



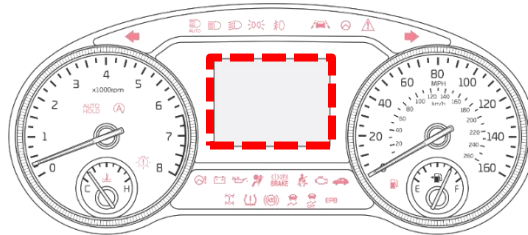
GROUP	MODEL
FMVSS Noncompliance Recall Campaign	2022MY Telluride (ON) w/3.5" LCD Cluster Screen
NUMBER	DATE
SC215	July 2021

FMVSS NONCOMPLIANCE RECALL CAMPAIGN

SUBJECT:

LCD CLUSTER LOGIC IMPROVEMENT (SC215)

This bulletin provides the procedure to improve the logic of the Cluster (CLU) on some 2022MY Telluride (ON) vehicles equipped with the 3.5" LCD Cluster, produced from May 26, 2021 through July 16, 2021. Due to an instrument cluster's software error and under certain starting conditions, the LCD screen will remain blank, resulting in the driver's inability to see the odometer. As a result, the subject vehicles fail to comply with the visibility requirement of Federal Motor Vehicles Safety Standard (FMVSS) 101, "Controls and Display". This condition does not affect the functionality of the vehicle's underlying systems or dedicated telltale/warning lamps. In order to improve the cluster operation, apply the improved software logic to the 'Cluster' system using the KDS ECU Upgrade function as described in this bulletin. For confirmation that the latest reflash has been applied to a vehicle you are working on, verify the ROM ID using the table on page 3 of this bulletin. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.



NOTICE

There is no charge to the vehicle owner for this repair. Under applicable law, you may not sell or otherwise deliver any affected vehicle until it has been repaired pursuant to the procedures set forth in this bulletin.

NOTICE

To assure complete customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service → Warranty Coverage → Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.

ECU Upgrade Procedure:

To correct this condition, the ECU should be reprogrammed using the KDS download, as described in this bulletin.

Upgrade Event Name

565. ON MONO TFT-LCD CLUSTER OPERATION LOGIC IMPROVEMENT


NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or utilize a fully charged jump starter box connected to the battery.
- **Ensure the KDS GDS is sufficiently charged at 60% or higher prior to reflash.**
- All ECU upgrades must be performed with the ignition set to the 'ON' position unless otherwise stated.
- **Damaged VCI II units should not be used and promptly replaced.**
- Be careful not to disconnect the VCI-II connected to the vehicle during the ECU upgrade procedure.
- **DO NOT start the engine during ECU upgrade.**
- **DO NOT** turn the ignition key 'OFF' or interrupt the power supply during ECU upgrade.
- **When the ECU upgrade is completed, turn the ignition 'OFF' and wait 10 seconds before starting the engine.**
- **ONLY** use approved ECU upgrade software designated for the correct application.

IMPORTANT

It is recommended to ALWAYS check the Electronic Parts Catalog (EPC) to locate the ECU Part Number respective to Auto/Manual Mode ROM IDs. DO NOT reference the parts label affixed to the ECU.

NOTICE

Before attempting an ECU upgrade on any Kia model, make sure to first determine whether the applicable model is equipped with an immobilizer  security system. Failure to follow proper procedures may cause the PCM to become inoperative after the upgrade and any claims associated with this repair may be subject to chargeback.

ROM ID INFORMATION TABLE:

Upgrade Event #565

Model	MY	System	ECU P/No.	ROM ID	
				Previous	New
Telluride (ON)	2022	Cluster (3.5 Mono TFT-LCD)	94001 S9500	2.00	2.01
			94001 S9510		
			94002 S9500		
			94002 S9510		
			94003 S9500		
			94003 S9510		
			94003 S9520		
			94003 S9530		

To verify the vehicle is affected, be sure to check the Calibration Identification of the vehicle's ECM ROM ID and reference the Information Table as necessary.

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LCD CLUSTER LOGIC IMPROVEMENT (SC215)

NOTICE

Prior to performing the ECU upgrade, be sure to check that the KDS is fully charged.

