/16/2021 08:15:11 ***
Case Number: [redacted] Reopen Requested by Christopher Carothers.
Reason: [vehicle came back same issue]

*** 08/16/2021 08:19:37 ***
Reopened with Sub Status of Working

*** 08/16/2021 08:21:40 ***
Web - Note created on 08/16/2021 08:21:40 and created by Christopher Carothers

VECHLE HAS RETURNED SAME ISSUE WAS ABLE TO DUPLICATE ISSUE IT DOES VIBRATE AT 70 BUT WITH CRUISE CONTROL ON IT ACTUALLY IS WORSE WITH CRUISE ACTIVATED SWEET SPOT IS AROUND 70 MPH

*** 08/16/2021 08:33:31 ***
PQ Escalation requested by Brian Hernandez
Request Code: TV-FL109-[redacted]81621
Request Details: AWD Telluride v bration between 60-70mph. Happens even stronger in cruise control. Already replaced the Prop-Shaft and coupler once. Trying it again.

*** Web - Advice created on 08/16/2021 08:37:23 and created by Brian Hernandez ***
1: Did the condition improve at all with the new prop-shaft and coupler? I've escalated to the engineering team for visibility and assistance..

*** 08/16/2021 08:47:46 ***
Web - Note created on 08/16/2021 08:47:46 and created by Christopher Carothers

YES IT DID IMPROVE A LITTLE BIT NOW ITS HAPPENING WITH CRUISE ON AND AT A LITTLE BIT HIGHER SPEED

*** Web - Advice created on 08/16/2021 09:13:27 and created by Brian Hernandez ***
1: There is one last checklist we've been given by engineering. They have advised us to recommend trying a combination of different prop shaft and 4wd couplers. Please print and fill out the next checklist as done before. Order a new coupler and prop-shaft to try out and see if the condition improves.

*** 08/16/2021 12:29:27 ***

Web - Note created on 08/16/2021 12:29:27 and created by Christopher Carothers

WENT AHEAD AND ORDERED NEW PROP SHAFT AND 4WD COUPLER WILL LET YOU KNOW IF ANYTHING CHANGES WAITING ON PARTS

*** 08/16/2021 12:30:48 ***
Web - Note created on 08/16/2021 12:30:47 and created by Christopher Carothers

IS THERE ANYTHING ELSE I NEED TO CHECK ESPESCIALLY WITH IT BEING WORSE WHEN CRUISE IS ACTIVE

*** Web - Advice created on 08/16/2021 13:16:44 and created by Brian Hernandez ***
1: Thanks Chris, I haven't heard about anything being different when having Cruise Control on but I'm checking in with the engineering team on that.

*** Web - Advice created on 08/17/2021 07:53:38 and created by Brian Hernandez ***
1: Engineering got back to me on your question about the cruise control and confirmed what I was also thinking. The cruise control setting shouldn't make the condition more severe. The vehicle might be keeping a constant speed at its most severe point.

2: As for the vibration, keep documenting lot numbers and replacing the coupler. This will help production teams prevent this issue moving forward and get the correct lot numbers narrowed down. I would even try to use a prior coupler that was replaced. We've had some success mix-matching the combinations.
At this time though, there's not much more we can do once the vehicle gets to this point.

*** 08/17/2021 07:55:57 ***
Web - Note created on 08/17/2021 07:55:57 and created by Christopher Carothers

OKAY THANK YOU FOR YOUR HELP I WQILL UPDATE THE CASE WHEN PARTS GET HERE

*** Web - Advice created on 08/17/2021 09:33:50 and created by Brian Hernandez ***
1: Thank you, Christopher.

*** 09/09/2021 07:31:15 ***
163119768368192454893O.jpg added by Christopher Carothers on 09/09/2021 07:31:14

*** 09/09/2021 07:31:16 ***
163119778860854820263l.jpg added by Christopher Carothers on 09/09/2021 07:31:15

*** 09/09/2021 07:33:04 ***
16311979179147512399 9.jpg added by Christopher Carothers on 09/09/2021 07:33:04

*** 09/09/2021 09:00:40 ***
Web - Note created on 09/09/2021 09:00:40 and created by Christopher Carothers

replaced 4 wd coupler and prop shaft test drove vehicle shudder is no longer present

*** 09/09/2021 09:01:30 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: Replaced prop shaft and 4wd coupler

Attachments

ON AWD Checklist step1.pdf, 1627658824772181439988.jpg.jpg, ON AWD Checklist step3.pdf, 162818783086526595387109725797 21.jpg.jpg, 162818786839620997277453925178 52.jpg.jpg, 162877033526313034364 60.jpg.jpg, 162877037023667670012 0.jpg.jpg, ON AWD Checklist step4.pdf, 163119768368192454893O.jpg.jpg, 163119778860854820263l.jpg.jpg, 16311979179147512399 9.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC0LG[redacted] **Mileage:** 21,009 **Repair Date:** 07/27/2021

Prod Date: 06/08/2020 **Warranty Start Date:** 07/14/2020 **RO Number:** [redacted]

Port Options: WL, CB, CF, RBP

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NV012 Towbin KIA **Service District:** WE11

Phone: (702) 567-8000

Contact: CODY TINNELL **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: MIL - LKAS # C160A87

Symptom: Lane Departure Inop

System: Body Electrical

Component: Front View Camera

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/27/2021 14:46:48 ***
Contact = CODY TINNELL, Priority = Standard, Sub Status = Dispatched

*** 07/27/2021 14:46:49 ***
Web - Problem Description created on 07/27/2021 14:46:48 and created by CODY TINNELL

Customer states forward collision avoidance warning coming on.

*** 07/27/2021 14:46:49 ***
Web - Diagnostics created on 07/27/2021 14:46:49 and created by CODY TINNELL

found FCA warning coming on and off cluster randomly. found code mfc160a87 for can buss off.

I replaced the multifunction camera and performed variant coding and cal bration. found code c160a87 returned after 5 miles of driving.

*** Service Alert Escalated to CA as: 14287531 on 07/28/2021 01:08:23 (PST)

*** 07/28/2021 05:44:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/28/2021 05:51:02 and created by Jerry Gossling ***
1: Cody,

There is an L-CAN communication issue between the MFC & smart cruise control radar.
Thoroughly check the pin fit tension of the following connectors: R14 all pins. MR11 pins 23 & 35. EM21 pins 3 & 13. EE11 pins 7 & 8. E51 pins 2 & 3. Refer to SST 062 & TSB electrical 064 to determine the correct size pin fit tool as its very critical.
Thank you

*** 07/28/2021 08:22:53 ***
Web - Note created on 07/28/2021 08:22:52 and created by CODY TINNELL

Okay, thanks for the advice, I checked all connectors on the L-can circuit as recommended. found pin tension on all can wires nice and snug. didnt see any corrosion or bent pins either.

*** 07/28/2021 08:32:29 ***
IMG_5080.MOV added by CODY TINNELL on 07/28/2021 08:32:25

*** 07/28/2021 08:33:30 ***
Web - Note created on 07/28/2021 08:33:30 and created by CODY TINNELL

added a video of what the vehicle is doing.

it seems l ke it would be a connection issue. but I went and wiggled all the connectors with it on and there is no change.

*** Web - Advice created on 07/28/2021 09:22:40 and created by Jerry Gossling ***
1: Cody,
When the code sets do you lose communication with the smart cruise control radar ?
Thanks

*** 07/28/2021 09:33:50 ***
Web - Note created on 07/28/2021 09:33:50 and created by CODY TINNELL

no, it will still communicate. while the vahicle was running and the message was coming on the cluster i checked SCC s/w info and it read it normally, then i checked for DTCs and SCC threw codes c160a88 and c163881. but both codes came up history even though the message on the dash is coming on and off.

*** 07/28/2021 09:35:28 ***
Web - Note created on 07/28/2021 09:35:28 and created by CODY TINNELL

checked DTCs again and now they are active. the SCC is still communicating though.

*** Web - Advice created on 07/28/2021 10:02:15 and created by Jerry Gossling ***
1: Cody,
disconnect connectors E51 & R45. Next install a T connector in-between pins 3 & 11 of R14 so the circuit is connected. Next install a 10 amp fusible link at pin 3 to battery power. Now provide ground to pin 2 and see if the 10 amp fuse instantly blows.
NOTE, make sure the T connector fits tight at R14 between pins 2 & 11. The circuit needs to be connected at pins 3 & 11.
Thank you

*** Phone - Advice created on 07/28/2021 10:34:19 and created by Jerry Gossling ***
1: Cody called in to clarify the connector numbers as I did a typo when listing the connector numbers & pins.

*** 07/28/2021 11:10:53 ***
Web - Note created on 07/28/2021 11:10:53 and created by CODY TINNELL

Okay, i jumped pins 3-11 on r14 and made a fuse link on pin 3 of e51 and grounded pin 2 of e51, the wire will arc when i touch it to ground but the fuse does not blow.

i removed the fuse link ang ground wire and and checked circuit resistance between pins 2-3 of e51 and with pins 3-11 of r14 connected. found .9ohms in circuit.

performed a bulb test on the circuit with a test light. found the bulb lighting up normally and getting 12.6 volts.

*** Web - Advice created on 07/28/2021 12:31:40 and created by Jerry Gossling ***
1: Cody,
Based off of your test results, I recommend to replace the SCC radar per the replacement procedure in the shop manual.
Thank you

*** 07/28/2021 13:06:02 ***
Web - Note created on 07/28/2021 13:06:02 and created by CODY TINNELL

will do and then i will update. thanks.

*** Web - Advice created on 07/28/2021 13:25:08 and created by Jerry Gossling ***
1: Thank you

*** 07/30/2021 14:18:35 ***
Web - Note created on 07/30/2021 14:18:35 and created by CODY TINNELL

Okay, i replaced the SCC radar module, performed variant coding, and sensor angle cal bration. performed stop mode calibration and it passed, test drove the vehicle and it performed normally for about 10 miles, then the check forward collision avoidance warning came back (vid attached). when i got back to the shop the lights were off.
checked for codes and found c160a88, c1639881 and c160a87 in history.

*** 07/30/2021 14:19:28 ***
IMG_5089.MOV added by CODY TINNELL on 07/30/2021 14:19:21

*** Web - Advice created on 08/02/2021 05:08:17 and created by Jerry Gossling ***
1: Cody,
When checking the pin fit tension at the previously provided connectors did you make sure to reference SST 062 & TSB electrical 064 to ensure you used the correct size pin fit tool ?
It is critical the correct size pin fit tool is used.
Thank you

*** 08/02/2021 08:03:09 ***
Web - Note created on 08/02/2021 08:03:08 and created by CODY TINNELL

yes, I made sure I was using the appropriate size.

*** Web - Advice created on 08/02/2021 09:19:23 and created by Jerry Gossling ***
1: Cody,
Use the VMI to monitor the L-CAN signal at connectors: E51 between pins 2 & 3 and at R14 between pins 3 & 1, Back Probe connectors. Wiggle all the connectors & the wire harness while watching to see if the signal glitch's.
Review the DTC troubleshooting per C160A87 wiring inspection.
Thank you

*** 08/04/2021 14:45:30 ***
Web - Note created on 08/04/2021 14:45:29 and created by CODY TINNELL

Okay, I was able to hook up the VMI to the L-CAN system sand monitor it while it acted up.
Video of CAN system while normal and while acting up added.

Currently rechecking all connections and pin fit.

*** 08/04/2021 14:45:36 ***
IMG_5106.MOV added by CODY TINNELL on 08/04/2021 14:45:31

*** 08/04/2021 14:45:40 ***
IMG_5107.MOV added by CODY TINNELL on 08/04/2021 14:45:36

*** 08/04/2021 16:16:19 ***
Web - Note created on 08/04/2021 16:16:19 and created by CODY TINNELL

Okay, I was inspecting all of the connectors while monitoring the VMI, I found when wiggling E51 the CAN message would change. I adjusted pins 2and 3 and found the CAN system is communicating normally even when wiggling the connector. I test drove the vehicle 15 miles and it did not act up at all.

*** Web - Advice created on 08/05/2021 06:06:23 and created by Jerry Gossling ***
1: Cody,
Excellent. Thank you for the information.
Please release the vehicle back to the customer and close the case.
Thank you

*** 08/05/2021 08:08:51 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPAIRED CONNECTION AT E51

Attachments

IMG_5080.MOV.MOV, IMG_5089.MOV.MOV, IMG_5106.MOV.MOV, IMG_5107.MOV.MOV

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HC0LG[redacted] **Mileage:** 20,562 **Repair Date:** 07/28/2021

Prod Date: 02/12/2020 **Warranty Start Date:** 05/01/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC020 KIA of Greer **Service District:** SO07

Phone: (864) 879-3800

Contact: Paul Kiwitz **Contact Title:** Exclusive Kia Technician **Contact Phone:** (864) 921-4213

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Module

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 07/28/2021 08:16:17 ***
Contact = Paul Kiwitz, Priority = Standard, Sub Status = Dispatched

*** 07/28/2021 08:16:17 ***
Web - Problem Description created on 07/28/2021 08:16:17 and created by Paul Kiwitz

The customer states a warning message appears on her dash intermittently stating the front radar is obstructed and the cruise control stops working.

*** 07/28/2021 08:16:17 ***
Web - Diagnostics created on 07/28/2021 08:16:17 and created by Paul Kiwitz

We have not been able to duplicate the concern. Vehicle has been test drive twice over 10 miles each time and using the cruise control. No DTCs found doing a full system scan. No front license plate or damage to the front bumper.

*** 07/28/2021 10:00:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/28/2021 10:04:19 and created by Jay Jurado ***
1: Is there any aftermarket currently installed on the vehicle? Please advise customer of list of inh biting factors in the owners manual for more information.

*** Service Alert Escalated to CA as: 14289797 on 07/29/2021 01:08:42 (PST)

*** 08/03/2021 11:26:32 ***
Web - Note created on 08/03/2021 11:26:32 and created by Terry Cheatham

There are no aftermarket devices or objects installed on the vehicle.

*** Web - Advice created on 08/03/2021 12:53:34 and created by Jay Jurado ***
1: If you are unable to duplicate the customer's concern, no repairs are recommended at this time. You may release the vehicle.

*** 08/06/2021 06:56:19 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: Could not duplicate

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J24MG[redacted] **Mileage:** 4,296 **Repair Date:** 07/27/2021

Prod Date: 04/30/2021 **Warranty Start Date:** 06/05/2021 **RO Number:** [redacted]

Port Options: WL, CF, CA, TRC

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY007 KIA of Middletown **Service District:** EA04

Phone: (845) 374-6555

Contact: Edwin Powley **Contact Title:** Service Manager **Contact Phone:** (845) 234-5172

Case Details

Title: MIL - ABS/ESP # C170204 C162708 B100952 C174181 C162700 C169381

Symptom: Warning Light On

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/28/2021 08:18:24 ***
Contact = KYLE BREWER, Priority = Standard, Sub Status = Dispatched

*** 07/28/2021 08:18:24 ***
Web - Problem Description created on 07/28/2021 08:18:24 and created by KYLE BREWER

multiple lights on dash all the time. vehicle drives fine, lane departure works. cruise control inop. forward collision inop. customer complained of issue at 417 miles. we were unable to duplicate. now the issue is constant.

*** 07/28/2021 08:18:24 ***
Web - Diagnostics created on 07/28/2021 08:18:24 and created by KYLE BREWER

none at this time. looking for advice on how to proceed

*** 07/28/2021 08:18:26 ***
20210728_111628.jpg added by KYLE BREWER on 07/28/2021 08:18:25

*** 07/28/2021 08:18:27 ***
20210728_111636.jpg added by KYLE BREWER on 07/28/2021 08:18:26

*** 07/28/2021 10:03:12 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 07/28/2021 10:08:55 and created by Brian Hernandez ***

1: Has any diagnosis been performed on either of the Active codes, C162708 B100952? It looks like you have a CAN error around the 4WD and ESC systems. If you haven't performed any diag yet I would start with either of those. Let me know what you test and what you find. Please be specific.

*** 07/28/2021 12:58:55 ***
Web - Note created on 07/28/2021 12:58:55 and created by KYLE BREWER

Only one of the codes, c162708 has any diag procedure. the problem is that it seems the issue is intermittent. I disconnected the 4wd control unit in the trunk, inspected and reconnected. cleared all codes. no codes returned and vehicle drove fine. drove vehicle approx 30 minutes, no issues. all systems work normal. originally at 417 miles i also cleared the codes, none returned. I have been unable to have the issue happen to me. I have seen the warning lights on with codes, but have not seen them get triggered. as of right now, the vehicle is operating normally.

*** Web - Advice created on 07/28/2021 14:14:09 and created by Brian Hernandez ***
1: Thanks for the additional info, Kyle. I see that the other present codes C174181, C162700 & C169381 have flow charts and diag info so we can use those instead. Tricky though, with the car running normally at this time.

Try applying some stabilant to the 4WD and HECU connector pins mentioned in the Wiring Inspection section of the C162708 flow chart. Then test drive the vehicle for 20 miles (if that's ok with the customer) to see if the DTC will come back.

