



GROUP

Safety Recall Campaign

NUMBER

SC299 (Rev 1, 09/30/2024)

MODEL

2020MY
Telluride (ON)
w/Halogen Headlamp

DATE

August 2024

SAFETY RECALL CAMPAIGN

SUBJECT:

HALOGEN HEADLAMP (HIGH BEAM) ASSEMBLY
INSPECTION & REPAIR/REPLACEMENT (SC299)

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 the procedure to inspect the left, right or both headlamp projection unit(s), and either repair the high beam shield gear mechanism by installing a retaining clip or replace the halogen headlamp assembly on certain 2020MY Telluride (ON) vehicles equipped with halogen headlamps produced from January 9, 2019 through November 18, 2019. Over time, the headlamp projection unit (high beam) shield gear mechanism in the headlamp assembly, can independently become damaged due to heat generated from the halogen bulb. If this occurs, the high beam(s) is no longer operable. This condition does not affect the operation of the low beams. The loss of high beams can reduce visibility in certain areas with limited surrounding lighting, thereby increasing the risk of a crash. Follow the procedure outlined in this publication to inspect the left, right or both headlamp projection unit(s), and either repair the high beam shield gear mechanism by installing a retaining clip or replace the halogen headlamp assembly. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

Note: NOT ALL vehicles produced within the specific production range are affected by this recall.

VIN Population	Inspection Type
SC299 <u>B</u>	Both LH & RH
SC299 <u>L</u>	LH Side Only
SC299 <u>R</u>	RH Side Only

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.

Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

A printed copy is for reference only; publication information can be updated at any time.
Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

SUBJECT:

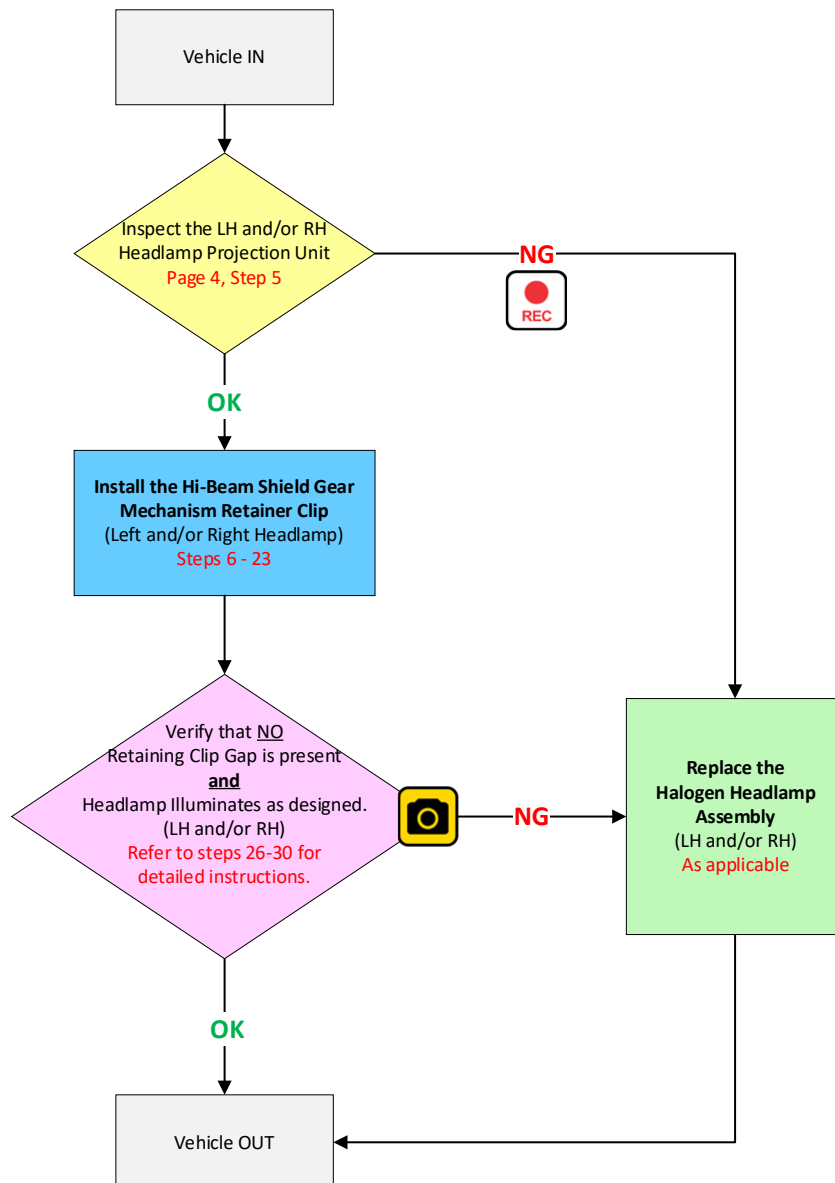
HALOGEN HEADLAMP (HIGH BEAM) ASSEMBLY INSPECTION & REPAIR/REPLACEMENT (SC299)