1. Connect the VCI-II to the OBD-II connector, located under the driver's side of the instrument panel.

NOTICE

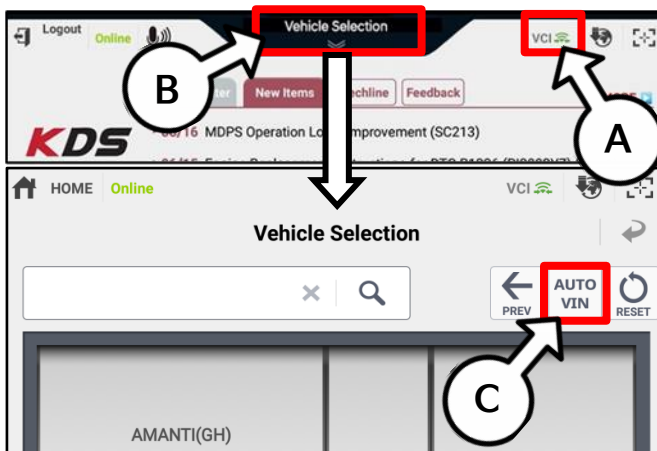
The ECU upgrade function on KDS operates wirelessly. It is not necessary to perform the upgrade via USB cable.



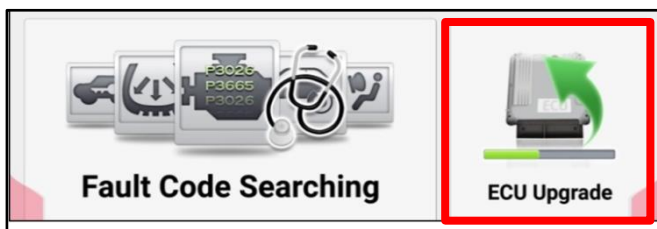
2. With the ignition ON, turn ON the KDS tablet. Select 'KDS' from the home screen.



3. Confirm communication with VCI (A) and then configure the vehicle (B) using the 'AUTO VIN' (C) feature.



4. Select 'ECU Upgrade'.



- The KDS will check the server for recently uploaded Events and then automatically download Upgrade Event #565.

NOTICE

The vehicle must be identified in Vehicle Selection to download an Event for that vehicle.

Event	Status
271.QF 2.4GDI DTC P0171,P0420 LOGIC IMPROVEMENT	Downloading
273.TF 2.4GDI DTC P0171,P0420 LOGIC IMPROVEMENT	Ready

36%

Do not touch any system buttons while performing this function.

KDS screenshot shown above is for demonstration purposes only. Events shown in screenshot are not applicable to this bulletin.

- Select Auto Mode.

CAUTION

Do NOT attempt to perform a Manual Mode upgrade UNLESS Auto Mode fails. Always follow the instructions given on the KDS in either Auto or Manual mode.

Auto Mode Manual Mode

- Select the CLU system under the System selection menu. Touch ID Check (D) and confirm that the latest update is available. Select Upgrade Event #565 and select Upgrade to continue.

System

CLU

ROM ID

Currently in Vehicle #####

Latest Update #####

ID Check

Event Group TSB

###.XX ----

Previous Upgrade

- The ECU upgrade will begin and the progress of the upgrade will appear on the bar graph. Upgrade part (1/2) (E) will download the upgrade event to the VCI-II. Upgrade part (2/2) (F) will upgrade the ECU.

CAUTION

Do not touch the system buttons (like 'Back', 'Home', 'etc.') while performing ECU Upgrade.

E

23%

ECU Upgrading...(1/2)

ECU is in the process of being upgraded. Please wait a few minute.

F

6%

ECU Upgrading...(2/2)

ECU is in the process of being upgraded. Please wait a few minute.

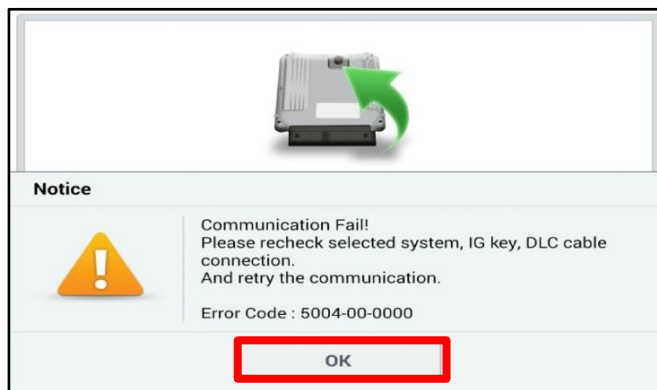
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LCD CLUSTER LOGIC IMPROVEMENT (SC215)

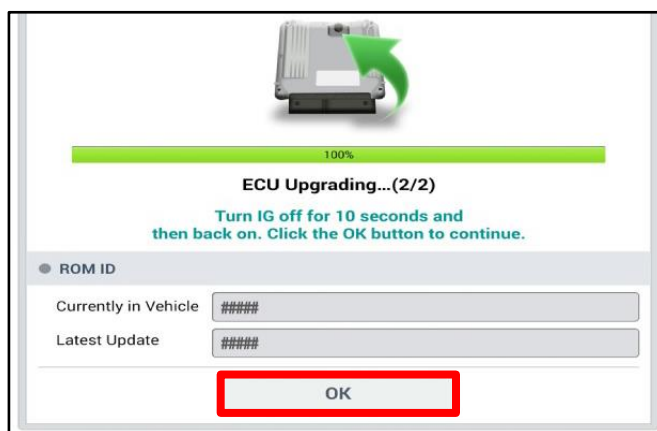
9. If a "Communication Fail" screen appears, verify that the VCI-II and KDS are communicating properly. Select 'OK' and restart the procedure from step 4.