*** Case Escalated to CA as: 14289942 on 07/29/2021 01:11:04 (PST)

*** 07/29/2021 05:12:11 ***
Web - Note created on 07/29/2021 05:12:11 and created by KYLE BREWER

I have not applied the stabilant on the connectors, but i will. the vehicle was drive for about 30 minutes yesterday and was driven home a 40 mile drive each way last night and so far all is good. however last time the vehicle went a few hundred miles before the issue returned. will apply stabillant and drive a bit more, and then release if no issues are found.

*** Web - Advice created on 07/29/2021 13:45:45 and created by Brian Hernandez ***
1: Please also be sure to check in on the inspections noted in the Wiring Inspection in the flow chart for C162708.

*** 08/09/2021 12:10:35 ***
Web - Note created on 08/09/2021 12:10:34 and created by KYLE BREWER

SO, we have been driving this car often, couple hundred miles since the vehicle came in. was driving it today one final time, drove 50 minutes, all kinds of driving. no issues. the issue happened as i was pulling into my shop bay at work to say the vehicle is fixed. guess not. same codes returned, immediately tried to clear the codes out of curiosity to see if it is a current issue. cleared and did not return, vehicle is fine now. there are no real bumps and was going slow. stabillant has been added to both connectors. concerned at this point that the can tests would all test out fine if the concern happens one split second and then is fine for a very long time. module circuit inspection tested good on all 3 wires. this vehicle drives 100% perfect all the time and even immediately after codes are cleared, but seems once it is triggered, the codes stay there and lights stay on for awhile even if the issue is no longer current. should i continue with the flow chart or start looking elsewhere? vehicle is operating fine again..

*** 08/09/2021 13:00:56 ***
Web - Note created on 08/09/2021 13:00:56 and created by KYLE BREWER

Before I jump ahead i retested what i tested before. module circuit inspection. ignition off, awd control unit disconnected, black probe of multimeter to ground. multiple ground sources tried. terminal 10 has battery voltage. terminal 9 is under 1 ohm of resistance, but i get no battery voltage at pin 7. curious why maybe it was good before but not now, or i possibly checked it incorrectly then, or now. tried multiple ground points. nothing. interesting. figured if i would ask if im doing something wrong, but seems very simple. reset vehicle, cleared any codes and rechecked. still no battery voltage...

*** 08/09/2021 13:22:23 ***
Web - Note created on 08/09/2021 13:22:23 and created by KYLE BREWER

ok so the ESM is wrong in telling us to have the ignition off. that is switched power that the ign needs to be on for. ign on, i nget battery voltage. so i guess all those tests check out good. ill continue on with the rest, with confidence that the esm is correct...

*** Service Alert Escalated to CA as: 14289942 on 08/10/2021 01:07:04 (PST)
*** Web - Advice created on 08/10/2021 10:17:02 and created by Brian Hernandez ***
1: Thanks for finding that detail about the IGN needing to be ON during the test. It seems like the rest of it is correct if there haven't been any other abnormal test results like that. You said there weren't any bumps or anything that could have set off the DTC's when they all came on yesterday when pulling into the shop bay?
2: If there were no bumps since you aren't finding anything, the vehicle has been checked several times but the issue keeps returning randomly and the other DTC's are similar I would recommend to replace the HECU and test drive again to see if the issue returns.

*** Web - FTS Note created on 08/25/2021 17:51:01 and created by Daniel Lundgren ***
Kyle - Its been a few weeks form the last update. Can we get a status of this case. Thanks

*** Web - Advice created on 08/31/2021 18:54:47 and created by Brian Hernandez ***
1: Hello Kyle, do you have any updates for the case? Is the vehicle still at the dealership?

*** 09/01/2021 06:26:02 ***
Web - Note created on 09/01/2021 06:26:02 and created by KYLE BREWER

At this time we are waiting for the recommended HECU unit to come in. ETA of the HECU unit the last I was told was sometime in November, so the vehicle will be waiting until then, I have no new updates.

*** Web - Advice created on 09/01/2021 14:01:26 and created by Brian Hernandez ***
1: Thank you, Kyle. I'll close the case for now since the part is backordered so far back. Please request to reopen once it arrives and is installed.

*** 09/01/2021 14:02:02 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]

*** 09/13/2021 05:45:47 ***
Case Number: [redacted] Reopen Requested by KYLE BREWER.
Reason: [Got the HCU in and installed. Still having issues, c170204 this time i am having trouble getting the correct variant coding in. the ESM is not 100% accurate in what it shows on the tablet for this vehicle. I inputted the correct variant coding 8 digit code (00060d44) but it shows a wrong 2 digit variant code (ff vs 06)and much of the other info is wrong including year..etc. i tried to backup the info from the original hcu but could not figure out how, as there was no tab for it as stated in the esm, so i used option 2 (record old variant code and input manually) i also cant search for the variant code as it says no response from server and I can only choose manual... looking for advice to get the correct variant coding for this HCU]

*** 09/13/2021 07:38:49 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/13/2021 08:04:20 and created by Brian Hernandez ***
1: I'm seeing that there are some codes present for the 4WD module missing or not communicating and am wondering if that is what is keeping the HCU from coding. What is the part number on the HECU? I might be able to get you the correct Variant Code numbers.

*** 09/13/2021 08:08:52 ***
Web - Note created on 09/13/2021 08:08:52 and created by KYLE BREWER

Previously, yes i was getting communication codes. now i am just getting c70204 current and c136081, c174181, c169381 x2 in history. and the data does not match i will attatch before and after variant code data. i drove the vehicle with no issues since hcu replacement.

*** 09/13/2021 08:08:53 ***
20210909_114239.jpg added by KYLE BREWER on 09/13/2021 08:08:53

*** 09/13/2021 08:08:55 ***
20210913_084704.jpg added by KYLE BREWER on 09/13/2021 08:08:54

*** Web - Advice created on 09/13/2021 09:05:24 and created by Brian Hernandez ***
1: Is that the same part number on the sticker on the side of the HECU? I'm not seeing that part number come up in my info for K5.

*** 09/13/2021 09:29:49 ***
Web - Note created on 09/13/2021 09:29:49 and created by KYLE BREWER

Unfortunately, it looks like the sticker took a beating when i installed it (extremely tight fit, took a handful of tried before i found the right technique to get it in place) and the brake fluid must have taken part of the sticker off. but here is a picture of what i can see, if that helps. im not sure what number is the part number...

*** 09/13/2021 09:29:51 ***
20210913_122531.jpg added by KYLE BREWER on 09/13/2021 09:29:50

*** Web - Advice created on 09/13/2021 11:33:28 and created by Brian Hernandez ***
1: I don't see that part number either from that sticker. The parts manual shows 58910-L3800 is the correct number, which you found in the KDS info. I'm checking in with another Techline agent. Please stand by.

*** Web - Advice created on 09/13/2021 13:12:47 and created by Brian Hernandez ***
1: Since the old variant code didn't work, try 0000 0D44. If that doesn't work then we will have to contact engineering to see what they can find.

*** 09/14/2021 13:51:18 ***
Web - Note created on 09/14/2021 13:51:18 and created by KYLE BREWER

So far so good after that variant code. currently driving the vehicle to see if any codes return. will get back to you with the outcome.

*** Web - Advice created on 09/15/2021 08:43:07 and created by Brian Hernandez ***
1: Glad to hear it. Thanks for keeping the case updated, Kyle.

*** Case has been auto closed by the system on 10/01/2021 10:54:49 (PST)
*** 10/12/2021 07:36:07 ***
Case Number: [redacted] Reopen Requested by Edwin Powley.
Reason: [VEHICLE WAS REPAIRED AND DELIVERED BACK TO THE CUSTOMER ON 09/21/2021. CUSTOMER HAS CALLED AND THE WARNING LIGHTS ARE BACK ON, SPOKE WITH DPSM AND WAS TOLD TO REOPEN CASE AND GET A FIELD TECH REP TO COME OUT TO ASSIST WITH REPAIRS. CUSTOMER HAS POSSESION OF VEHICLE AT THIS TIME UNTIL A TECH REP IS ASSIGNED A DATE FOR A VISIT.]

*** 10/12/2021 13:42:34 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/12/2021 13:46:41 and created by Brian Hernandez ***
1: Hello Edwin,
I'm setting up an escalation to the FTS team for this vehicle. Please stand by.
Thank you.

*** 10/12/2021 13:50:41 ***
Inspection requested by Brian
Request Code: TL-NY007-[redacted]101221
Request Details: Multiple lights on dash. Drives fine. LDW, cruise, FCW are inop. Issue comes & goes but when it's present, it's constant. Replaced HECU. Might not have correct variant code or could be comm issue. Requesting assistance due to previous repairs & down time.

*** Case [redacted] is sent on 10/14/2021 13:48:36 by Daniel Lundgren

To: dlundgren@kiausa.com

Cc:

Title: Case NY007

*** 10/22/2021 11:41:22 ***
An FTS is scheduled to inspect this VIN on 11/02/2021 at NY007.

*** Case has been auto closed by the system on 11/07/2021 01:18:03 (PST)

Attachments

20210728_111628.jpg.jpg, 20210728_111636.jpg.jpg, 20210909_114239.jpg.jpg, 20210913_084704.jpg.jpg, 20210913_122531.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76482.0

VIN: 5XYRKDLF1MG[redacted] **Mileage:** 4,700 **Repair Date:** 07/28/2021

Prod Date: 03/30/2021 **Warranty Start Date:** 04/21/2021 **RO Number:** [redacted]

Port Options: CO, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA258 Jim Bone KIA of Santa Rosa **Service District:** WE04

Phone: (707) 545-7050

Contact: Steve Rayley **Contact Title:** Exclusive Kia Technician **Contact Phone:** (707) 478-8078

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Warning Light On

System: Cruise Control

Component: Cruise Control Switch Dash

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/28/2021 10:25:17 ***
Contact = Steve Rayley, Priority = Standard, Sub Status = Dispatched

*** 07/28/2021 10:25:17 ***
Web - Problem Description created on 07/28/2021 10:25:17 and created by Steve Rayley

GOOD MORNING. CUST STATES FRONTAL COLLISION AND CRUSE DISSABLE LIGHTS COME ON INT.

*** 07/28/2021 10:25:18 ***
Web - Diagnostics created on 07/28/2021 10:25:18 and created by Steve Rayley

SCAN ALL MODULES WITH NO CODES STORED. ROAD TEST AND SMART CRUISE DOES WORK. IF YOU GIVE THE CAR GAS AND GET CLOSER TO THE CAR IN FRONT OVER WHAT IS SET FOR DISTANCE THE FRONTAL COLLISION AND CRUISE DISSABLED RADAR BLOCKED LIGHTS COME ON. AGAING NO CODES. DROVE ANOTHER LIKE SORENTO AND THE LIGHT DO NOT COME ON. IF WHEN CRUISE AND THE DISSTANCE BETWEEN THE CAR IN FRONT IS MAINTAINED AT THE SET POINT THERE IS NO PROBLEM.

*** 07/28/2021 12:27:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/28/2021 12:31:35 and created by Sam Camarillo ***
1: Any signs of impact, anything like a license plate bracket blocking the radar or window tint over the MFC?

*** 07/28/2021 13:30:53 ***
Web - Note created on 07/28/2021 13:30:53 and created by Steve Rayley

NO SAM I LOOKED THE COMPLETE CAR OVER WITH NO PROBLEM FOUND. WHAT IS VERY STRANGE IS WHEN IT HAPPENS THERE ARE NO CODES. I GOT THE LIGHTS TO COME ON 5 TIMES BY DRIVING UP ON SOME ONE WITH THE CRUISE ON AND THE LIGHTS CAME ON EVERY TIME EVEN WITH THE CLUSTER LIGHTS ON THERE WAS NO CODE. ALMOST LIKE IT WAS WORKING AS INTENDED.

*** Web - Advice created on 07/28/2021 13:43:40 and created by Sam Camarillo ***
1: when you checked it against a known good it was also a 2.5T sorento with smart cruise?
Are the smart cruise settings the same on both vehicles?
Please get a video of what you are seeing occur and attach it to the case, thanks.

*** 07/29/2021 12:07:14 ***
Web - Note created on 07/29/2021 12:07:13 and created by Steve Rayley

I WILL DO THAT SAM. THE CUST HAS THE CAR FOR NOW. WHEN THE CAR COMES BACK I WILL LET YOU KNOW. IT MIGHT BE A WEEK. WOULD YOU LIKE ME TO CLOSE THE CASE FOR NOW?

*** Web - Advice created on 07/29/2021 12:46:35 and created by Sam Camarillo ***
1: Ok sounds good. request a reopen or call in when it returns.

*** 07/29/2021 12:56:53 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: NOTHING YET

*** 08/16/2021 11:43:41 ***
Case Number: [redacted] Reopen Requested by Steve Rayley.
Reason: [CAR IS BACK ONCE OPEN I WILL TAKE AND SEND VIDEO. NEW RO 83989. MILES NOW 6708]

*** 08/16/2021 13:15:34 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/16/2021 13:16:09 and created by Sam Camarillo ***
1: Case reopened

*** 08/17/2021 12:47:15 ***
Web - Note created on 08/17/2021 12:47:15 and created by Steve Rayley

could only get a pic. I will update again after I scan it. We had the porter driving the car. This is a pic of a pic.

*** 08/17/2021 12:47:18 ***
162922948243025749983848054371 98.jpg added by Steve Rayley on 08/17/2021 12:47:16

*** Web - Advice created on 08/17/2021 13:29:17 and created by Sam Camarillo ***
1: Is there a license plate frame or anything else blocking the radar's view? Any signs of impact or accident damage to the radar module or bracket?

*** 08/17/2021 14:05:42 ***
Web - Note created on 08/17/2021 14:05:41 and created by Steve Rayley

NO AND NO. THIS SEEMS TO HAPPRN WHEN YOU DRIVE UP ON ANOTHER CAR WITH THE SMART CRUSE ON. AND AGAIN NO CODES. THIS IS A STRANGE ONE.

*** Web - Advice created on 08/17/2021 19:28:43 and created by Sam Camarillo ***
1: Do an all data flight recording of the SCC system, make sure it acts up when doing the recording and attach it to the case.

*** 08/18/2021 11:00:00 ***
Web - Note created on 08/18/2021 11:00:00 and created by Steve Rayley

flight recording sent.

*** 08/18/2021 11:00:02 ***
SORENTO(MQ4A)_FR_RADAR_210818-103900.GSR added by Steve Rayley on 08/18/2021 11:00:01

*** Web - Advice created on 08/18/2021 12:33:41 and created by Sam Camarillo ***
1: Ok I see a couple of things. do you still have the known good you can compare it to? if so please compare the variant coding in the two vehicles radars let me know what you find.

*** 08/18/2021 14:20:00 ***
Web - Note created on 08/18/2021 14:20:00 and created by Steve Rayley

SAM WE HAVE 0 NEW CARS AND I MEAN 0. IF I HAPPEN TO SEE A LIKE CAR I WILL CHECK IT. SORRY.

*** Web - Advice created on 08/18/2021 16:44:16 and created by Sam Camarillo ***
1: OK I will see if I can round one up here, but we are temp out of office and back at home again. hopefully an engineer might be driving one.
2: Also take a shot of the variant coding in the radar and please post it.

*** Case [redacted] is sent on 8/18/2021 16:44:47 by Sam Camarillo

To: scamarillo@kiausa.com

Cc:

Title: SCC disengaging MQ4 for case # [redacted] sent from Sam Camarillo

*** 08/19/2021 08:59:55 ***
Web - Note created on 08/19/2021 08:59:55 and created by Steve Rayley

snap shot sent

*** 08/19/2021 08:59:56 ***
Screenshot_20210819-085513.jpg added by Steve Rayley on 08/19/2021 08:59:56

*** Web - Advice created on 08/19/2021 09:34:30 and created by Sam Camarillo ***
1: thanks for th software info, what i really need is the variant coding. Please attach a snapshot of that.

*** 08/19/2021 10:28:41 ***
Web - Note created on 08/19/2021 10:28:41 and created by Steve Rayley

SORRY SAM I COULD NOT FIND THAT INFO. WHAT IS IT UNDER?

*** Web - Advice created on 08/19/2021 12:47:17 and created by Sam Camarillo ***
1: under front radar> variant coding

*** 08/20/2021 09:36:36 ***
Web - Note created on 08/20/2021 09:36:36 and created by Steve Rayley

shot sent

*** 08/20/2021 09:36:37 ***
Screenshot_20210820-093445_GITM_AUX.jpg added by Steve Rayley on 08/20/2021 09:36:37

*** Web - Advice created on 08/20/2021 10:33:12 and created by Sam Camarillo ***
1: Thanks Steve

*** 08/23/2021 09:47:54 ***
Web - Note created on 08/23/2021 09:47:53 and created by Steve Rayley

GOOD MORNING SAM. DID YOU SEE ANYTHING WITH THE V/C. I HAVE NOT HURD BACK FROM THE OTHER PERSON YET. HE DID SAY HE WAS GOING TO GET BACK TO ME.

