



GROUP	MODEL
Safety Recall Campaign	2020-2022MY Telluride (ON)
NUMBER	DATE
SC247 (Rev 1, 04/10/2022)	October 2022

SAFETY RECALL CAMPAIGN

TRAILER TOW HITCH HARNESS REPAIR AND FUZE/LABEL REPLACEMENT (SC247)

NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This bulletin provides information to inspect the tow hitch harness assembly and, based on the inspection, either repair the tow hitch harness assembly with a protective harness extension or replace the tow hitch harness assembly with a new one on certain 2020-2022MY Telluride (ON) vehicles produced from January 9, 2019 through August 12, 2022, equipped with a Genuine Kia 4-pin Tow Hitch harness accessory (Refer to page 8). In addition, this bulletin also provides information to replace the TRAILER 1 '30A' fuse with a new '15A' fuse if fuse has not been previously replaced. A fire may occur in the area of the tow hitch harness module while driving or while the vehicle is parked with the ignition OFF. Foreign materials and moisture contamination on the tow hitch harness module printed circuit board (PCB) may result in an electrical short circuit, increasing the risk of a tow hitch harness module fire. A fire increases the risk of injury. Follow the procedure outlined in this publication to inspect and, as necessary, repair or replace the tow hitch harness assembly and, if not previously done, install the lower amperage fuse and junction box cover label. Before conducting the procedure, verify that 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.

Inspection Procedure: **SC247E** and **SC247F**

NOTICE

VINs under **SC247E & SC247F ONLY** - Dealer Installed Option (DIO) vehicles require an inspection of the trailer tow hitch option on the vehicle.

Inspect the rear of the vehicle (**SC247E&F**).

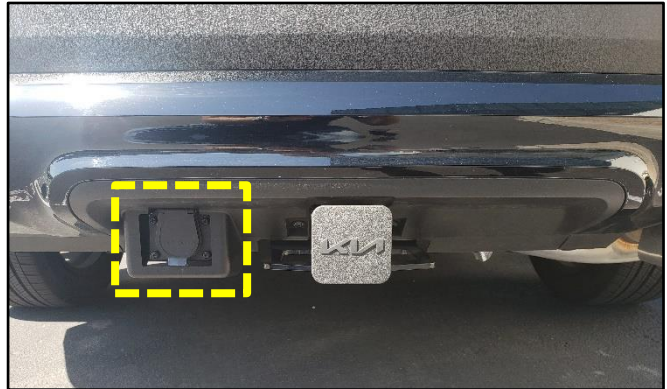
- Vehicle is **not equipped** with a tow hitch harness. No further action is required.

Claim as: A###



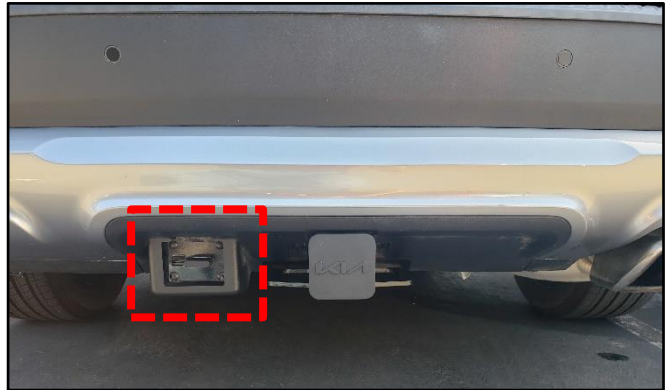
- Vehicle is equipped with a 'Genuine Kia' 7-Pin tow hitch harness. No further action is required.
- Vehicle is equipped with an aftermarket tow hitch harness, (4 or 7 Pin). No further action is required.

Claim as: A###



- Vehicle is equipped with a 'Genuine Kia' 4-Pin tow hitch harness. If so, proceed to the 'Repair Procedure' on page 3.