Flowchart:

BEFORE BEGINNING: The repair and replacement are determined by carefully following the instructions outlined in this publication. Inspect the headlamp(s) per the applicable VIN (SC299B, SC299L or SC299R), and repair/replace either LH and/or RH side headlamps(s) by following the flowchart below:



[Click the to view](#) Inspection and Repair Video (For Reference Use Only)

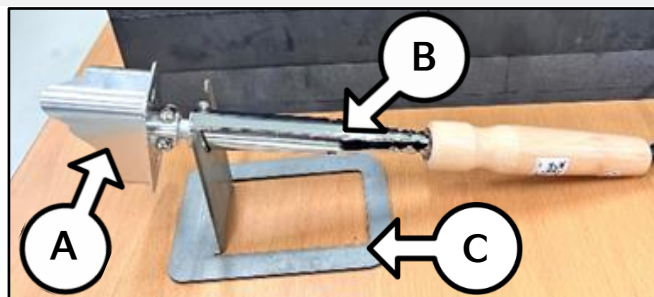


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HALOGEN HEADLAMP (HIGH BEAM) ASSEMBLY INSPECTION & REPAIR CLIP/REPLACEMENT (SC299)

Inspection and Repair/Replacement Procedure:

- 1a. Install/secure the soldering iron connecting tip (A) to the soldering iron (B) end.
- 1b. Place the assembled soldering iron (B) on the metal stand (C) and connect it to a power source/outlet.



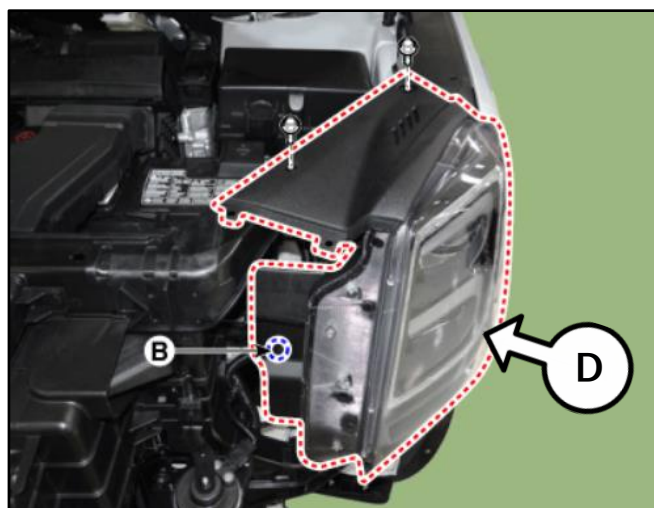
❗ IMPORTANT

The soldering iron (B) can take up to ten (10) minutes to reach optimal temperature. Ensure it is set up and plugged in before proceeding.