*** Web - Advice created on 08/23/2021 09:54:34 and created by Sam Camarillo ***
1: let me send the engineer a message see what he found

*** Web - Advice created on 08/25/2021 09:05:13 and created by Sam Camarillo ***
1: Ok spoke to engineer, please reset HDA to enable, and also NAVI SCC corner area to enable. recalibrate and recheck. thanks

*** 08/25/2021 16:16:51 ***
Web - Note created on 08/25/2021 16:16:51 and created by Steve Rayley

WHEN CHANGING HDA TO DISABLE THE DASH LIT UP AND SET A CODE. SWITCH BACK TO ENABLE. CHANGE NAV CORNER TO DISABLE AND ROAD TESTED WITH THE LIGHT COMING ON SAYING FORWARD SAFETY SYSTEM DISABLED RADAR BLOCKED. WHEN DRIVING BACK TO THE SHOP THE WARNING WENT OUT AND WAS ABLE TO USE THE CRUSE. AGAIN NO CODES. CHANGED THE CODING BACK TO WHAT IT WAS. I WILL CALL YOU IN THE MORNING.

*** Service Alert Escalated to CA as: 14339333 on 08/26/2021 01:08:39 (PST)

*** Web - Advice created on 08/26/2021 05:55:11 and created by Sam Camarillo ***
1: OK thanks

*** 08/26/2021 06:58:34 ***
Web - Note created on 08/26/2021 06:58:34 and created by Steve Rayley

CAN WE PLEASE ESCALATE THE CASE. THE CAR IS NOT HERE AT THIS TIME.

*** 08/26/2021 07:27:42 ***
Inspection requested by Sam
Request Code: TL-CA258-[redacted]82621
Request Details: Provide location details if activity will not take place at a Kia dealership. time down with no resolution

*** Web - Advice created on 08/26/2021 07:37:37 and created by Sam Camarillo ***
1: An FTS is being requested due to time down, continue with diagnosis until further notice. Please provide the following information:

Name of technicians working on vehicle:
Technician's phone number:
Is the vehicle at the dealership?

*** 08/26/2021 10:57:35 ***
Web - Note created on 08/26/2021 10:57:34 and created by Steve Rayley

707 478 8078. THE CAR IS NOT HERE AT THIS POINT. THANKS SAM.

*** Web - Advice created on 08/26/2021 12:37:32 and created by Sam Camarillo ***
1: Thanks, FTS scheduling should contact you soon

*** Web - FTS Advice created on 08/27/2021 10:14:40 and created by Alex Mills ***
Just spoke with the Tech on the phone. I asked him to go into the SCC data in the KDS and take a screen shot of all the listed data. Then remove the front bumper and check the physical angle of the SCC radar unit with the digital angle gauge from the SCC or BCW SST kit. Also visually inspect it to see if the bracket looks bent in any direction and then update the case or call me with the results. He advised me that vehicle is not currently at the dealer but they will get in contact with the customer and get them scheduled to return.

*** Web - Advice created on 08/27/2021 10:18:46 and created by Sam Camarillo ***
1: Thanks Alex

*** 09/01/2021 09:17:06 ***
Web - Note created on 09/01/2021 09:17:06 and created by Steve Rayley

screen shot sent

*** 09/01/2021 09:17:08 ***
Screenshot_20210901-091413.jpg added by Steve Rayley on 09/01/2021 09:17:07

*** 09/01/2021 09:17:09 ***
Screenshot_20210901-091427.jpg added by Steve Rayley on 09/01/2021 09:17:09

*** Web - Advice created on 09/01/2021 09:20:50 and created by Sam Camarillo ***
1: Steve, did you measure the angle of the radar unit, anything look bent?

*** 09/01/2021 09:35:53 ***
Web - Note created on 09/01/2021 09:35:53 and created by Steve Rayley

Info sent

*** Web - Advice created on 09/01/2021 10:35:23 and created by Sam Camarillo ***
1: If you measured the SCC unit with the angle gauge and inspected the brackets as per the FTS recommendations please update the case with the info

*** 09/01/2021 13:32:03 ***
Web - Note created on 09/01/2021 13:32:02 and created by Steve Rayley

made the adjustment to the sensor and performed calibration with a fail. working with Alex on the concern and he might be able to come to the shop to look at the concern.

*** Web - Advice created on 09/01/2021 13:38:03 and created by Sam Camarillo ***
1: Ok thanks for the update.

*** 09/02/2021 07:21:00 ***
An FTS is scheduled to inspect this VIN on 09/02/2021 at CA258.

*** Web - FTS Summary created on 09/03/2021 10:10:11 and created by Alex Mills ***
Inspected this vehicle on 9-2-2021 and found radar unit misaligned. Re-aligned SCC radar unit per specifications and performed calibrations. Test drove vehicle with the technician and confirmed that the SCC system is operating normally.

*** 09/03/2021 15:50:51 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: RADAR ADJUSTMENT

Attachments

162922948243025749983848054371 98.jpg.jpg, SORENTO(MQ4A)_FR_RADAR_210818-103900.GSR.GSR, Screenshot_20210819-085513.jpg.jpg, Screenshot_20210820-093445_GITM_AUX.jpg.jpg, Screenshot_20210901-091413.jpg.jpg, Screenshot_20210901-091427.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5LG[redacted] **Mileage:** 17,893 **Repair Date:** 07/29/2021

Prod Date: 05/12/2020 **Warranty Start Date:** 06/13/2020 **RO Number:** [redacted]

Port Options: CT, CN, MUG, RBP, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY128 KIA of West Nyack **Service District:** EA04

Phone: (845) 353-1919

Contact: Jorge Mizhquiri **Contact Title:** Exclusive Kia Technician **Contact Phone:** (845) 659-7504

Case Details

Title: MIL - AEB # C160A88 C163881 C160A87

Symptom: Dash Lights Inop

System: Body Electrical

Component: Front View Camera

Resolution: Disconnected **Category:** Repair Assistance

Case History

*** 07/29/2021 06:00:00 ***
Contact = Jorge Mizhquiri, Priority = Standard, Sub Status = Dispatched

*** 07/29/2021 06:00:01 ***
Web - Problem Description created on 07/29/2021 06:00:01 and created by Jorge Mizhquiri

CUSTOMER STATED FOWARD COLLISION WARNGIN KEEPS TURNING ON RANDOMLY AND WILL NOT STOP BEEPING CUSTOMER DROVE WITH IT BEEPING FOR 2 HOURS ANYTIME SHE JOTS A BUMP IT GOES OFF OR LEAVING PARKING SPOTS OR DRIVE WAYS EVEN WITH NO CARS AROUND

*** 07/29/2021 06:00:01 ***
Web - Diagnostics created on 07/29/2021 06:00:01 and created by Jorge Mizhquiri

TECH DUPLICATED CONCERN ONCE, LIGHT WOULD FLASH FOR CHECK FOWARD COLLSION AND IT WOULD KEEP BEEPING. BUT THEN TURNED VEHICLE OFF AND BACK ON AND IT WENT AWAY I AM STILL TRYING TO MAKE IT HAPPEN AGAIN

*** 07/29/2021 06:03:05 ***
Web - Note created on 07/29/2021 06:03:04 and created by Jorge Mizhquiri

HISTORY CODES C160A88 LOCAL CAN BUS OFF/ C160C87 LOCAL CAN TIME-OUT/ C163881 ACC/SCC COMMUNICATION ERROR/C160A87 LOCAL CAN BUS OFF

*** 07/29/2021 06:32:49 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/29/2021 06:39:42 and created by Frank Lusic ***
1: Hello Jorge
Prior to opening this tech line case what diagnostic step have you taken for these codes?
please be detailed with your answer,
Please see PS470

*** Service Alert Escalated to CA as: 14291917 on 07/30/2021 01:06:50 (PST)

*** 08/02/2021 07:28:42 ***
Case Closed with Resolution Code: Disconnected
Resolution Summary: found recall brake swithc conection loose

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHCXLG[redacted] **Mileage:** 32,941 **Repair Date:** 07/30/2021

Prod Date: 06/25/2019 **Warranty Start Date:** 07/22/2019 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NJ051 Sansone Jr's 66 KIA **Service District:** EA06

Phone: (732) 922-1050

Contact: Michael Chang **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys General-Smart Cruise # C162078

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 07/30/2021 12:23:12 ***
Contact = Michael Chang, Priority = Standard, Sub Status = Dispatched

*** 07/30/2021 12:23:12 ***
Web - Problem Description created on 07/30/2021 12:19:43 and created by Michael Chang

Customer states vehicle will not brake with Smart Cruise Control engaged - reads vehicle to left of driving lane, not immediately in front of vehicle.

*** 07/30/2021 12:23:12 ***
Web - Diagnostics created on 07/30/2021 12:19:43 and created by Michael Chang

Confirmed customer concern - doing exactly what they stated it does. Prior service visit, we had performed an alignment of the front radar angle, and had driven the recommended ten minutes at 40mph minimum. Had not experienced any issues, since this is New Jersey: only drove like 55 on the highway, and people were flying by. No chance given to test the SCC braking. BUT this time around, we did keep a keen eye on the radar and sure enough, it only picks up the vehicles to our left, and will not brake for a vehicle directly ahead of the Telluride. Removing the bumper, the radar was re-measured, but not with a vertical protractor, electronic clinometer, or a verticality meter. Virtually no adjustment was made; it seems right on point with the rest of the vehicle. Between 3 service employees, we all verified proper height, distance and centering of the front radar & radar reflector and re-preformed another alignment to no success. Please advise.

*** 07/30/2021 14:10:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/30/2021 14:22:58 and created by Jay Jurado ***
1: Just to clarify, have you tried increasing the distance from the vehicle in front to verify customer's concern?

*** Service Alert Escalated to CA as: 14293805 on 07/31/2021 01:08:39 (PST)

*** 08/03/2021 03:13:05 ***
Web - Note created on 08/03/2021 03:13:05 and created by Michael Chang

Yes, each option of the SCC was cycled during the test drive, and had the same results throughout.

*** Web - Advice created on 08/03/2021 07:22:41 and created by Jay Jurado ***
1: Based on your information, recommend replacing the front radar at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval.

*** 08/05/2021 11:09:24 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: R & R Front Radar Unit. Variant Coding. Alignment Procedure. Only 0.7? Good to go.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76492.0

VIN: 5XYRKDLF0MG[redacted] **Mileage:** 2,571 **Repair Date:** 08/02/2021

Prod Date: 12/10/2020 **Warranty Start Date:** 02/13/2021 **RO Number:** [redacted]

Port Options: WL, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY066 Auto World KIA **Service District:** EA05

Phone: (516) 938-4542

Contact: allan williams **Contact Title:** Exclusive Kia Technician **Contact Phone:** (631) 434-5089

Case Details

Title: MIL - LKAS # C183186

Symptom: Inop

System: Accessories

Component: Home link with Compass

Resolution: Information Taken **Category:** Repair Assistance

Case History

*** 08/02/2021 12:52:48 ***
Contact = allan williams, Priority = Standard, Sub Status = Dispatched

*** 08/02/2021 12:52:48 ***
Web - Problem Description created on 08/02/2021 12:48:29 and created by allan williams

Customer state when using the cruise control check CHA warning light display Randomly

*** 08/02/2021 12:52:48 ***
Web - Diagnostics created on 08/02/2021 12:48:29 and created by allan williams

Checks made by test drive and use the cruise control to check for customer complaint
While driving no warning light came on. At this time .
Scanned system and code C183186 was found in history for Fr_ CAR.
I went to the SW TO CHECK And found VAN DIAGNOSTIC, and try to preform same but fails say ECU is not responding
Need your assistance thanks

*** 08/02/2021 12:52:50 ***
162793391322457691734 4.jpg added by allan williams on 08/02/2021 12:52:49

*** 08/02/2021 16:10:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/02/2021 16:21:47 and created by Brian Hernandez ***

1: Next we should perform the wiring inspection in the DTC flow chart. There might be a lack of power or poor connection in the circuit preventing that communication. Let me know what you find.

*** Web - Advice created on 08/18/2021 10:05:55 and created by Brian Hernandez ***
1: Hi Allan,
If you are still working on this vehicle you can also try performing a map update. Please see TSB ELE208. That could help resolve the issue.

*** 08/31/2021 13:44:44 ***
Case Closed with Resolution Code: Information Taken
Resolution Summary: set var ble coding

Attachments

16279339132245769173 44.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC1LG[redacted] **Mileage:** 14,305 **Repair Date:** 08/04/2021

Prod Date: 03/18/2020 **Warranty Start Date:** 04/06/2020 **RO Number:** [redacted]

Port Options: MUG, CF, TO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA104 Bergey's KIA **Service District:** EA07

Phone: (215) 362-3301

Contact: Chau Lu **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: ElecSys General-AEB #

Symptom: Warning Light On

System: Body Electrical

Component: Instrument Cluster

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 08/04/2021 11:17:31 ***
Contact = Chau Lu, Priority = Standard, Sub Status = Dispatched

*** 08/04/2021 11:17:31 ***
Web - Problem Description created on 08/04/2021 11:06:05 and created by Chau Lu

Radar warning light on

*** 08/04/2021 11:17:31 ***
Web - Diagnostics created on 08/04/2021 11:06:05 and created by Chau Lu

customer stated: Smart cruise control disabled. Radar blocked when using cruise on high speeds. performed smart check. NO dtc stores inside modules . drove test car this morning ,unable to duplicate the problem. will sent screen shot pictures from customer later. thanks for your help.

*** 08/04/2021 11:24:16 ***
184631E7-F68E-4239-B50B-C2E492612B30.jpeg added by Chau Lu on 08/04/2021 11:24:15

*** 08/04/2021 11:24:17 ***
D86BA928-7BB5-44BD-838F-351AECAA3414.png added by Chau Lu on 08/04/2021 11:24:17

*** 08/04/2021 14:06:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/04/2021 14:27:55 and created by Jay Jurado ***

1: Tech called in to review case. He is currently unable to duplicate the customer's concern. AEB is working properly at this time. No aftermarket or damage found on the vehicle. I explained that the warning message does not necessarily mean that the system in broken. Green and yellow warning lights and messages typically are informational. There is a list of inhibiting factors, listed in the owners manual, that may effect AEB operation. Informed the tech that if there is no fault code and is unable to duplicate the customer's concern, no repairs are recommended at this time.

*** 08/09/2021 07:53:02 ***
Web - Note created on 08/09/2021 07:53:02 and created by James Westover

We drove the vehicle 75 miles without a concern. Customer picked up and made it about a mile and the Forward Collision Avoidance Assist (FCA) system disabled. Radar blocked message came on. She informed us the UVO needs to be updated and could be causing the concern. Sent me the link for the download and told me the UVO assistant told her this may be causing the concern. I am on a windows computer with 10 on it. It will not start the download for us to complete the update for our customer. Does this need to be done by the customer or can we do it? She sent me the email on Saturday with the link for the download. Are they time sensitive and she needs to send me the email again with the download?

*** Web - Advice created on 08/09/2021 09:29:32 and created by Jay Jurado ***
1: Please contact UVO (844) UVO-9411 for assistance. *Per protocol I can only address one issue per case.

*** 08/09/2021 13:15:52 ***
Web - Note created on 08/09/2021 13:15:52 and created by James Westover

Two separate concerns. The UVO has to do with being able to type the address into the nav. We are still back to their original concern of the messages coming on. UVO says it has nothing to do with the Navigation update.
I am looking at the owners manual and it all makes sense but I am not convinced there is not a concern. There is no concern in warranty history of this. I am having a hard time believing the customer has driven the vehicle 12,000 miles without brining this to a dealers attention. We checked for diagnostic fault codes again and there are none. If we hook up the tablet to the vehicle and drive it what information are we looking for or is there anything we can capture to help diagnose? Are the rear sensors in line with the front? We cleaned the front and the camera but not the rear sensors?

*** Web - Advice created on 08/09/2021 15:08:59 and created by Jay Jurado ***
1: Please open up another case for your UVO concern to prevent any more confusion in this case.
2: As far as the radar issue, have you been able to duplicate the customer's concern? I would try to duplicate the customer's concern first before going through the front radar alignment check procedure with the KDS.

*** Case has been auto closed by the system on 08/25/2021 01:15:15 (PST)

Attachments

D86BA928-7BB5-44BD-838F-351AECAA3414.png.png, 184631E7-F68E-4239-B50B-C2E492612B30.jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC3LG[redacted] **Mileage:** 11,394 **Repair Date:** 08/04/2021

Prod Date: 03/18/2020 **Warranty Start Date:** 06/02/2020 **RO Number:** [redacted]

Port Options: CF, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OR014 Team KIA of Bend **Service District:** WE09

Phone: (541) 550-5555

Contact: RICK LANCASTER **Contact Title:** Shop Foreman **Contact Phone:** (541) 408-7391

Case Details

Title: MIL - AEB # C170246 - C272146

Symptom: Lane Departure Inop

System: Body Electrical

Component: Front View Camera

Resolution: Information Given **Category:** Repair Assistance

Case History

*** 08/04/2021 14:46:37 ***
Contact = RICK LANCASTER, Priority = Standard, Sub Status = Dispatched

*** 08/04/2021 14:46:38 ***
Web - Problem Description created on 08/04/2021 14:45:10 and created by RICK LANCASTER

Customer states Forward collision warning lamps coming on .