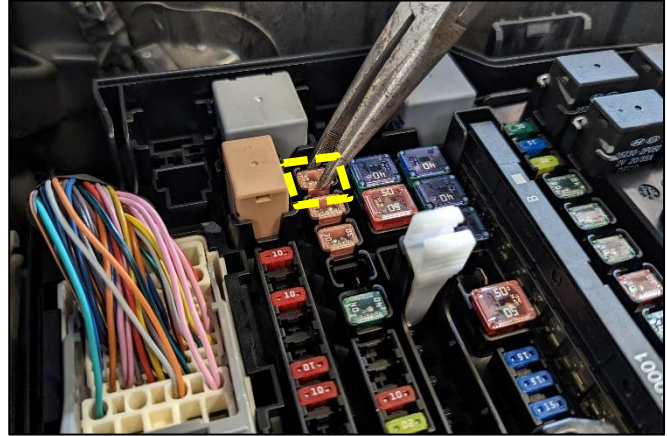
Claim as: A###



SUBJECT: TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)

Repair Procedure:

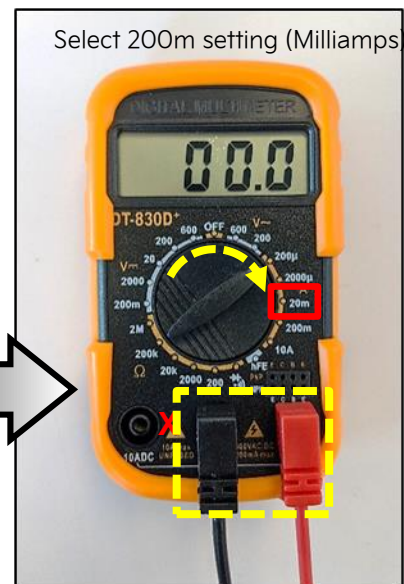
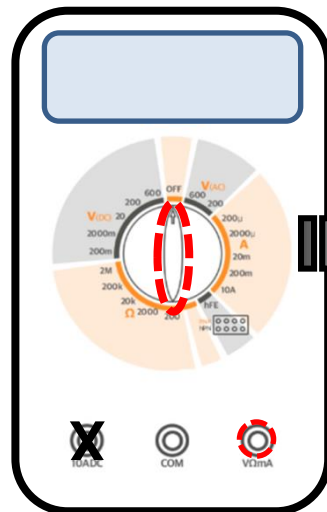
1. Open the hood and remove the engine room fuse block cover and set aside.
- 2a. Remove the 'TRAILER' 15A or 30A fuse from the area in the fuse block, if not already removed.
- 2b. **Note:** It may ne necessary to use a set of pliers to remove a 15A fuse if previously installed under SC247A/B.
 - If a 30A fuse was present, discard it.
 - If a 15A fuse was previously installed, place it aside for now for reuse later.



3. Using a digital multimeter (DMM), turn the selection knob and set it to Milliamps (mA).
(When using SC197 multimeter) PN: DT-830D

Reading Milliamps:

Meter Setting	Displayed Value
20mA	DO NOT USE
200mA	0-200
10A	DO NOT USE



Select 200m setting (Milliamps)

ⓘ IMPORTANT

This test procedure must be performed with the ignition 'OFF'. (DO NOT 'START' the engine at any time during the test procedure.)

4. Using the two (2) SST Multimeter jumper leads, **carefully** contact the two (2) exposed pin contacts on the 'TRAILER' fuse location as shown.

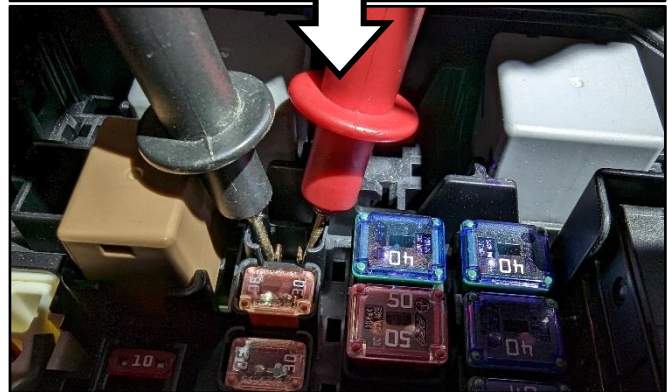


SUBJECT: TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)

5. Upon touching the two (2) fuse insert pin contacts, the DMM will display between 0 and 20mA and then start to decrease towards 0mA as the circuit goes back to sleep.