 **NOTICE**

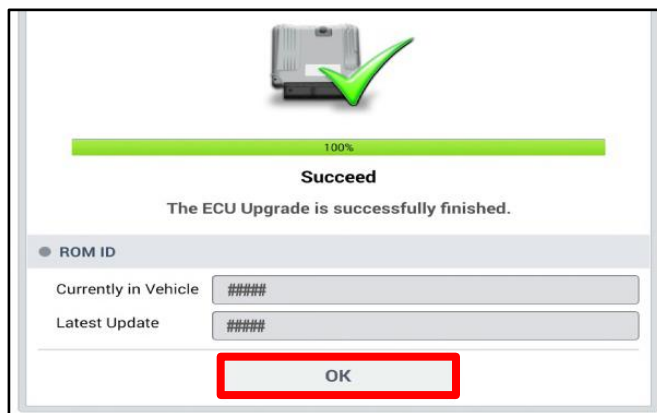
If an error notice continues to appear or if the upgrade cannot be performed, DO NOT disconnect the KDS/VCI-II. Contact GIT America Help Desk at (888) 542-4371 or Techline.



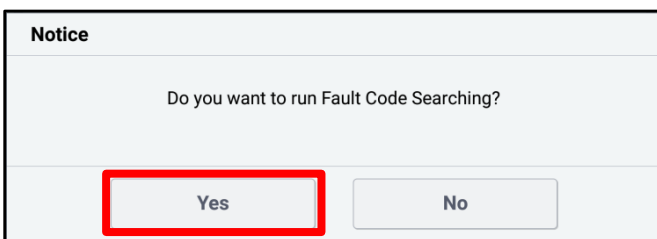
10. When instructed on the KDS, turn the ignition OFF for ten (10) seconds then back on. Select 'OK' to continue.



11. Once the upgrade is complete, select 'OK' to finalize the procedure.



12. When prompted, select 'YES' to check for Diagnostic Trouble Codes (DTC) and erase any DTCs stored such as EPS, ESC, and TPMS that may have been set during the upgrade.



13. Start the engine to confirm normal operation of the vehicle and the cluster.

Manual Upgrade Procedure:

 NOTICE

The manual upgrade should ONLY be performed if the automatic upgrade fails.

If the automatic upgrade fails, turn the ignition 'OFF' for about 10 seconds then place it back in the 'ON' position to reset the control unit BEFORE performing manual upgrade.

See table below for 'Manual Mode' passwords.

Manual Mode ECU Upgrade Passwords

Menu	Password
ON CLU (3.5 Mono TFT-LCD) : 94001/2-S9500/10, 94003-S9500/10/20/30	9500

1. Within the ECU Upgrade screen displayed, select **Manual Mode**.
2. Select the **CLU** system under the System selection menu. Select **Upgrade Event #565** and select **Upgrade** to continue.
3. Select the appropriate control unit part number with reference to the ROM ID Information Table on page 3, and select **OK**.
4. Enter the appropriate password from the Manual Mode password table above and select **OK**.
5. The upgrade will begin and the progress of the upgrade will appear on the bar graph.
6. When instructed on the KDS, turn the ignition **OFF** for ten (10) seconds then back on. Select **OK**.
7. Once the upgrade is complete, select **OK** to finalize the procedure.
8. When prompted, select **YES** to check for Diagnostic Trouble Codes (DTC) and erase any DTCs stored such as EPS, ESC, and TPMS that may have been set during the upgrade.
9. Start the engine to confirm proper operation of the vehicle.

SUBJECT:

LCD CLUSTER LOGIC IMPROVEMENT (SC215)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Telluride (ON)	May 26, 2021 to July 16, 2021

REQUIRED TOOL:

Tool Name	Figure	Comments
KDS		Kia Diagnostic System

WARRANTY INFORMATION:**N Code: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	94001 S9000	0	(SC215) Cluster Logic Improvement	211A22R0	0.3 M/H	N/A	0

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC215 when accessing the WebDCS system.