*** 08/04/2021 14:46:38 ***
Web - Diagnostics created on 08/04/2021 14:45:10 and created by RICK LANCASTER

I was given today the multi function camera to replace but I cannot get Variant coding to work. It sets codes C170246/ C272146 WHen trying to complete Variant coding it come back with Communication error on the KDS. My concern is at pin 5 of R14 i have 2.8 V key on. Pin 7 of R14 has a good ground.

*** Service Alert Escalated to CA as: 14287928 on 08/05/2021 01:07:07 (PST)
*** 08/05/2021 05:33:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/05/2021 05:48:02 and created by Brian Lall ***
1: Rick, thanks for letting me know what you found. How are you checking the voltage at pin 5? Are you using a powered test light such as a power probe or a DVOM. If you are using a DVOM where is the COM lead connected? Please check the connections at the terminals and the terminals in the R14 connector to make sure they are not loose, pushed out or damaged at all, I know they are small terminals and can easily become damaged during

testing. If the 2.8v power supply was accurate I do not think you would have communication with the front camera system. Please take screen shots of the variant coding selections for the front camera and for the SCC front radar then attach them both to the case. If you still have the original front camera plug the electrical connector into that camera and go into S/W management and perform the variant coding back up and writing procedure. Then save the variant coding from the original camera, reconnect the electrical connector to the new camera, and perform the variant coding writing. Let me know what you find. Thanks.

*** 08/05/2021 10:57:52 ***
Web - Note created on 08/05/2021 10:57:52 and created by RICK LANCASTER

Well i reinstalled the old camera as you suggested and re did variant coding then re installed the new camera and this time variant coding worked. After that i completed SPC Calibration and now have no further codes and warning lamps coming on after 6 miles of driving. I will drive it more before releasing the vehicle.

*** 08/06/2021 16:49:51 ***
Web - Note created on 08/06/2021 16:49:51 and created by RICK LANCASTER

Road tested the vehicle over 40 miles with no issues then one last road test after it had sat int eh sun for several hours and at approx 40 mph the Collision warning lamp Illuminated . I attached the screen shot of the codes and also active data

*** 08/06/2021 16:49:52 ***
TELLURIDE(ON)_20210806_162352[1].jpg added by RICK LANCASTER on 08/06/2021 16:49:52

*** 08/06/2021 16:49:52 ***
TELLURIDE(ON)_20210806_162525[1].jpg added by RICK LANCASTER on 08/06/2021 16:49:52

*** 08/06/2021 16:49:53 ***
TELLURIDE(ON)_20210806_162549[1].jpg added by RICK LANCASTER on 08/06/2021 16:49:53

*** 08/06/2021 16:49:53 ***
TELLURIDE(ON)_20210806_164324[1].jpg added by RICK LANCASTER on 08/06/2021 16:49:53

*** 08/07/2021 08:44:53 ***
Web - Note created on 08/07/2021 08:44:53 and created by RICK LANCASTER

I did pull and try to manipulation the connector R14 before i had any issues on my first test drive of 30 miles to try to cause an issue but it did not cause and malfunctions Indicating i did not have a connection issue there. The weather was clear and i was on a smooth road when the malfunction did occur.

*** Phone - Advice created on 08/07/2021 13:33:39 and created by Tony Thomas ***
1: Rick called in for assistance and I reviewed the case and current DTCs for local can timeout with SCC and C163881 ACC/SCC communication error. Advised to use the ETM for lane departure warning (not data link details) and look at the local can lines from the multifunction camera to the smart cruise module. Verify good battery voltage and ground to the smart cruise module (pin 6 supply voltage, and pin 1 ground (GE11)) and check the local can connections at MR11 EM21 and EE11 for any loose or backed out pins. If no problems are found, replace the smart cruise module and test for normal operation. Use the hyperlinks in the diagram to locate the pin outs, powers and grounds for all modules and connections.

*** 08/19/2021 09:05:14 ***
Web - Note created on 08/19/2021 09:05:14 and created by RICK LANCASTER

Installed the new SCM and Variant coded and calibrated and road tested with the Original camera installed and had one code return C160A87 . Re installed the new camera again and calibrated then road tested 10 miles with no codes and no warning lamps. I will drive it further after it warms up

*** Web - Advice created on 08/19/2021 10:05:55 and created by Brian Lall ***
1: Good job. Please let me know if the vehicle continues to work as designed with the new camera and if it does, close the case. Thanks.

*** 08/19/2021 11:27:02 ***
Web - Note created on 08/19/2021 11:27:01 and created by RICK LANCASTER

Well after driving approx 24 miles with no issues as i was pulling into the dealership the SCC warning displayed on the dash in a quick flash and then gone. i hot no bumps and as travelling at approx 5 to 10 mph in clear weather. after pulling in and parking i scanned it and found History codes Scc C160A88 Scc C163881 MFC C160A87 Im having a big concern these modules are losing very brief power from the ICU . I have closely checked pin fit there and even tightened pin fit at Module 5 ICU-G Pin 13.

*** 08/19/2021 11:51:03 ***
Web - Note created on 08/19/2021 11:51:03 and created by RICK LANCASTER

I passed this info on to Alex Mills Via text message

*** Web - FTS Advice created on 08/19/2021 14:54:48 and created by Alex Mills ***
Hey Rick,
I would monitor the local CAN signal with the VMI and double check pin fits. I don't see this being a power or ground issue as you are setting codes in both of the modules and they are only setting codes for the Local CAN and not P-CAN or C-CAN. Most likely we either have a pin tension issue or a harness concern where we have an intermittent open circuit on the Local CAN between the MFC, SCC.

*** 08/19/2021 14:59:25 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 08/19/2021 16:23:50 ***
Web - Note created on 08/19/2021 16:23:50 and created by RICK LANCASTER

I fully get this is a Local CAN issue and understand the concern of pin fit between MFC and SCC at R14 11/3 and MR11 and 35/23 and EM21

3/13 and EE11 7/8 and E51 2/3 and carefully checked Pin fit expecting to find an issue. but i did not. I will go back thru them again and carefully re test all the above mentioned pin fits. I do understand a failure at Module #5 fuse 7.5 should set codes for Local Can and C-Can. I will let you know results after going back thru Pin fit tests. Thanks for your help Alex

*** Research - Advice created on 08/20/2021 09:17:00 and created by Brian Lall ***
1: Thanks for the update.

*** 08/20/2021 14:07:56 ***
An FTS is scheduled to inspect this VIN on 08/23/2021 at OR014.

*** Web - FTS Summary created on 08/23/2021 16:05:04 and created by Alex Mills ***
Inspected the vehicle today. Concern was not present when I arrived to the dealer but the DTCs were stored in history. Checked pin tension on the Local CAN wires at connectors E51, EE11, EM21, MR11 and R14 an found them all to be good. Connected Oscilloscope to Local-CAN at pins 7 and 8 of EE11 and monitored signal. Found that when manipulating the L-CAN wires at EM21 the signal would drop out the high and low side intermittently. Found that drop outs would only occur when manipulating the wires on the female side of the connector and double checked that pin tension was good. Advised dealer to replace the Main Harness.

*** Research - Advice created on 08/26/2021 06:44:16 and created by Brian Lall ***
1: Thanks for the update.

*** 09/03/2021 15:17:39 ***
Web - Note created on 09/03/2021 15:17:39 and created by RICK LANCASTER

Per Alex Mills We installed new Main harness. Road tested 25 miles using smart cruise and lane keep assist with no issues. Will road test a second time tomorrow before releasing the vehicle to the customer. I will also update you with he results of that road test.

*** Web - Advice created on 09/04/2021 11:14:41 and created by Brian Lall ***
1: Good Job and thanks for the update. When you have verified the repair please close the Techline case and release the vehicle.

*** 09/04/2021 13:45:51 ***
Web - Note created on 09/04/2021 13:45:51 and created by RICK LANCASTER

Road tested 2nd time today in traffic all around town still with no further issues. Releasing the Vehicle customer to pick it up Tuesday.

*** Web - Advice created on 09/04/2021 13:48:32 and created by Brian Lall ***
1: Good job. Since the vehicle is repaired, I am closing the case.

*** 09/04/2021 13:49:28 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]

Attachments

TELLURIDE(ON)_20210806_162352[1].jpg.jpg, TELLURIDE(ON)_20210806_162525[1].jpg.jpg, TELLURIDE(ON)_20210806_162549[1].jpg.jpg, TELLURIDE(ON)_20210806_164324[1].jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP3DHC1MG[redacted] **Mileage:** 16,262 **Repair Date:** 08/09/2021

Prod Date: 08/28/2020 **Warranty Start Date:** 09/25/2020 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA101 Planet KIA **Service District:** EA07

Phone: (570) 382-3297

Contact: frank beader **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: InstrCluster-Warning light on# Forward Collision

Symptom: Warning Light On

System: Body Electrical

Component: Module

Resolution: Out of Pos/Alignment **Category:** Repair Assistance

Case History

*** 08/10/2021 06:46:40 ***
Contact = frank beader, Priority = Standard, Sub Status = Dispatched

*** 08/10/2021 06:46:40 ***
Web - Problem Description created on 08/10/2021 06:19:03 and created by frank beader

customer states forward collision warning system is not working properly. warning lights keep coming on and off. cruise control stops working when this happens.

*** 08/10/2021 06:46:40 ***
Web - Diagnostics created on 08/10/2021 06:29:03 and created by frank beader

vehicle was in about a 1000 miles ago on 7/22 for same concern. was scanned no codes and test drove with no problem found. vehicle came back and left for us to drive. drove a few time then message on dash came on saying forward collision system problem and forward crash light and warning light came on. scanned full system - no codes. turned vehicle off and restarted lights went off. there is no damage to front end and does not have any aftermarket part. added pics of lights and system having no codes. VDN-210810004I(210810002F)

*** 08/10/2021 08:34:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/10/2021 08:49:34 and created by Andrew Velasco ***
1: Thank you for all of the information, Frank. Although there aren't any DTC's it looks like there are a few modules we're not able to communicate with and they're all on different CAN systems. Let's check each one.

First, please check pin 3 of the DLC to chassis ground with the key on. Please do the same for pin 11. Please note your results.

Next, please remove the ground cable from the battery, disconnect M08 at the cluster and check resistance between pins 33 and 32. If good, please try wiggling EM21. Please also thoroughly check the pin fit tension of EM21 with the T connector. Review TSB electrical 064 to determine the correct size T connector. Please check pin fit of M08 as well.

2: Next, please reconnect the cluster, then disconnect ICU-F at the ICU junction block and check resistance between pins 31 and 32. Please also check pint fit at the ICU-F.

*** Service Alert Escalated to CA as: 14311368 on 08/11/2021 01:07:56 (PST)

*** 08/11/2021 06:30:50 ***
Web - Note created on 08/11/2021 06:30:50 and created by frank beader

alright, i do not have power to pin 3 & 11 on DLC connector. do i need to proceed to the other steps?

*** 08/11/2021 08:39:22 ***
Web - Note created on 08/11/2021 08:39:21 and created by frank beader

i went ahead and checked those pins. pins 33 & 32 at M08 is 121.1 ohms, also wiggled EM21 connector with no change. then plugged in M08 and at ICU-F pins 31 & 32 is 123.2 ohms. all pin tension is normal on both connectors

*** Web - Advice created on 08/11/2021 14:36:01 and created by Andrew Velasco ***
1: Hello, Frank. You were checking the brown and white wires, correct?

Please reconnect everything and disconnect the power seat module, mood lamp module, head up display, and surround view monitor individually and note if communication is restored, except to the disconnected module.

2: Are you able to duplicate the lights coming on whenever you turn the key on?

*** 08/12/2021 11:53:34 ***
Web - Note created on 08/12/2021 11:53:34 and created by frank beader

i was mistaken, i was checking the correct wires with a test light. checked both wires with a meter and they both have 2.49 volts. unsure if that changes anything or not. vehicle does not have mood lighting nor heads up display.

*** 08/12/2021 11:59:43 ***
Web - Note created on 08/12/2021 11:59:42 and created by frank beader

also customer is complaining and wants the vehicle back. is it advisable to give customer the vehicle back or should it stay for further testing? not sure if this would consider to be a safety issue or not.

*** 08/12/2021 12:02:25 ***
Web - Note created on 08/12/2021 12:02:25 and created by frank beader

no the light do not come on when key is turned on. when the problem happened and key was turned off then back on the lights reset

*** Web - Advice created on 08/12/2021 14:59:53 and created by Andrew Velasco ***
1: I have seen the front radar sensor out of adjustment cause the warning message,

Please refer to the SHOP information and follow the instructions, be sure to use the angle gauge on the radar sensors front face

*** 08/16/2021 05:16:21 ***
Web - Note created on 08/16/2021 05:16:21 and created by frank beader

found front radar bracket bent. thank you for your assists

*** Web - Advice created on 08/16/2021 08:20:28 and created by Andrew Velasco ***
1: Awesome news, Frank! If the vehicle is now performing as designed, please release the vehicle to the customer and close the case at your earliest convenience.

*** 08/16/2021 13:54:57 ***
Case Closed with Resolution Code: Out of Pos/Alignment
Resolution Summary: repairs bent bracket

Attachments

Screenshot_20210810-075450.jpg.jpg, 20210810_075502.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC5LG[redacted] **Mileage:** 31,238 **Repair Date:** 08/09/2021

Prod Date: 11/11/2019 **Warranty Start Date:** 12/27/2019 **RO Number:** [redacted]

Port Options: TO, CF, RBP, CO

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA291 Valley KIA **Service District:** WE05

Phone: (209) 232-1542

Contact: Tanner Smith **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - No communication # U012287, C163386, C162587, C163381, C164282, C180581. C162587, C165686, C16

Symptom: Warning Light On

System: Body Electrical

Component:

Resolution: **Category:** Repair Assistance

Case History

*** 08/10/2021 09:31:38 ***
Contact = Tanner Smith, Priority = Standard, Sub Status = Dispatched

*** 08/10/2021 09:31:39 ***
Web - Problem Description created on 08/10/2021 09:31:39 and created by Tanner Smith

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND
TRANSMISSION IS STARTING SHIFT ROUGH AND CRUISE CONTROL IS
INOP CHECK AND ADVISE .

*** 08/10/2021 09:31:39 ***
Web - Diagnostics created on 08/10/2021 09:31:39 and created by Tanner Smith

SCANNED FOR DTC'S NO CURRENT CODES FOUND 40
CAN-BUS HISTORY CODES PRESENT. CEL IN INSTRUMENT CLUSTER IS
ON. TEST DROVE ON LOOP, VERIFIED CRUISE CONTROL NOT WORKING,
MULTIPLE WARNING MESSAGES CAME ON DASH FOR RADAR SYSTEMS,
ABS, AND TPMS WHEN ATTEMPTING TO TURN ON CRUISE CONTROL,
SPEEDOMETER STOPPED WORKING INTERMITTENTLY, TRANSMISSION
SHIFTING IN PROPER WORKING ORDER, AC ALSO BLOWING COLD
DURING ENTIRE DRIVE. RESCANNED FOR DTC'S FOUND CURRENT CODES
U012287, C163386, C162587, C163381, C164282, C180581.
C162587, C165686, C163381, C162587, C162500. PLEASE ADVISE.

*** 08/10/2021 09:32:21 ***
Web - Note created on 08/10/2021 09:32:21 and created by Tanner Smith

SEE PREVIOUS TECHLINE CASES FOR HISTORY, REPLACED TRANSMISSION ASSEMBLY TWICE ALREADY.

*** 08/10/2021 12:13:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/10/2021 12:24:46 and created by Frank Lusic ***
1: Hello Tanner
1, Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, anything connected to the DLC or DLC wiring, or trailer wiring?
2, I do not see that these codes were present prior to the transmission replacement
3, have you gone over all of the connections for the transmission and all grounds too ?

*** 08/18/2021 11:22:37 ***
Web - Note created on 08/18/2021 11:22:37 and created by Tanner Smith

1. VEHICLE HAS NO INSTALLED DEALER OR AFTERMARKET ACCESSORIES.
2. I DID NOT DIAGNOSIS THE TRANSMISSION FOR INITIAL REPLACEMENT, NO DOCUMENTATION OF ANY OF THESE CODES WERE FOUND OR PROVIDED FROM PREVIOUS TECH.
3. WENT OVER ALL CONNECTIONS AND GROUNDS FOR TRANSMISSION. ALL CONNECTED IN PROPER WORKING ORDER, ATTACHED A PICTURE OF CONNECTIONS.