Measure the Multimeter value/reading for at least 5-6 seconds.

- If the DMM displays 13mA or less, proceed to **repair** the trailer hitch harness 'extension'. Continue to step 6.
- If the DMM displays 13mA or more, then **replace** the trailer hitch harness 'assembly' by referring to: "Service Materials → Accessory Information → Body (Interior and Exterior) → 2020 - Telluride (ON) Tow Hitch Harness (S9F67 AC001) Isheet" on KGIS **and then** skip to step 16.



6. Raise the vehicle on a lift to gain access to the trailer hitch harness at the rear of the vehicle.



- 7a. Cut the one (1) or two (2) cable ties securing the trailer hitch harness to the vehicle.

- 7b. Loosen the four (4) trailer hitch harness bracket retaining bolts (X).

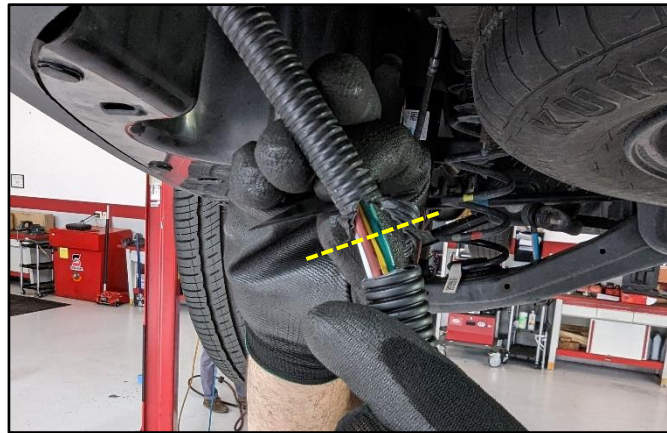


SUBJECT: TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)

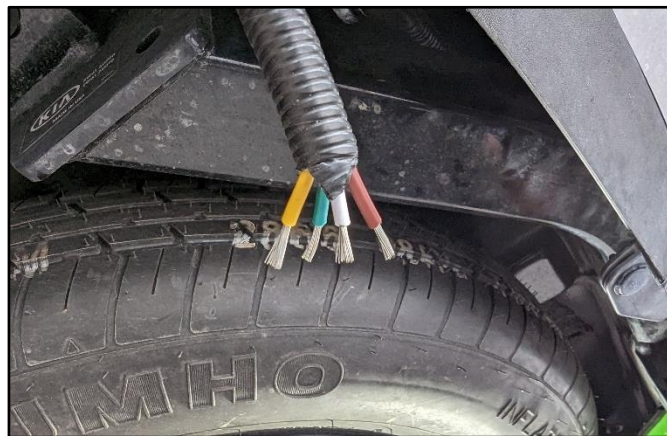
- 8a. Detach the 4-pin trailer hitch harness from the trailer hitch and allow to hang down freely.
- 8b. Align the 'new' 4-pin trailer hitch harness extension against the existing 4-pin trailer harness on the vehicle.



- 9a. Mark the existing 4-pin trailer harness and carefully, cut the existing harness's outer corrugate/insulation tubing on the vehicle.
- 9b. Using wire cutters, cut-off the end of the existing trailer harness from the vehicle.



10. Strip 12mm (0.5" in.) off each of the four (4) wires and then twist the loose wire strands together.



11. Take the new 4-pin wire harness extension, match the corresponding colors and crimp each of the four (4) wires butt-connectors to the vehicle harness.