*** 08/18/2021 11:23:17 ***
20210818_111638.jpg added by Tanner Smith on 08/18/2021 11:23:16

*** 08/18/2021 11:23:18 ***
20210818_111647.jpg added by Tanner Smith on 08/18/2021 11:23:17

*** 08/18/2021 11:48:05 ***
Inspection requested by Frank
Request Code: TL-CA291-[redacted]81821
Request Details: Provide location details if activity will not take place at a Kia dealership. due to time down, repair attempts

*** Web - Advice created on 08/18/2021 11:53:55 and created by Frank Lusic ***
1: C-CAN Telluride

1, Please use your VMI and graph the C CAN line signals both high and low at pins 29 and 30 at the ICU junction Block connector ICU-F , (PLUGGED IN) They should mimic each other, Then take a screen shot and attach it to the case,
2,with the battery disconnected
Using your DVOM measure the resistance the resistance of the CAN circuit with the ignition off
Using your DVOM measure the resistance the resistance of the CAN circuit between pins at pins 29 and 30 at the ICU junction Block connector ICU-F (PLUGGED IN

2: P CAN
1, , Please use your VMI and graph the P CAN line signals both high and low at pins 22-23 at the ICU junction Block connector ICU-F , (PLUGGED IN) They should mimic each other, Then take a screen shot and attach it to the case
2, then at the following connectors start wiggling the wires to see if the signal glitches MF11 pins 19-20 EF21 pins 23-24
3, with the battery disconnected
Using your DVOM measure the resistance the resistance of the CAN circuit with the ignition off
Using your DVOM measure the resistance the resistance of the CAN circuit between pins at pins 22-23 at the ICU junction Block connector ICU-F , (PLUGGED IN)

*** 08/19/2021 12:29:43 ***
Oscilloscope_20210819_104113.vsf added by Tanner Smith on 08/19/2021 12:29:43

*** 08/19/2021 12:31:27 ***
20210819_122534.jpg added by Tanner Smith on 08/19/2021 12:31:26

*** 08/19/2021 12:31:29 ***
20210819_122539.jpg added by Tanner Smith on 08/19/2021 12:31:28

*** 08/19/2021 12:31:31 ***
20210819_122545.jpg added by Tanner Smith on 08/19/2021 12:31:29

*** 08/19/2021 12:31:32 ***
20210819_122549.jpg added by Tanner Smith on 08/19/2021 12:31:31

*** 08/19/2021 12:31:34 ***
20210819_122554.jpg added by Tanner Smith on 08/19/2021 12:31:33

*** 08/19/2021 12:31:36 ***
20210819_122559.jpg added by Tanner Smith on 08/19/2021 12:31:35

*** 08/19/2021 12:31:38 ***
20210819_122605.jpg added by Tanner Smith on 08/19/2021 12:31:37

*** 08/19/2021 12:31:39 ***
20210819_122610.jpg added by Tanner Smith on 08/19/2021 12:31:38

*** 08/19/2021 12:34:08 ***
Web - Note created on 08/19/2021 12:34:08 and created by Tanner Smith

VISUALLY INSPECTED PINS AT CONNECTOR ICU-F, NO ISSUES FOUND. GRAPHED
VOLTAGE OF C-CAN LINE SIGNALS AT CONNECTOR ICU-F PINS 29 AND
30, GRAPHED VOLTAGE OF P-CAN LINE SIGNALS AT CONNECTOR ICU-F
PINS 22 AND 23, WIGGLED CONNECTORS MF11 AND EF11 WHILE
OBSERVING P-CAN VOLTAGE NO CHANGES OBSERVED. GRAPHED VOLTAGES WITH CONNECTOR PLUGGED IN, VEHICLE BATTERY CONNECTED, KEY IN ON POSITION. BOTH P AND C CAN VOLTAGES ARE NOT MIMICING EACHOTHER. MEASURED RESISTANCE AT 160.8 OHMS
BETWEEN PINS 29-30 ON CONNECTOR ICU-F AND MEASURED RESISTANCE AT 2.661 MEGA OHMS
BETWEEN PINS 22-23 ON CONNECTOR ICU-F. MEASURED RESISTANCES WITH CONNECTOR UNPLUGGED, BATTERY DISCONNECTED, AND KEY IN OFF POSITION. ATTACHED SCREENSHOTS OF DATA. PLEASE ADVISE.

*** 08/19/2021 12:46:24 ***
OSC2.vsf added by Tanner Smith on 08/19/2021 12:46:24

*** Web - Advice created on 08/19/2021 13:13:42 and created by Frank Lusic ***
1: 2.6 Mega ohms between pins 29-30 ? the proper resistance should be 60 ohms,
are you sure you checked the correct pins ?
please recheck
if you are on the correct pins
disconnect ICU-F
check the resistance on the harness side and on the ICU side too pins 29-30

*** 08/23/2021 10:31:29 ***
Web - Note created on 08/23/2021 10:31:29 and created by Tanner Smith

ORIGINALLY MEASURED 160.8
OHMS BETWEEN PINS 29 & 30. 2.661 MEGA OHMS BETWEEN PINS
22-23. RECHECKED RESISTANCE MEASUREMENTS FOR BOTH SETS OF
PINS. VERIFED MEASUREMENTS AT 160.8 OHMS BETWEEN PINS 29 &
30. 2.676 MEGA OHMS BETWEEN PINS 22-23. SINCE RESISTANCE IS
OUT OF SPEC DISCONNECTED ICU-F, MEASURED RESISTANCE ON
HARNESS SIDE FOR PINS 22-23 AT OL NO CONTINUITY, MEASURED RESISTANCE ON
ICU SIDE FOR PINS 22-23 AT OL NO CONTINUITY. CHECKED CONTINUITY OF ALL FUSES ON ICU, ALL GOOD.

*** Web - Advice created on 08/23/2021 10:59:34 and created by Frank Lusic ***
1: I am taking my lunch break now, please call me in an hour

*** 08/25/2021 08:06:33 ***
Web - Note created on 08/25/2021 08:06:33 and created by Tanner Smith

CAN I HAVE A NUMBER TO CALL?

*** Web - Advice created on 08/25/2021 08:17:07 and created by Frank Lusic ***
1: in the tech line case , there is a tab contact tech line

*** Web - Advice created on 08/25/2021 08:41:39 and created by Frank Lusic ***
1: Tanner called in , I asked him to remeasure the resistance between 29-30 at ICU/F
if he is still reading 120 ohms
measure the resistance between pins 48-48 at MF 11
disconnect MF11 ,
check the resistance between pins 48-49 male and female sides

*** 08/25/2021 09:52:43 ***
Web - Note created on 08/25/2021 09:52:42 and created by Tanner Smith

WAS PREVIOUSLY USING SHOP OSCILLOSCOPE/DVOM ON KDS, USED FLUKE 88 MULTIMETER TO RETEST RESISTANCE OF ICU/F PINS 29-30 AT 60.3 OHMS AND PINS 22-23 AT 373.1 K OHMS. RETESTED BOTH SINCE PREVIOUS METER WAS OFF.

*** 08/25/2021 09:52:44 ***
20210825_090115.jpg added by Tanner Smith on 08/25/2021 09:52:44

*** 08/25/2021 09:52:46 ***
20210825_094428.jpg added by Tanner Smith on 08/25/2021 09:52:45

*** Web - Advice created on 08/25/2021 10:09:19 and created by Frank Lusic ***
1: be sure that the battery is disconnected
ICU-F connected
1, disconnect MF11,
2, check the resistance between pins 19-20 on the male and female sides

*** 08/25/2021 13:16:56 ***
Web - Note created on 08/25/2021 13:16:56 and created by Tanner Smith

CONFIRMED BATTERY IS DISCONNECTED, ICU-F CONNECTED. DISCONNECTED MF11 AND MEASURED RESISTANCE BETWEEN PINS 19-20 AT 122 OHMS ON MALE SIDE, 120 OHMS ON FEMALE SIDE.

*** Web - Advice created on 08/25/2021 13:36:10 and created by Frank Lusic ***
1: this is the normal resistance reading ,
1, check pin fit on the female pins using the proper tool, adjust with a pick if loose,
2, reconnect MF11
3, recheck the resistance at ICU/F pins 22-23

*** 08/25/2021 15:01:20 ***
Web - Note created on 08/25/2021 15:01:20 and created by Tanner Smith

CHECKED TENSION OF FEMALE PINS ON CONNECTOR MF11, SNUG FIT FELT ON ALL PINS. RECONNECTED MF11 AND REMEASURED RESISTANCE FOR CONNECTOR ICU/F PINS 22-23 AT 366.2 K OHMS.

*** Web - Advice created on 08/26/2021 05:47:56 and created by Frank Lusic ***
1: attach a picture of the pins that you are testing 22-23 ICU/F

*** 08/26/2021 07:28:38 ***
An FTS is scheduled to inspect this VIN on 09/01/2021 at CA291.

*** 08/26/2021 08:37:56 ***
20210826_083134.jpg added by Tanner Smith on 08/26/2021 08:37:56

*** 08/26/2021 08:38:14 ***
Web - Note created on 08/26/2021 08:38:14 and created by Tanner Smith

ATTACHED PICTURE USING BOBBY PINS TO SHOW THE RED/ORANGE AND TAN WIRES BEING TESTED. USED BACKPROBES TO PERFORM PREVIOUS TESTING USED PINS IN PICTURE FOR BETTER VISIBILITY.

*** Web - FTS Summary created on 09/03/2021 10:57:14 and created by Alex Mills ***
Inspected this vehicle on 9-1-2021. Test drove and confirmed the concern that multiple warning lights come on the dash while driving and CAN related DTCs are set. Using an oscilloscope found the P-CAN to be shorted to power from the transmission electric oil pump. Inspected EOP and found the connector at the pump to be corroded. Advised the dealer to replace the Battery Harness.

*** 09/17/2021 15:48:45 ***
Web - Note created on 09/17/2021 15:48:44 and created by Tanner Smith

REPLACED BATTERY HARNESS, CAR REPAIRED. UNABLE TO CLOSE CASE UNDER "WARNING LIGHT" FAULT, ASKING TO SELECT COMPONENT WHEN BOX IS GREYED OUT. PLEASE CLOSE CASE.

*** Case has been auto closed by the system on 09/19/2021 01:13:17 (PST)

Attachments

20210818_111638.jpg.jpg, 20210818_111647.jpg.jpg, 20210819_122534.jpg.jpg, 20210819_122610.jpg.jpg, Oscilloscope_20210819_104113.vsf.vsf, 20210819_122539.jpg.jpg, 20210819_122545.jpg.jpg, 20210819_122549.jpg.jpg, 20210819_122554.jpg.jpg, 20210819_122559.jpg.jpg, 20210819_122605.jpg.jpg, OSC2.vsf.vsf, 20210825_090115.jpg.jpg, 20210825_094428.jpg.jpg, 20210826_083134.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP34HCXLG[redacted] **Mileage:** 24,276 **Repair Date:** 06/15/2021

Prod Date: 01/02/2020 **Warranty Start Date:** 01/15/2020 **RO Number:** [redacted]

Port Options: CF, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN027 Gossett KIA **Service District:** SO09

Phone: (901) 388-8989

Contact: Steve Leon **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: MIL - IP Cluster # C162800 - B261700 - C162887 - C162887 - C162808

Symptom: Gauges (General)

System: Body Electrical

Component: CAN BUS Communication Line

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/10/2021 12:16:09 ***
Contact = Steve Leon, Priority = Standard, Sub Status = Dispatched

*** 08/10/2021 12:16:09 ***
Web - Problem Description created on 08/10/2021 12:01:27 and created by Steve Leon

customer states the gages are inoperative (fuel, tach, speedometer, temperature). The ATC is not controllable and doesn't display temperature. The MIL is on.

*** 08/10/2021 12:16:10 ***
Web - Diagnostics created on 08/10/2021 12:01:27 and created by Steve Leon

Technician pulled faults (were in history status) and started taking the dash apart in order to test the P CAN components. At that point the vehicle was resigned to me for repairs. The vehicle now has no faults history or current. No warning lights and everything seems to be working normal at this time. Customer stated the vehicle has done this before and was taken to a Kia dealership in Chattanooga, TN. They made repairs to the vehicle that lasted less than a week before the same issue returned. See photos for list of DTC's.

*** 08/10/2021 12:16:13 ***
16286227692152115104030054800811.jpg added by Steve Leon on 08/10/2021 12:16:11

*** 08/10/2021 12:16:15 ***
16286228375605648868001217694268.jpg added by Steve Leon on 08/10/2021 12:16:13

*** 08/10/2021 15:03:31 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 08/10/2021 15:21:47 and created by Juan Vazquez ***
1: Thank you for that information. I see multiple codes form the SCC, BSD, MFC, ICU, SRS, EPS and Brake, I see they are all related to the cluster.

Did you induce these DTCs during your diagnosis?

If you did, please clear all DTCs, road test and see what DTCs return.

If the cluster connector is accessible, please inspect all pins, specially CAN communication, pins 33, 32 29 and 30 and if OK, apply stabilant before reconnecting.

Road test vehicle and wile monitoring cluster live data, let me know if you loose communication.

*** Service Alert Escalated to CA as: 14311339 on 08/11/2021 01:07:56 (PST)

*** Case has been auto closed by the system on 08/26/2021 01:13:22 (PST)
*** 09/09/2021 08:06:56 ***
Case Number: [redacted] Reopen Requested by Steve Leon.
Reason: [this vehicle is back with the same issue]

*** 09/09/2021 09:05:04 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/09/2021 09:05:29 and created by Juan Vazquez ***
1: Please continue with previous instructions and update case.

*** 09/10/2021 10:21:16 ***
Web - Note created on 09/10/2021 10:21:16 and created by Steve Leon

I was never able to duplicate the customer so we released the vehicle back to the owner. It was a week or so before he got back into town to pick the vehicle up. The vehicle started acting up as soon as he picked it up. I pulled the vehicle back into my stall and started checking it out the next morning. The instrument cluster was completely black with exception of the airbag warning light was on with the key on. The automatic temperature control was also blank however the ATC controls are functional. The list of history faults have returned. Could this be something other than a CAN issue since both the cluster and the ATC control loose there illumination when the avent occurs?

*** 09/10/2021 10:22:37 ***
Web - Note created on 09/10/2021 10:22:37 and created by Steve Leon

O FYI, the customer is a lawyer for FedEx

*** Web - Advice created on 09/11/2021 07:28:04 and created by Juan Vazquez ***
1: Can you duplicate it again? Or is this intermittent and it was just coincidence that it acted on you that morning?

Please remove MODULE 6 7.5A fuse from the ICU to see if the cluster and the temperature control both go blank like when you got it to act up.
This fuse powers the LOW DC-DC CONVERTER (AUDIO), A/C control module, Audio Keyboard and head unit.

Next, reinstall the fuse and disconnect the LOW DC-DC CONVERTER (AUDIO) connector M24 to see if the results are the same as you experienced that morning. Let me know what you find?

*** Phone - Advice created on 09/11/2021 08:14:38 and created by Juan Vazquez ***
1: Thank you Steve for that phone call. Per our conversation this vehicle is acting up a lot more now. Please remove cluster to get access to connector M08 and when the issue is present, back prove pins 39 to chassis ground and 40 to chassis ground to see which is loosing power.

If both pins have good voltage during this issue, then back prove pin 37 and provide a redundant external ground. Let me know what you find.

If you loose power at pin 40, you will have to access LOW DC-DC CONVERTER (AUDIO) connector M24 and check pin 4 and pin 1 voltage to chassis ground when the condition is present.

If you are only loosing power on pin 4 the LOW DC-DC CONVERTER (AUDIO) is faulty and it should be replaced.

*** Web - Advice created on 09/14/2021 07:48:28 and created by Juan Vazquez ***
1: Thank you Steve for that phone call. With the cluster inop, you have 12.12 volts at pin 39 and 11.9 volts at pin 40 (LOW DC-DC CONVERTER AUDIO),

While the problem is still active, check

voltage on LOW DC-DC CONVERTER AUDIO, connector M24 pin 1 to chassis ground.
voltage on LOW DC-DC CONVERTER AUDIO, connector M24 pin 4 to chassis ground.
voltage on LOW DC-DC CONVERTER AUDIO, connector M24 pin 1 to pin 10.

Also check voltage on the cluster using pin 37 on connector M08 as ground

ATC connector M11-A check the following while the fault is present.

voltage from connector M11-A pin 21 to chassis ground.
voltage from connector M11-A pin 22 to chassis ground.
voltage from connector M11-A pin 1 to chassis ground.
voltage from connector M11-A pin 21 to pin 40

All the voltage readings should be battery/ignition voltage. Let me know what you find.

*** Web - Advice created on 09/14/2021 11:08:01 and created by Juan Vazquez ***
1: Thank you Steve for that phone call. During our conversation you measured voltage on the illuminato up and down circuits on the cluster, pin 3 and 4. No voltage on pin 4, and 4.8 volts on pin 3. Based on this information I recommend replacing the custer.

Be sure to copy the variant codes before removing the cluster.

*** 09/23/2021 12:43:32 ***
Web - Note created on 09/23/2021 12:43:32 and created by Steve Leon

Replaced cluster, programmed variant coding and mileage, cleared faults, and test drove 30 miles to verify repairs

*** 09/23/2021 12:45:54 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: 940-1 941-1 conv 3.5 - adas - Brake C162808 CAN Time-Out ClusterJR01??? low dc-dc audio conv???

Attachments

1628622769215211510403005480081 1.jpg.jpg, 1628622837560564886800121769426 8.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76482.0

VIN: 5XYRKDLF0MG[redacted] **Mileage:** 8,269 **Repair Date:** 08/11/2021

Prod Date: 03/09/2021 **Warranty Start Date:** 05/01/2021 **RO Number:** [redacted]

Port Options: EH, CTS, CF, CN, SS, MUG

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NM017 Pitre KIA **Service District:** SW07

Phone: (505) 899-4848

Contact: Marlon Cruz **Contact Title:** Exclusive Kia Technician **Contact Phone:** (505) 803-4887

Case Details

Title: MIL - Smart Cruise Control # C136081 C15011F

Symptom: Warning Light On

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/11/2021 08:50:43 ***
Contact = Marlon Cruz, Priority = Standard, Sub Status = Dispatched

*** 08/11/2021 08:50:44 ***
Web - Problem Description created on 08/11/2021 08:50:43 and created by Marlon Cruz

dtc C136081 is active epb light on dtc C15011f

*** 08/11/2021 08:50:44 ***
Web - Diagnostics created on 08/11/2021 08:50:44 and created by Marlon Cruz

erased dtc and it came back right away it is active dtc , check all harness no damage found on the harness and on the dtc description says replaced HECU on the EPB error switch failure

*** 08/11/2021 11:23:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/11/2021 11:27:10 and created by John Nguyen ***
1: Marlon, please check for proper pin fitment at the SCC module. Is there any signs of physical damage to the sensor?
2: Are you able to locate a known good SCC module, install, calibrate and retest?

*** 08/11/2021 12:41:21 ***
Web - Note created on 08/11/2021 12:41:20 and created by Marlon Cruz

found whats going on on this, the front bumper is pushing the front radar harness connector lock tab that makes it unlocked to the connector and turn loose the code went away when i removed and reinstall the front radar connector check video

*** 08/11/2021 12:41:35 ***
20210811_133538[1].mp4 added by Marlon Cruz on 08/11/2021 12:41:21

*** 08/11/2021 13:02:46 ***
Web - Note created on 08/11/2021 13:02:46 and created by Marlon Cruz

it goes to active fault the fr radar once you started the engine in dtc description says faulty hecu

*** 08/11/2021 13:04:07 ***
Web - Note created on 08/11/2021 13:04:07 and created by Marlon Cruz

and i dont have a test part and we dont have one in lot and the parts catalog in parts dept is not working

*** Web - Advice created on 08/11/2021 13:50:20 and created by John Nguyen ***
1: Marlon, is the connector damaged or the pins bent?

*** 08/11/2021 13:54:03 ***
Web - Note created on 08/11/2021 13:54:03 and created by Marlon Cruz

nope even the tensions are good no bend pins no harness damaged

*** 08/11/2021 14:32:50 ***
Web - Note created on 08/11/2021 14:32:50 and created by Marlon Cruz

i press the cruise control and the fr camera code pop up C186286

*** 08/11/2021 14:34:52 ***
Web - Note created on 08/11/2021 14:34:52 and created by Marlon Cruz

attach scan dtc active

*** 08/11/2021 14:34:53 ***
GDSM_Printing3[1].PDF added by Marlon Cruz on 08/11/2021 14:34:53

*** Web - Advice created on 08/11/2021 14:48:15 and created by John Nguyen ***
1: Marlon, based on the information that you have provided I would recommend to replace the SCC module and retest.

*** 08/11/2021 15:42:11 ***
Web - Note created on 08/11/2021 15:42:11 and created by Marlon Cruz

scc is the front radar

*** Web - Advice created on 08/11/2021 15:47:42 and created by John Nguyen ***
1: Marlon that is correct.

*** 08/12/2021 07:51:53 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Requested additional information.

Attachments

20210811_133538[1].mp4.mp4, GDSM_Printing3[1].PDF.PDF

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 2.5L TURBO **Model Code:**

VIN: 5XXG44J82MG[redacted] **Mileage:** 5,033 **Repair Date:** 08/16/2021

Prod Date: 12/22/2020 **Warranty Start Date:** 03/20/2021 **RO Number:** [redacted]

Port Options: LTL, SPL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MN014 Luther KIA of Bloomington **Service District:** CE08

Phone: (952) 258-8400

Contact: dmitrii dolbinov **Contact Title:** Maintenance Technician **Contact Phone:**

Case Details

Title: MIL - PCM # P065312

Symptom: Stalling

System: Engine Mechanical

Component: Throttle body

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** 08/16/2021 11:49:08 ***
Contact = dmitrii dolbinov, Priority = Standard, Sub Status = Dispatched

*** 08/16/2021 11:49:08 ***
Web - Problem Description created on 08/16/2021 11:49:08 and created by dmitrii dolbinov

C/S they were driving down the highway and check engine light came on, then codes P065312 came up, stating power possible issue, they lost acceleration, lost power, they could still steer and brake, no longer on, it stated check cruise control.

*** 08/16/2021 11:49:08 ***
Web - Diagnostics created on 08/16/2021 11:49:08 and created by dmitrii dolbinov

Not able to duplicate problem during inspection. Found DTC P065312. Drove 10 miles test. No problem and DTC during test. Performed throttle body connector visual inspection. Found no damages.

*** 08/16/2021 11:52:11 ***
Accepted, from Queue = Level 2 Restricted Dealers to WIPBin default-1

*** 08/16/2021 11:52:25 ***
Dispatched from WIPBin = default-1 to Queue TL_Default by David Ferger
Reason:

*** 08/16/2021 14:28:03 ***
Accepted, from Queue = TL_Default to WIPBin Default

*** Web - Advice created on 08/16/2021 14:33:49 and created by John Nguyen ***
1: Dmitrii, please graph the throttle position sensor as outlined in the DTC inspection section in KGIS. If you use the pin drag tool to check for poor pin fitment does it pass? Are you able to apply stabilant to the connector.

*** 08/20/2021 13:58:07 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: customer released vehicle

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 CARNIVAL
Engine: 3.5L V6 GDI
Model Code:
VIN: KNDNE5H30N6[redacted]
Mileage: 5,280
Repair Date: 08/16/2021
Prod Date: 03/31/2021
Warranty Start Date: 06/09/2021
RO Number: [redacted]
Port Options: CF8
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WI037 Van Horn KIA
Service District: CE07
Phone: (920) 453-0853
Contact: MAX UMBS
Contact Title: Exclusive Kia Technician
Contact Phone: (414) 491-1743

Case Details

Title: ElecSys General-Smart Cruise # conditions not met message
Symptom: Cruise Contol Inop
System: Cruise Control
Component: Cruise Control Module
Resolution: Improper Adjustment
Category: Repair Assistance

Case History

*** 08/16/2021 14:37:01 ***
Contact = MAX UMBS, Priority = Standard, Sub Status = Dispatched

*** 08/16/2021 14:37:02 ***
Web - Problem Description created on 08/16/2021 14:25:37 and created by MAX UMBS

Customer has concern of Smart Cruise Control does not operate correctly, gets multiple warnings on Instrument Cluster: "Smart Cruise Control Conditions Not Met", followed by "Radar Blocked", and "Forward Collision Assist Inop". Test drove: Verified Concern. Also noted that when Smart Cruise is functioning, it does not always detect the vehicle in front and will continue at set speed unless driver deactivates cruise...does not matter what distance setting is used. Installed KDS, No DTCs Present even when checking codes with vehicle on after fault occurred. Inspected Front Radar: found NO damage present to front bumper cover, no damage present to radar, radar mounted into bracket securely. Vehicle DID have an aftermarket "GPS Tracking Unit" plugged into the DLC Connector, but the fault is present even with that removed and the ignition cycled off/on. Looking for any knowns or any direction I can try to go with this concern. Please advise.

*** 08/16/2021 14:37:02 ***
Web - Diagnostics created on 08/16/2021 14:35:37 and created by MAX UMBS

see above

*** Case Escalated to CA as: 14321207 on 08/17/2021 01:15:54 (PST)

*** 08/17/2021 06:10:06 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti_Cadenza_Seltos_Carnival to WIPBin default

*** Web - Advice created on 08/17/2021 06:29:37 and created by Brian Lall ***
1: Max, I have seen multiple intermittent concerns caused by DLC trackers in many systems. Please recommend that the customer no longer use that device to ensure the correct operation of the vehicle. Please refer to the shop manual and complete the front radar installation angle and adjustment (calibration) procedures, then retest. Thanks.

*** 08/18/2021 05:53:14 ***
Web - Note created on 08/18/2021 05:53:13 and created by MAX UMBS

Test drove with DLC Tracker completely removed from vehicle. Found concern was still present. Removed front bumper cover and inspected vertical angle of front radar: Radar Vertical angle at -10 Degrees. Vehicle shows ZERO signs of collision damage or repair. (was not told how long the customer has been experiencing this concern) Vertical adjustment screw looks to be backed out considerably. Attempted to turn adjuster screw in to bring vertical angle to the -0.5 Degree spec, screw turns VERY hard to the point that the torx head has started to strip out.

Adjuster/Bracket looks to only be serviced with the front radar, and looks to be about a week away (not available at our facing PDC, transfer times between PDCs are several days). Customer is from out of state. Will be looking to see if we are going to be able to accommodate the customer and repair his vehicle or if they will be taking it as is.

*** Web - Advice created on 08/18/2021 06:46:35 and created by Brian Lall ***
1: Good job finding the angle is incorrect and thanks for letting me know what you found. If the bumper is still removed please take pictures showing the damaged adjustment screw and showing the incorrect angle (for documentation) and attach the pictures to the case. Thanks.

*** 08/18/2021 07:04:05 ***
Web - Note created on 08/18/2021 07:04:04 and created by MAX UMBS

My apologies. Vehicle is already back together as the customer requested his vehicle back. However...on a whim, I decided to see if I could bend the mounting bracket (that is welded to the front bumper support bar)… The mounting bracket is not very rigid (think wet paper), and I was able to bend the bracket and achieve the correct vertical angle. Test drove the vehicle and the smart cruise works perfectly.

The bracket on the front bumper support bar takes almost no effort to bend. Looking closely at the front bumper cover, I see no witness marks to indicate any sort of collision damage. Although given how easily the bracket bends, I don't see it take much force to actually move the radar out of vertical alignment. I do find it strange that even though it was 9.5 degrees out of spec, it did not set any DTCs.

*** Web - Advice created on 08/18/2021 08:20:38 and created by Brian Lall ***
1: Good job finding a way to adjust the angle. I am not sure what the parameters are to cause a DTC. If the vehicle is being released, please close the case. If our service has been good and helpful for you today, please take a few minutes to fill out a survey about the agent's performance. This survey can have a positive impact for our department. Thank you.

*** 08/18/2021 08:22:55 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: Found Front Radar vertical angle out of specification, adjuster seized. Was able to (easily) bend mounting bracket to achieve specified vertical angle.

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG34J20MG[redacted] **Mileage:** 6,730 **Repair Date:** 08/17/2021

Prod Date: 02/16/2021 **Warranty Start Date:** 03/27/2021 **RO Number:** [redacted]

Port Options: EH, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX147 Peltier KIA Tyler **Service District:** SW02

Phone: (903) 581-7688

Contact: Ruben Gutierrez **Contact Title:** Exclusive Kia Technician **Contact Phone:** (903) 275-8130

Case Details

Title: Cruise control - Inop # LH EPB C241611 C186286 C136081 C128504

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Elec Harness Pinched **Category:** Repair Assistance

Case History

*** 08/17/2021 06:52:22 ***
Contact = Ruben Gutierrez, Priority = Standard, Sub Status = Dispatched

*** 08/17/2021 06:52:22 ***
Web - Problem Description created on 08/17/2021 06:52:22 and created by Ruben Gutierrez

customer states check smart cruise control message comes up on cluster, and parking brake light comes on.

*** 08/17/2021 06:52:23 ***
Web - Diagnostics created on 08/17/2021 06:52:23 and created by Ruben Gutierrez

checked for dtcs and found c136081 in front radar, c186286 in front view camera, and c241611 in brake system, (abs module and left rear caliper has previously been replaced) checked for wiring for any damage or aftermarket components none found clear dtcs and test drove vehicle, dtc that comes back first c136081 in front radar

*** 08/17/2021 09:31:25 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 08/17/2021 09:54:39 and created by Brian Hernandez ***
1: Disconnect the LH EPB, clear the codes and see if you still have that same code coming back. If not, replace that left EPB. If so please check out the DTC inspection section for the C241611 code.

*** 08/17/2021 14:31:32 ***

Web - Note created on 08/17/2021 14:31:32 and created by Ruben Gutierrez

cleared all dtcs and unplugged lf rear ccaliper motor connector, full dtc scan and found c241613 in abs/esc, and c136081 in front radar, so at this point do i replaced lf rear epb?

*** Service Alert Escalated to CA as: 14274587 on 08/18/2021 01:06:13 (PST)
*** Web - Advice created on 08/18/2021 10:26:59 and created by Brian Hernandez ***
1: Yes please replace the EPB

*** 08/19/2021 12:28:06 ***
Web - Note created on 08/19/2021 12:28:06 and created by Ruben Gutierrez

About a week ago the left rear parking brake caliper was replaced

*** Web - Advice created on 08/20/2021 13:24:03 and created by Brian Hernandez ***
1: Did you have the two DTC's prior to replacing the HECU and LR caliper? Do those same DTC's stick around if you disconnect the FCA radar on the front bumper? Please check end to end resistance in the CAN lines from the FCA/SCC (Connector E57) to the HECU/ABS (Connector E04) Module. See SD200-2 for the diagram.

*** 08/21/2021 07:07:28 ***
Web - Note created on 08/21/2021 07:07:28 and created by Ruben Gutierrez

yes i had same codes berfore rear caliper and hecu replacement. clerared all dtcs and disconnected fca and others dtcs were set with fca is unplugged

*** 08/21/2021 07:40:18 ***
Web - Note created on 08/21/2021 07:40:18 and created by Ruben Gutierrez

disconnected fca and hecu checked resistance on c can high and low and high meters moves from 1.7 ohms to 5.0ohms up and down. and low stays around .7ohms

*** Web - Advice created on 08/23/2021 10:21:53 and created by Brian Hernandez ***
1: Looks like we have high resistance in the CAN High circuit. Maybe from a poor connection, a damaged wire, corrosion or something.
- Check resistance from E57 pin 4 (C-CAN High on the FCA/SCC Unit) to JE11 pin 5.
- Check resistance between E04 pin 19 (C-CAN High on the HECU/ESC Module) and JE01 pin 4.
Perform both tests with the battery unplugged and both connectors unplugged as well.
You should find under an ohm on both tests.

*** 08/23/2021 14:04:17 ***
Web - Note created on 08/23/2021 14:04:16 and created by Ruben Gutierrez

when doing this test i have to have the joint connectors unpplugged

*** Web - Advice created on 08/23/2021 17:16:53 and created by Brian Hernandez ***
1: Yes, correct. Please have both the joint connectors unplugged when testing.

*** 08/24/2021 06:42:21 ***
Web - Note created on 08/24/2021 06:42:21 and created by Ruben Gutierrez

Im sorry lets go back to checking from from hecu to scc module, my readings i stated previously were wrong, results are under 1ohm, i guess my leads went bad during testing, in trash now i got new known good ones.

*** Web - Advice created on 08/24/2021 09:54:30 and created by Brian Hernandez ***
1: Thanks Ruben,
Go back to the DTC Inspection section to check out the wave graphs in the KDS to compare them to what you see in the DTC Inspection for C241611. If they look the same, move onto the Wiring Inspection.

*** 08/24/2021 11:58:51 ***
Web - Note created on 08/24/2021 11:58:50 and created by Maximino Gutierrez

graph both epbs while appling parking brake and compared to dtcs inspection found graph good

*** Web - Advice created on 08/24/2021 17:14:23 and created by Brian Hernandez ***
1: Please perform the Wiring Inspection, including the oscilloscope graph readings. Please attach pictures showing the graph readings to the case for review.
Thank you, Ruben.

*** 09/07/2021 09:29:08 ***
Case Closed with Resolution Code: Elec Harness Pinched
Resolution Summary: FOUND HARNESS COMUNICATION WIRES SHORTING TO GROUND AT DRIVERS SIDE KICK PANEL BEHINED HOOD RELEASE TRIM

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP5DHC8LG[redacted] **Mileage:** 30,943 **Repair Date:** 08/16/2021

Prod Date: 12/04/2019 **Warranty Start Date:** 12/24/2019 **RO Number:** [redacted]

Port Options: CN, CF, IL, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IN026 KIA of Muncie **Service District:** CE09

Phone: (765) 587-5421

Contact: Rick Rhum **Contact Title:** Technician Trainee **Contact Phone:**

Case Details

Title: MIL - IP Cluster #

Symptom: Gauges (General)

System: Body Electrical

Component: Meter Set (Gauge Cluster)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/17/2021 12:34:05 ***
Contact = aaron addison, Priority = Standard, Sub Status = Dispatched

*** 08/17/2021 12:34:05 ***
Web - Problem Description created on 08/17/2021 12:30:35 and created by aaron addison

Customer states the cluster goes black, airbag light on, Has happened multiple times, issue is becoming more frequent. Confirmed customers complaint, found Instrument cluster all dark, only indicator is Airbag warning lamp, tach is stuck at 2500 RPMs, Speedo stuck at 30 mph, Fuel gauge stuck on full, both HVAC screens are black, no interior illumination on buttons. Sound for turn signals INOP. No turn signal or high beam indicators on dash when in use.