Note: Crimp each butt-connector individually and gently pull on each wire after crimping to ensure it is secured.

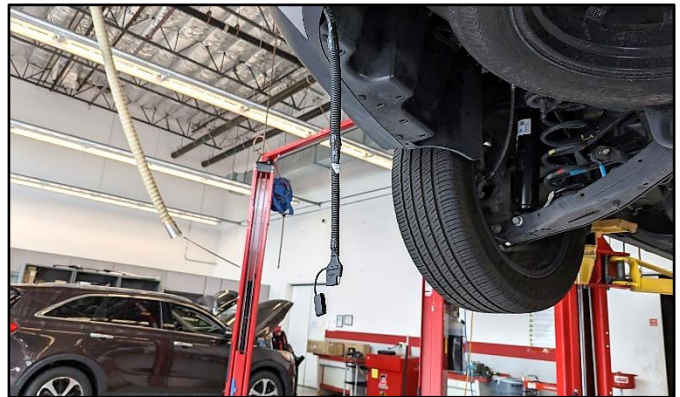


SUBJECT: TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)

12. Using a heat gun, direct hot air to the butt-connectors and allow them to shrink tight for a water-proof seal.



13. Slide the loose corrugated/insulation tubing from the new wire harness extension over the repair area (butt-connectors) and align the markings.



14. Using electrical tape, wrap the loose wire harness corrugated/insulation tubing around both corrugated/insulation tube ends.

15. Reinstall the trailer hitch 4-pin connector to the tow hitch on the vehicle in the reverse order of removal.

Note: Be sure to secure the harness to the same location of the previously removed cable ties from step 7a.

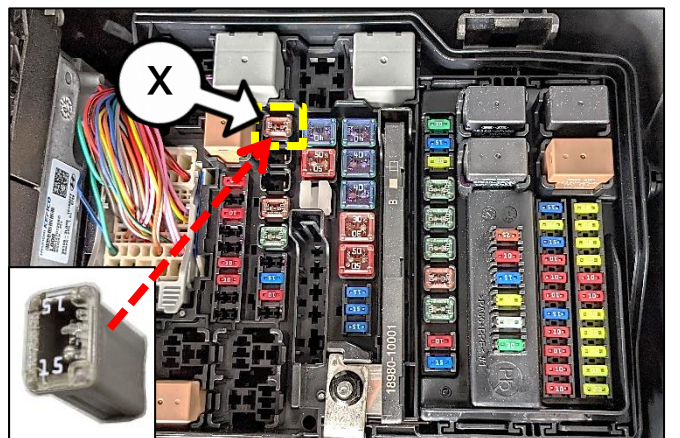


16. **30A FUSE** → **15A FUSE** (X)

- If a 15A fuse was previously removed, re-install the 15A fuse (X).
- If a 30A fuse was removed, replaced with a 'new' 15A fuse (X).

ⓘ IMPORTANT

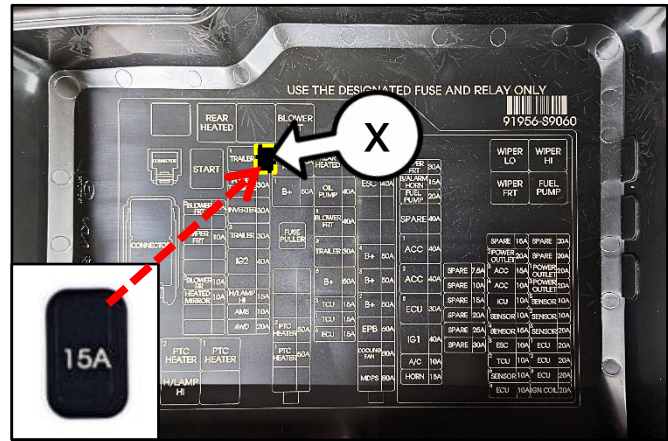
Ensure to replace the TRAILER 1 '30A' fuse (B) with the new '15A' fuse.