*** 08/17/2021 12:34:06 ***
Web - Diagnostics created on 08/17/2021 12:30:35 and created by aaron addison

Checked DTC's, found ICU- C1628(CAN Time-Out Cluster) EPS C162887 (CAN Time0Out Cluster) SCC-C162887 and C180581. MFC C162887 and C186286. BCW-C162887.AIRBAG B261700 (CLuster Airbag Warning Lamp CAN Message Timeout) ABSESC C162808. ENGINE-P046200 Fuel Level Sensor "A" Circuit Low. Found No communication with Cluster at all. Checked Cluster 7.5 amp fuse-good. Removed cluster assembly, found power at M08 Pins 39 and 40. Good continuity to ground at M08 Pins 1 and 37. Checked Pin Fit at M08, Pin fit feels good on all terminals. Plugged Cluster back in and found everything to return to normal. There is no software update available for clusters on a 2020. Any known issues of freezing or INOP conditions? With pin fit good and all powers and grounds present, leading to an internal cluster issue.

*** 08/17/2021 12:38:01 ***
20210816_114609.mp4 added by aaron addison on 08/17/2021 12:37:54

*** 08/17/2021 12:38:04 ***
20210816_114554.jpg added by aaron addison on 08/17/2021 12:38:01

*** 08/18/2021 04:59:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/18/2021 05:06:56 and created by Tony Thomas ***
1: With can timeout cluster in multiple modules I agree it is the cluster or can connections to the cluster. Add Stabilant to the male pins and retest. If the codes return, swap the cluster and retest.

*** 08/18/2021 12:24:29 ***
Web - Note created on 08/18/2021 12:24:29 and created by aaron addison

Performed 3 coats of stabilnt22A to male terminals on cluster assembly. Reassembled vehicle, cleared DTC's and performed short test drive. So far issue has not occurred after application. Will continue to test drive.

*** Web - Advice created on 08/18/2021 13:10:30 and created by Tony Thomas ***
1: Thank you Aaron.

*** 08/19/2021 15:11:56 ***
Web - Note created on 08/19/2021 15:11:56 and created by aaron addison

After multiple test drives, approx. 60 miles. Instrument cluster went black again.

*** Web - Advice created on 08/20/2021 04:45:58 and created by Tony Thomas ***
1: Please replace the cluster, retain parts for collection and close this case and submit your warranty claim immediately after the repairs have been completed.

*** 08/20/2021 05:02:06 ***
Web - Note created on 08/20/2021 05:02:06 and created by aaron addison

Will order cluster at this time. DTC's are the same as they were. Want me to close this case now?

*** Web - Advice created on 08/20/2021 05:08:08 and created by Tony Thomas ***
1: Leave the case open for now and swap a known good for testing purposes if you have one that may have failed for a different reason.

*** 08/20/2021 10:16:13 ***
Web - Note created on 08/20/2021 10:16:13 and created by aaron addison

We do not have a Telluride here currently that I can swap a cluster out of. I do not know when we may get one with a compatible cluster in.

*** Web - Advice created on 08/20/2021 10:42:40 and created by Tony Thomas ***
1: Understood.

*** 08/20/2021 10:45:31 ***
Web - Note created on 08/20/2021 10:45:31 and created by aaron addison

Should I get DPSM approval before proceeding? Or try to hold out for a donor vehicle to come in?

*** Web - Advice created on 08/20/2021 10:59:50 and created by Tony Thomas ***
1: Order the cluster and swap known good if you have an opportunity before the new replacement arrives.

*** 08/20/2021 11:39:30 ***
Web - Note created on 08/20/2021 11:39:30 and created by aaron addison

Thank you, Ill let ya know which every happens first.

*** Web - Advice created on 08/20/2021 11:43:29 and created by Tony Thomas ***
1: Thanks.

*** Service Alert Escalated to CA as: 14306502 on 08/24/2021 01:06:48 (PST)
*** 09/01/2021 05:14:23 ***
Web - Note created on 09/01/2021 05:14:23 and created by aaron addison

So far no vehicle to swap from and no parts. Just keeping case open!

*** Web - Advice created on 09/01/2021 05:15:10 and created by Tony Thomas ***
1: Thanks for the update.

*** 09/13/2021 08:13:10 ***
Web - Note created on 09/13/2021 08:13:09 and created by aaron addison

Still no parts and no non customer vehicle to swap from. Keeping case open.

*** Web - Advice created on 09/13/2021 08:30:11 and created by Tony Thomas ***

1: Thanks.

*** 09/24/2021 04:53:05 ***
Web - Note created on 09/24/2021 04:53:05 and created by aaron addison

Still no parts and no non customer vehicle to swap from. Keeping case open.

*** Web - Advice created on 09/24/2021 05:01:25 and created by Tony Thomas ***
1: Thanks for the update.

*** 09/27/2021 13:46:20 ***
Web - Note created on 09/27/2021 13:46:20 and created by Jeff Harris

Original Technician Aaron Addison (BZRW) is on vacation, Technician (EMAN) Rick Rhum installed instrument cluster and verified operation ok at this time, calling customer for pick up this evening , part has been on national back order and arrived Saturday.

Thanks

*** Web - Advice created on 09/27/2021 14:01:52 and created by Tony Thomas ***
1: Thanks Rick. Close the case if the repairs are completed or if no assistance is needed. Thank you.

*** 10/07/2021 06:31:31 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced dash cluster

Attachments

20210816_114609.mp4.mp4, 20210816_114554.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG64J21MG[redacted] **Mileage:** 23,613 **Repair Date:** 08/03/2021

Prod Date: 09/29/2020 **Warranty Start Date:** 10/19/2020 **RO Number:** [redacted]

Port Options: CF, CA, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: LA053 Leblanc KIA **Service District:** SW01

Phone: (337) 717-1111

Contact: GERALD PROVOST **Contact Title:** Dual Technician **Contact Phone:** (337) 552-1031

Case Details

Title: Cruise control - Inop # C16B687 C163808 B100152

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/19/2021 04:42:08 ***
Contact = GERALD PROVOST, Priority = Standard, Sub Status = Dispatched

*** 08/19/2021 04:42:08 ***
Web - Problem Description created on 08/19/2021 04:15:33 and created by GERALD PROVOST

cruise control is not working and has light on dash

*** 08/19/2021 04:42:09 ***
Web - Diagnostics created on 08/19/2021 04:15:33 and created by GERALD PROVOST

has code c16b687 can time-out aeb c163808 can time out acc/ scc c16b687 can time out fca clu b100152 such missing error . Start diag with c16b687 front view camera found that cruise fuse was burnt replace fuse code still there check for voltage at sccc/fca connector at terminal 6 has 12 volt check for ground at scc/fca connector 1 is below 1 ohm . Perform pin test at smart cruise control unit connector found that Pin is loosen. check mfcconnector10 c_canhigh and scc/fca connector 4 high is below 1ohm Mfc connector 4 c_can low and scc/fca connector 5c_cam low is below 1 ohm. Having trouble with the vmi power up to run the oscilloscope .any advice

*** 08/19/2021 04:42:12 ***
16293729500956572436999075730485.jpg added by GERALD PROVOST on 08/19/2021 04:42:10

*** 08/19/2021 08:04:37 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 08/19/2021 08:20:03 and created by Brian Hernandez ***

1: Did you clear the codes after replacing the fuse? For some extra help with the VMI I would recommend to speak with GIT HelpDesk (888) 542-4371 to get it running to view the scope graph. I am interested to see how the graph turns up.

*** Service Alert Escalated to CA as: 14328510 on 08/20/2021 01:08:03 (PST)

*** 08/31/2021 04:27:28 ***
Web - Note created on 08/31/2021 04:27:27 and created by GERALD PROVOST

order v m I cable wait for cable to come in

*** Web - Advice created on 09/01/2021 13:42:11 and created by Brian Hernandez ***
1: Thank you for keeping the case updated, Gerald.

*** 09/07/2021 04:55:18 ***
Web - Note created on 09/07/2021 04:55:17 and created by GERALD PROVOST

still WAITING FOR CABLE

*** Web - Advice created on 09/07/2021 13:49:28 and created by Brian Hernandez ***
1: Thanks Gerald.

*** 09/20/2021 04:52:23 ***
Web - Note created on 09/20/2021 04:52:23 and created by GERALD PROVOST

still waiting for cable

*** 09/21/2021 04:19:06 ***
Web - Note created on 09/21/2021 04:19:05 and created by GERALD PROVOST

have cable see attachment

*** 09/21/2021 04:19:11 ***
Oscilloscope_20210921_060338.vsf added by GERALD PROVOST on 09/21/2021 04:19:10

*** 09/21/2021 04:19:12 ***
Oscilloscope_20210921_060505.vsf added by GERALD PROVOST on 09/21/2021 04:19:11

*** 09/21/2021 04:19:12 ***
Oscilloscope_20210921_060449.vsf added by GERALD PROVOST on 09/21/2021 04:19:12

*** 09/22/2021 11:10:11 ***
Web - Note created on 09/22/2021 11:10:11 and created by GERALD PROVOST

waiting for advice

*** Web - Advice created on 09/22/2021 11:17:56 and created by Brian Hernandez ***
1: Your scope readings look good right now. I would check the Wiring Inspection for C163808 and if you find the readings are within spec as shown on the chart then the FCA unit should be replaced as noted in the DTC flow chart.

*** 10/06/2021 08:37:55 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace front radar unit and harness

Attachments

1629372950095657243699907573048 5.jpg.jpg, Oscilloscope_20210921_060338.vsf.vsf, Oscilloscope_20210921_060505.vsf.vsf, Oscilloscope_20210921_060449.vsf.vsf

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC2LG[redacted] **Mileage:** 16,644 **Repair Date:** 08/20/2021

Prod Date: 01/24/2020 **Warranty Start Date:** 02/17/2020 **RO Number:** [redacted]

Port Options: EH, MUG, RBP, TO, CF, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MI030 KIA of Jackson **Service District:** CE06

Phone: (517) 764-4500

Contact: Christopher Gordon **Contact Title:** Exclusive Kia Technician **Contact Phone:** (517) 343-3444

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/20/2021 11:04:48 ***
Contact = Christopher Gordon, Priority = Standard, Sub Status = Dispatched

*** 08/20/2021 11:04:49 ***
Web - Problem Description created on 08/20/2021 11:04:49 and created by Christopher Gordon

car came in with cruise control stops working

*** 08/20/2021 11:04:49 ***
Web - Diagnostics created on 08/20/2021 11:04:49 and created by Christopher Gordon

scane codes noon found test drive 3 mil, yes it stops working has a dash mesige front rader is bloked clean off front bumper in front of rader an test agen still has same mesige on dash

*** 08/20/2021 14:01:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/20/2021 14:06:51 and created by Jay Jurado ***
1: Is there any aftermarket equipment installed or signs of a recent accident or body work present on the vehicle? Please check to see if you have a poor electrical connection at the front radar.

*** Case has been auto closed by the system on 09/05/2021 01:12:04 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 K5 **Engine:** 1.6L TURBO **Model Code:**

VIN: 5XXG34J28MG[redacted] **Mileage:** 3,458 **Repair Date:** 08/21/2021

Prod Date: 03/15/2021 **Warranty Start Date:** 06/28/2021 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ048 Rodeo KIA **Service District:** WE07

Phone: (623) 298-1200

Contact: Jonathan Ortiz **Contact Title:** Exclusive Kia Technician **Contact Phone:** (480) 529-2576

Case Details

Title: MIL - LKAS # C16B687 C160C87 C163808 C163881

Symptom: No CAN Communication

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 08/21/2021 10:45:21 ***
Contact = Jonathan Ortiz, Priority = Standard, Sub Status = Dispatched

*** 08/21/2021 10:45:21 ***
Web - Problem Description created on 08/21/2021 10:33:11 and created by Jonathan Ortiz

customer state that the front collision warning is on dash, cruise control wont work

*** 08/21/2021 10:45:21 ***
Web - Diagnostics created on 08/21/2021 10:33:11 and created by Jonathan Ortiz

inspected vehicle and verified customer front collision warning light on dash, smart cruise control , scanned vehicle and found several code active and some history, active code are c163808 for can time out ACC/SCC, C16B87 for can time out AEB, C28AB87 for time out FR_RDR, C16B687 for can time out FCA. and B100152 for SCC missing error without SCCunit or connector fault, check front facing camera connector for loose , bent or damage pin, no problem found. Checked front Smart cruise control connector for and damage loose or bent connector, check all fuses , no fuses blown,

*** 08/21/2021 12:55:12 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 08/21/2021 13:03:13 and created by Andrew Velasco ***
1: Hello, Jonathan. Please try variant coding the MFC first. You may need to find an exact like vehicle so you can copy the coding.

Please try swapping with a known good MFC, clear DTC's, and note if they return.

*** Case Escalated to CA as: 14331188 on 08/22/2021 01:08:12 (PST)

*** 08/24/2021 11:31:47 ***
An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

*** 08/24/2021 11:32:01 ***
An FTS is scheduled to inspect this VIN on 08/24/2021 at AZ048.

*** Web - FTS Note created on 08/24/2021 11:32:15 and created by Gino Leon ***
I inspected the vehicle, there were multiple DTC's related to the front camera. I verified there was C-CAN signal and L-CAN verified. I have recommended replacing the Front Camera.

*** Web - Advice created on 08/25/2021 08:09:14 and created by Andrew Velasco ***
1: Thank you for the update, Gino!

*** Case has been auto closed by the system on 09/10/2021 01:14:22 (PST)

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP64HC8LG[redacted]
Mileage: 10,348
Repair Date: 08/25/2021
Prod Date: 06/04/2020
Warranty Start Date: 06/24/2020
RO Number: [redacted]
Port Options: IL, CF, CO
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN044 Greenway KIA Franklin
Service District: SO09
Phone: (615) 224-7973
Contact: Logan Stoy
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: MIL - Smart Cruise Control # C160A88 C160C87 C163881
Symptom: Warning Light On
System: Cruise Control
Component: PCM
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 08/25/2021 10:53:43 ***
Contact = Logan Stoy, Priority = Standard, Sub Status = Dispatched

*** 08/25/2021 10:53:44 ***
Web - Problem Description created on 08/25/2021 10:53:43 and created by Logan Stoy

multiple codes in system
smart cruise control inop intermittently
as well as multiple lights on the dash for foreword collision

*** 08/25/2021 10:53:44 ***
Web - Diagnostics created on 08/25/2021 10:53:44 and created by Logan Stoy

scanned for codes
found C160A88
C160C87
C163881

*** 08/25/2021 10:53:45 ***
Screenshot_20210825-124523.jpg added by Logan Stoy on 08/25/2021 10:53:44

*** 08/25/2021 14:54:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/25/2021 15:00:19 and created by Frank Lusic ***
1: Hello Logan
before we get too deep into diagnosis
1, can you communicate with the radar unit, ESC module and MFC ?
2, check for any impact damage to the radar unit and the wiring associated with it

*** 09/01/2021 07:01:18 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: CUSTOMER TOOK VEHICLE

Attachments

Screenshot_20210825-124523.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP64HC9LG[redacted] **Mileage:** 25,177 **Repair Date:** 09/02/2021

Prod Date: 09/19/2019 **Warranty Start Date:** 10/22/2019 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH069 Taylor KIA-Findlay **Service District:** CE12

Phone: (567) 429-7100

Contact: Matthew Helm **Contact Title:** Exclusive Kia Technician **Contact Phone:** (989) 666-4619

Case Details

Title: InstrCluster-Warning light on# C162078

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Instrument Cluster

Resolution: **Category:** Repair Assistance

Case History

*** 09/02/2021 09:12:20 ***
Contact = Matthew Helm, Priority = Standard, Sub Status = Dispatched

*** 09/02/2021 09:12:20 ***
Web - Problem Description created on 09/02/2021 09:12:20 and created by Matthew Helm

customer states cruise control doesn't work, when trying to turn it on, message pops up stating cruise control inactive. vehicle shows smart cruise control disabled radar blocked. has been doing this for the last 4 months. inspect and advise.

*** 09/02/2021 09:12:20 ***
Web - Diagnostics created on 09/02/2021 09:12:20 and created by Matthew Helm

test drove and found to be able to set cruise have it working properly. system starts assisting using smart cruise control it will disable and state there is a radar blockage. followed procedure to calibrate radar. test drove and same thing happened. no hard DTC. just a warning message. after turning cruise off and back on after a few minutes it will allow smart cruise control to operate but same message pops up and disables SCC.

*** 09/02/2021 10:27:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 09/02/2021 10:54:53 and created by Juan Vazquez ***
1: Thank you for that information. Please remove the front bumper and inspect for any damage to the radar unit or mounting bracket, if no problem found check the vertical mounting angle and correct as necessary, next check mounting angle [stop mode] using reflector, and perform SPTAC calibration.

*** 09/10/2021 05:24:42 ***
Web - Note created on 09/10/2021 05:24:42 and created by Matthew Helm

the customer has the vehicle. when i get possession ill get to work

*** Web - Advice created on 09/10/2021 12:51:10 and created by Juan Vazquez ***
1: Thank you for the update

*** Case has been auto closed by the system on 09/26/2021 01:17:41 (PST)
*** 11/08/2021 11:11:55 ***
Case Number: [redacted] Reopen Requested by Matthew Helm.
Reason: [Finally got the vehicle back in. Wanting to add pictures and fix the issue.]

*** 11/08/2021 12:12:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/08/2021 12:12:37 and created by Juan Vazquez ***
1: Please continue with previous instructions.

*** 11/08/2021 12:39:44 ***
Web - Note created on 11/08/2021 12:39:43 and created by Matthew Helm

the metal bracket welded to the crash bar has deformed. will include pictures soon. i seen the tsb but havent found it. the crash bar itself is what is deformed so just swapping the bracket the radar is on i do not think will fix this issue. the pictures should show this. it looks like the crash bar itself is all that needs replaced.

*** 11/08/2021 12:53:48 ***
1636404392025539316385513472 6426.jpg added by Matthew Helm on 11/08/2021 12:53:48

*** 11/08/2021 12:53:50 ***
1636404496521536828063927389 3780.jpg added by Matthew Helm on 11/08/2021 12:53:49

*** 11/08/2021 12:53:51 ***
1636404554333734032837717327 2787.jpg added by Matthew Helm on 11/08/2021 12:53:50

*** 11/08/2021 12:53:53 ***
1636404653214748985474731234 2056.jpg added by Matthew Helm on 11/08/2021 12:53:52

*** 11/08/2021 12:53:54 ***
1636404676868876677029428524 6643.jpg added by Matthew Helm on 11/08/2021 12:53:53

*** 11/08/2021 12:53:56 ***
1636404770654859464454463351 418.jpg added by Matthew Helm on 11/08/2021 12:53:54

*** 11/08/2021 12:55:49 ***
Web - Note created on 11/08/2021 12:55:49 and created by Matthew Helm

Front bumper shows no damage inside or outside

*** 11/08/2021 12:55:52 ***
1636404878926871695404865471 6223.jpg added by Matthew Helm on 11/08/2021 12:55:50

*** 11/08/2021 12:55:54 ***
1636404912263647805323433126 7858.jpg added by Matthew Helm on 11/08/2021 12:55:52

*** Web - Advice created on 11/08/2021 18:07:11 and created by Juan Vazquez ***
1: Matthew, what is the reason this bracket is deformed? Is there evidence of front end collision or outside influence on this bracket?

*** 11/09/2021 06:18:49 ***
Web - Note created on 11/09/2021 06:18:49 and created by Matthew Helm

no damage as stated. nothing shows damage on paper as in an accident. i have no idea why it is deformed. im just here to fix it. anything else you need before i put it together?

*** Web - Advice created on 11/09/2021 13:07:28 and created by Juan Vazquez ***
1: Thank you for that information. Please check and align the front radar mounting angle using KDS. Go to: [Inspection/correction of the front-radar mounting angle (FCA/SCC)] using protractor.

If adjustment cannot compensate, then replacing the damaged or deformed components will be necessary.

NOTE: If any components are replaced due to deformity, please attach clear photos of the new and the old components side by side, pointing the difference. This for documentation purposes, thank you.

Attachments

1636404496521536828063927389 3780.jpg.jpg, 1636404554333734032837717327 2787.jpg.jpg, 1636404878926871695404865471 6223.jpg.jpg, 1636404392025539316385513472 6426.jpg.jpg, 1636404653214748985474731234 2056.jpg.jpg, 1636404676868876677029428524 6643.jpg.jpg, 1636404770654859464454463351 418.jpg.jpg, 1636404912263647805323433126 7858.jpg.jpg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP6DHC1LG[redacted] **Mileage:** 66,315 **Repair Date:** 09/03/2021

Prod Date: 02/21/2019 **Warranty Start Date:** 03/22/2019 **RO Number:** [redacted]

Port Options: WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO022 Jim Butler KIA **Service District:** CE04

Phone: (636) 256-9600

Contact: Timothy Jones **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: InstrCluster-Warning light on# U012687 C162808

Symptom: Warning Light On

System: Body Electrical

Component: LDWS Module

Resolution: Bad Ground **Category:** Repair Assistance

Case History

*** 09/03/2021 09:45:25 ***
Contact = Timothy Jones, Priority = Standard, Sub Status = Dispatched

*** 09/03/2021 09:45:25 ***
Web - Problem Description created on 09/03/2021 09:45:25 and created by Timothy Jones

All warning lights are on the dash and speedo and tach both inop. No communication with cluster, AEB, MDPS, BSD, ACC/SCC. But able to communicate normally with engine trans and other systems.

*** 09/03/2021 09:45:26 ***
Web - Diagnostics created on 09/03/2021 09:45:26 and created by Timothy Jones

Codes c162808, c163808, c168708, c16b687, c181887, c164308. All CAN communication codes with cluster, acc/scc,vsm2,aeb, lca/bsd/bcw, and yaw rate. The customer is going out of town this weekend are we were looking for any advise on trying to relearn or program the cluster so she can take the car out of town. Ive tried to relearn the cluster but there is no communication with the tablet through it

*** 09/03/2021 09:49:32 ***
Web - Note created on 09/03/2021 09:49:31 and created by Timothy Jones

Factory mode is displayed on the cluster with 3 horizontal dashes, and also the temp display is flashing

*** 09/03/2021 10:15:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/03/2021 11:00:16 and created by Eric Patterson ***
1: Please see ETM SD563-1 (power steering)

Check connector EM31. Its a single pin connector and this connector may have poor contact causing the SAS and MDPS codes.

Next please check the grounds behind the cluster.
You will need to reach up and over the steering column. Please see the picture I attached to the case for you. Wiggle the connections and the eyelets and see if any wiggle at all. Possibly the MDPS or the Cluster grounds are loose or have a poor connection.

*** Case has been auto closed by the system on 09/19/2021 01:13:17 (PST)

Attachments

GM05 GM03 GM02 Telluride.PNG

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2022 TELLURIDE **Engine:** 3.8L V6 **Model Code:**

VIN: 5XYP54HCXNG[redacted] **Mileage:** 18 **Repair Date:** 09/08/2021

Prod Date: 08/20/2021 **Warranty Start Date:** 09/12/2021 **RO Number:** [redacted]

Port Options: CF, TOF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL059 Friendly KIA **Service District:** SO14

Phone: (727) 815-9611

Contact: Anthony Aquino **Contact Title:** Maintenance Technician **Contact Phone:**

Case Details

Title: MIL - AEB # C136081 C174181 C238001

Symptom: Built Incorrectly

System: Brakes

Component: ABS Cont. Unit (ABSU/ABSM)

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 09/08/2021 08:51:24 ***
Contact = Anthony Aquino, Priority = Standard, Sub Status = Dispatched

*** 09/08/2021 08:51:24 ***
Web - Problem Description created on 09/08/2021 08:51:24 and created by Anthony Aquino

Multiple dash lights on. SCC, ABS, Parking brake, Forward collision. Lot vehicle Sold

*** 09/08/2021 08:51:24 ***
Web - Diagnostics created on 09/08/2021 08:51:24 and created by Anthony Aquino

confirmed lights. Scanned system. Active C238001, C136081, C174181. All relate to ABSESC. Check connector and pin tension good. Reconnected dtcs moved history and lights gone. Wiggled connector at HECU lights come back on. Further look, back of HECU not sealed. Exposed, seems to appear to have moisture inside see video. Compared to other like models on lot. All sealed tight with no gap between unit and cover.

*** 09/08/2021 08:54:29 ***
20210908_114942.mp4 added by Anthony Aquino on 09/08/2021 08:54:19

*** 09/08/2021 10:32:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/08/2021 10:37:33 and created by Frank Lusic ***
1: Hello Anthony
Nice work finding this issue,

1, please replace the HECU,
2, hold onto the HECU for poss ble collection

*** 09/10/2021 14:53:48 ***
Web - Note created on 09/10/2021 14:53:48 and created by Anthony Aquino

After removal, can see further damage on back side of Hecu. Appears to have been dropped before installation. Will hold for collection. After install, bleeding procedures and coding. System working and functioning as design.

*** Web - Advice created on 09/10/2021 14:55:36 and created by Frank Lusic ***
1: Thank you

*** 09/13/2021 04:46:04 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED HECU

Attachments

20210908_114942.mp4.mp4

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76292.0

VIN: 5XYRK4LF1MG[redacted] **Mileage:** 8,340 **Repair Date:** 09/08/2021

Prod Date: 02/23/2021 **Warranty Start Date:** 03/10/2021 **RO Number:** [redacted]

Port Options: CN, IL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IN016 KIA of Clarksville **Service District:** CE03

Phone: (812) 288-4200

Contact: Nick Gruver **Contact Title:** Exclusive Kia Technician **Contact Phone:** (502) 644-5094

Case Details

Title: MIL - AEB # C160449

Symptom: Warning Light On

System: Body Electrical

Component: MFC

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** 09/08/2021 12:18:27 ***
Contact = Nick Gruver, Priority = Standard, Sub Status = Dispatched

*** 09/08/2021 12:18:28 ***
Web - Problem Description created on 09/08/2021 12:18:28 and created by Nick Gruver

While driving aeb, lane keep assist and smart cruise warning lights come on

*** 09/08/2021 12:18:28 ***
Web - Diagnostics created on 09/08/2021 12:18:28 and created by Nick Gruver

Has c160449 ecu hardware error.
Also showed several can codes but I believe that's from me unplugging mfc while veh is running.

Checked pinfit at mfc seems good
Added 2 coats of stablint to mfc connector. No change

When lights come on dash I can unplug and reconnect mfc and code will go history for a few miles.

No outside damage found

*** 09/08/2021 15:35:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 09/08/2021 15:37:13 and created by Jay Jurado ***
1: Based on your information, recommend replacing the MFC at this time. If the repair cost exceeds $1500 then please contact your DPSM for approval. Thanks.

*** Service Alert Escalated to CA as: 14363074 on 09/09/2021 01:08:42 (PST)

*** 09/16/2021 11:13:21 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced mfc

Attachments

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2021 SORENTO **Engine:** 2.5L TURBO **Model Code:** 76482.0

VIN: 5XYRKDLF5MG[redacted] **Mileage:** 6,238 **Repair Date:** 09/09/2021

Prod Date: 01/22/2021 **Warranty Start Date:** 04/10/2021 **RO Number:** [redacted]

Port Options: CF, CTS, EH, WL, SPL, CN

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX022 Demontrond KIA **Service District:** SW01

Phone: (281) 872-7200

Contact: Tony Garza **Contact Title:** Exclusive Kia Technician **Contact Phone:** (832) 443-0217

Case Details

Title: ElecSys General-Smart Cruise #

Symptom: Cruise Contol Inop

System: Cruise Control

Component: Cruise Control Module

Resolution: No Problem Found **Category:** Repair Assistance

Case History

*** 09/10/2021 06:44:52 ***
Contact = Tony Garza, Priority = Standard, Sub Status = Dispatched

*** 09/10/2021 06:44:52 ***
Web - Problem Description created on 09/09/2021 15:17:51 and created by Tony Garza

C/S THE CRUISE CONTROL ENGAGES ON ITS OWN AND IT WILL NOT DISENGAGE AND THE CAR WANTS TO KEEP GOING AND IT SHOW A WARNING ON THE CLUSTER DOESNT MATTER WHAT DRIVE MODE YOU ARE IN .

*** 09/10/2021 06:44:53 ***
Web - Diagnostics created on 09/09/2021 15:27:51 and created by Tony Garza

CHECKED FOR CODES NONE PRESENT , TEST DROVE COULD NOT DUPLICATE CUSTOMER CONCERN , SET CRUISE CONTROL ON AND IT WORKS LIKE IT SUPPOSE TO .DONT KNOW IF
ANYONE ELSE HAS RUN INTO THIS CONCERN . ATTACHING PHOTO CUSTOMER TOOK OF WHAT THE CLUSTER SHOWED WHEN CONCERN HAPPENED .

*** 09/10/2021 06:44:53 ***
Resized_20210910_081806 (1).jpeg added by Tony Garza on 09/10/2021 06:44:53

*** 09/10/2021 09:12:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 09/10/2021 09:14:55 and created by Jay Jurado ***

1: Can the customer demonstrate the issue for you? Is it user error?

*** 09/10/2021 14:27:34 ***
Web - Note created on 09/10/2021 14:27:34 and created by Tony Garza

I will contact customer and go for a test drive with them . they are in a loaner right now . thank you .

*** Web - Advice created on 09/11/2021 08:15:16 and created by Jay Jurado ***
1: Thanks Tony. Please keep me posted.

*** 09/17/2021 14:53:12 ***
Case Closed with Resolution Code: No Problem Found
Resolution Summary: none could not duplicate concern

Attachments

Resized_20210910_081806 (1).jpeg.jpeg

********** End Case Report [redacted] **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted] 11/15/2021 09:53:43 AM

Vehicle Data

Model/Year: 2020 TELLURIDE
Engine: 3.8L V6
Model Code:
VIN: 5XYP3DHC9LG[redacted]
Mileage: 16,183
Repair Date: 09/10/2021
Prod Date: 09/10/2019
Warranty Start Date: 11/26/2019
RO Number: [redacted]
Port Options: CT, TO, WL, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN042 Cumberland KIA
Service District: SO09
Phone: (931) 526-5600
Contact: Bruce Miller
Contact Title: Dual Technician
Contact Phone: (615) 580-1512

Case Details

Title: MIL - LKAS # C168787 C166A87 C180487
Symptom: No CAN Communication
System: Steering
Component: MDPS Module
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 09/10/2021 11:27:54 ***
Contact = Bruce Miller, Priority = Standard, Sub Status = Dispatched

*** 09/10/2021 11:27:54 ***
Web - Problem Description created on 09/10/2021 11:24:33 and created by Bruce Miller

MFC has C168787 can time out (MDPS) code BCW has C166A87 and SCC has C180487 active codes after front camera was replaced and TSB ELE246 rev1 was followed for camera replacement. Forward camera software keeps failing while trying to upload as stated in TSB ELE246. Software up load fails in both manual mode and auto mode.

*** 09/10/2021 11:27:54 ***
Web - Diagnostics created on 09/10/2021 11:27:54 and created by Siebel eSupport

I have attached screen shots of rom I.D. and failure codes after trying to flash MFC module

*** 09/10/2021 11:27:55 ***
Screenshot_20210910-091315.png added by Bruce Miller on 09/10/2021 11:27:55

*** 09/10/2021 11:27:56 ***
Screenshot_20210910-103029.png added by Bruce Miller on 09/10/2021 11:27:56

*** 09/10/2021 11:27:56 ***
Screenshot_20210910-103052.png added by Bruce Miller on 09/10/2021 11:27:56

*** 09/10/2021 11:27:56 ***
Screenshot_20210910-103139.png added by Bruce Miller on 09/10/2021 11:27:56

*** 09/10/2021 11:27:57 ***
Screenshot_20210910-103326.png added by Bruce Miller on 09/10/2021 11:27:57

*** 09/10/2021 14:12:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/10/2021 14:21:36 and created by Frank Lusic ***
1: Hello Bruce
do you still have the old MFC ? if you see if you can communicate with it to see if the can view the variant coding options if you can copy them and then set this camera to all of those options, if not
Make sure that your KDS has a good WiFi connection and then using the VIN for this vehicle to rewrite the variant coding

*** Web - Advice created on 09/10/2021 14:52:37 and created by Frank Lusic ***
1: also see ELE246 for this concern ,
I just saw that it was released

*** 09/10/2021 15:59:10 ***
Web - Note created on 09/10/2021 15:59:09 and created by Bruce Miller

I did copy the variant coding from the old MFC and followed ELE246 rev.1 exactly as the flow chart stated but the software update fails every time after it finishes updating module 1 and starts to program module 2.

*** Web - Advice created on 09/13/2021 05:57:25 and created by Frank Lusic ***
1: did this replacement camera's part number end in SHO ?

*** 09/13/2021 07:55:27 ***
Web - Note created on 09/13/2021 07:55:27 and created by Bruce Miller

Yes

*** Web - Advice created on 09/13/2021 08:42:17 and created by Frank Lusic ***
1: why was the original camera replaced ?

1, disconnect the MFC connector R14
2, check for power on pin 5
3 check the resistance to chassis ground on pin 7
4, disconnect the battery
5, measure the resistance between pins 4-12

*** Case has been auto closed by the system on 09/29/2021 01:19:37 (PST)

Attachments

Screenshot_20210910-103052.png.png, Screenshot_20210910-103139.png.png, Screenshot_20210910-103326.png.png, Screenshot_20210910-091315.png.png, Screenshot_20210910-103029.png.png

********** End Case Report [redacted] **********