SUBJECT TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)

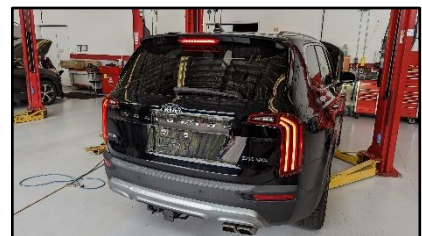
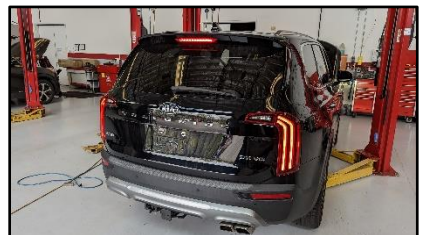
- Adhere the new '15A' label (X) to the bottom of the junction fuse box cover, where shown.

Reinstall the junction box cover and close the hood.



- Perform the trailer lighting Function Check List below and confirm normal operation.

Trailer Light Function Check					
IG position	Headlight position	Input	Trailer Test Light Expected Output	OK or NG?	
0 (off)	0 (off)	<none>	all lights off		
		L turn signal	↑		
		R turn signal	↑		
		Hazard button	slow flash, R & L brake light		
		Brake pedal	solid light, R & L brake light		
		Hazard + Brake	solid light, R & L brake light		
		<none>	solid low light, R & L brake lights		
1 (driving light)	1 (driving light)	<none>	all lights off		
		L turn signal	↑		
		R turn signal	↑		
		Hazard button	slow flash, R & L brake light		
		Brake pedal	solid light, R & L brake light		
		Hazard + Brake	solid light, R & L brake light		
		<none>	solid low light, R & L brake lights		
1 (ACC)	0 (off)	<none>	all lights off		
		L turn signal	slow flash, L brake light		
		R turn signal	slow flash, R brake light		
		Hazard button	slow flash, R & L brake light		
		Brake pedal	solid light, R & L brake light		
		L turn + Brake	solid R brake light, slow flash L brake light		
		R turn + Brake	solid L brake light, slow flash R brake light		
	Hazard + Brake	solid light, R & L brake light			
	1 (driving light)	1 (driving light)	<none>	solid low light, R & L brake lights	
			L turn signal	slow flash, L brake light	
			R turn signal	slow flash, R brake light	
			Hazard button	slow flash, R & L brake light	
			Brake pedal	solid light, R & L brake light	
			L turn + Brake	solid R brake light, slow flash L brake light	
R turn + Brake			solid L brake light, slow flash R brake light		
2 (Engine On)	0 (off)	<none>	all lights off		
		L turn signal	slow flash, L brake light		
		R turn signal	slow flash, R brake light		
		Hazard button	slow flash, R & L brake light		
		Brake pedal	solid light, R & L brake light		
		L turn + Brake	solid R brake light, slow flash L brake light		
		R turn + Brake	solid L brake light, slow flash R brake light		
	Hazard + Brake	solid light, R & L brake light			
	1 (driving light)	1 (driving light)	<none>	solid low light, R & L brake lights	
			L turn signal	slow flash, L brake light	
			R turn signal	slow flash, R brake light	
			Hazard button	slow flash, R & L brake light	
			Brake pedal	solid light, R & L brake light	
			L turn + Brake	solid R brake light, slow flash L brake light	
R turn + Brake			solid L brake light, slow flash R brake light		



GENUINE KIA 4-PIN HARNESS CLAIM GUIDELINES

❗ IMPORTANT



SC247 A/B will remain active with an 'effective to' date of 4/10/2023 to complete/close campaign. VINs that have had the repair performed on or prior to this date, will still be able to submit their claims. Claims on or after 4/11/2023 are required to be completed by performing SC247 C/D/E/F.

Installation Type	Claim Type	Campaign VINs
PIO	No Inspection Required / 100% Replacement	SC247 <u>A</u>
DIO	Inspection + Fuse Replacement	SC247 <u>B</u>
Not Installed	Inspection Only	
PIO SC247 <u>A</u> Completed	With 15A Fuse/Label + Harness Extension Repair	SC247 <u>C</u>
	With 15A Fuse/Label + Harness Replacement	
PIO SC247 <u>A</u> Open	Install 15A Fuse/Label + Harness Extension Repair	SC247 <u>D</u>
	Install 15A Fuse/Label + Harness Replacement	
DIO SC247 <u>B</u> Completed	With 15A Fuse/Label + Harness Extension Repair	SC247 <u>E</u>
	With 15A Fuse/Label + Harness Replacement	
	Not Kia Genuine 4-Pin Harness (Inspection Only)	
DIO SC247 <u>B</u> Open	Install 15A Fuse/Label + Harness Extension Repair	SC247 <u>F</u>
	Install 15A Fuse/Label + Harness Replacement	
	Not Kia Genuine 4-Pin Harness (Inspection Only)	

AFFECTED VEHICLE RANGE:



Model	Production Date Range
Telluride (ON)	January 9, 2019 to August 12, 2022

REQUIRED TOOL:

Tool Name	Figure	Part Number	Comments
Multimeter DT-830D		SC197Meter	Only one (1) multimeter set was auto shipped to each dealer by MPA, P/N: KQ589 4C100QQK. <u>Additional warrantable concerns will be handled by Snap-On Business Solutions*.</u>
		SC197Leads	

* Call Snap-on Business Solutions at (888) 542-1011 for lead replacements or defective meter.

SUBJECT: TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)
REQUIRED PART:

Part Name	Part Number	Figure	Qty.
15A Fuse & Label Kit	18790 04930QQK		1
4-Pin Trailer Tow Hitch Extension Harness	S9F67 AC900QQK		1
4-Pin Trailer Tow Hitch Harness Assembly	S9F67 AC400	N/A	1

WARRANTY INFORMATION: SC247C & SC247D (PIO)
N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	S9F67 AC000	0	(SC247C) With 15A Fuse/Label + Harness Extension Repair (PIO Equipped)	A5211RR3	0.8 M/H	S9F67 AC900QQK	1
			(SC247C) With 15A Fuse/Label + Harness Replacement (PIO Equipped)	A5211RR4	0.6 M/H	S9F67 AC400	1
R	S9F67 AC000	0	(SC247D) Install 15A Fuse/Label + Harness Extension Repair (PIO Equipped)	A5211RR5	0.8 M/H	18790 04930QQK	1
			(SC247D) Install 15A Fuse/Label + Harness Replacement (PIO Equipped)			A5211RR6	

Note: Refer to Warranty Bulletin 2022-38 for claim submission procedures.
Continued on page 10.

SUBJECT: TRAILER TOW HITCH HARNESS REPAIR AND FUSE/LABEL REPLACEMENT (SC247)

WARRANTY INFORMATION: **SC247E & SC247F (DIO)**

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	S9F67 AC000	0	(SC247E) With 15A Fuse/Label + Harness Extension Repair (DIO Equipped)	A5211RR7	0.8 M/H	S9F67 AC900QQK	1
			(SC247E) With 15A Fuse/Label + Harness Replacement (DIO Equipped)	A5211RR8	0.6 M/H	S9F67 AC400	1
			(SC247E) Tow Hitch Harness Inspection Only (DIO Not Equipped)	A5211RR9	0.1 M/H	N/A	0
R	S9F67 AC000	0	(SC247F) Install 15A Fuse/Label + Harness Extension Repair (DIO Equipped)	A5211R10	0.8 M/H	18790 04930QQK	1
			(SC247F) Install 15A Fuse/Label + Harness Replacement (DIO Equipped)			A5211R11	
			(SC247F) Tow Hitch Harness Inspection Only (DIO Not Equipped)	A5211R12	0.1 M/H	N/A	0

Note: Refer to Warranty Bulletin 2022-38 for claim submission procedures.

 **NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC247** when accessing the WebDCS system.