2. Remove the applicable (LH and/or RH) headlamp assembly (D) by referring to "Body Electrical System → Lighting System → Headlamp → Repair procedures" in the applicable Shop Manual on KGIS.

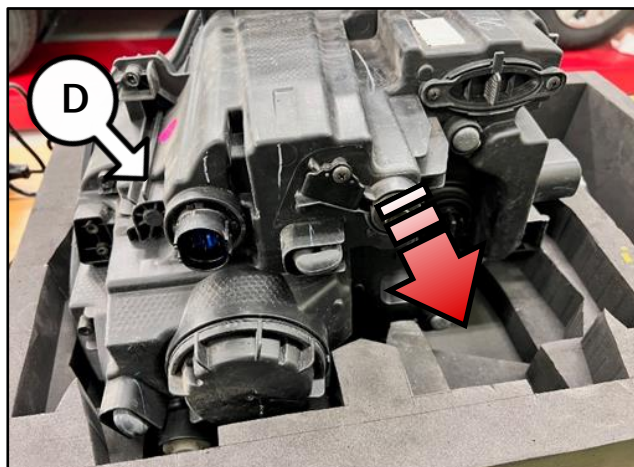
Note: Be sure to remove only the affected headlamp assembly:

- **SC299B** (Both L&R Sides)
- **SC299L** (Left, Driver Side)
- **SC299R** (Right, Passenger Side)



3. Place the headlamp assembly (D) into the provided foam headlamp support kit, as shown.

Note: Do Not discard or damage the foam headlamp support kit as it is a reusable part.

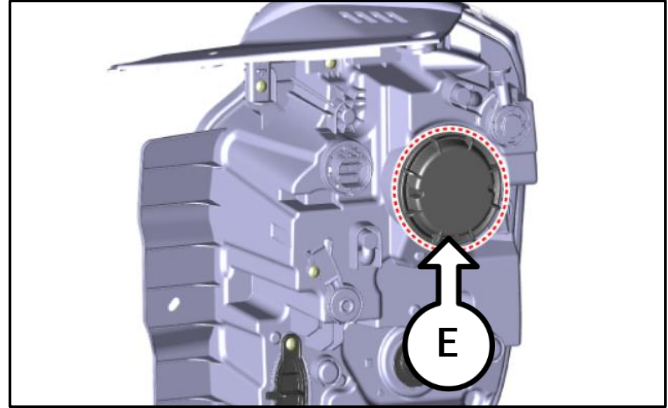


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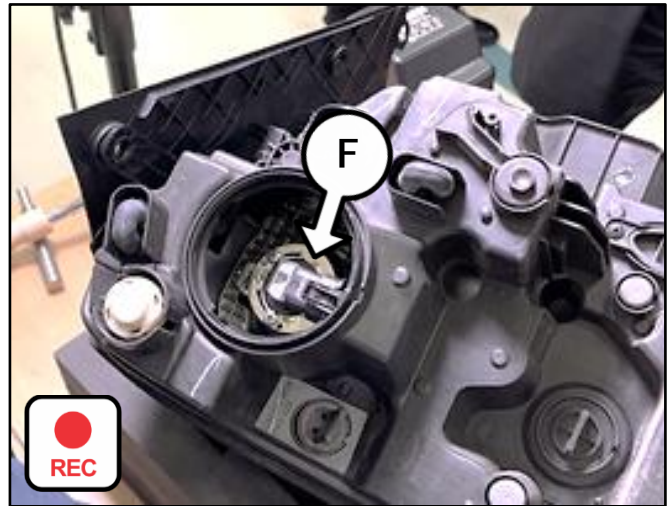
4. Remove the headlamp dust cap (E).

Note: If the inner desiccant/absorbent bag is damaged (Refer to [PS770](#)) and discard it. Replacement is not required.



5. Confirm that the projection unit (F) has not become detached/loose from the head lamp assembly (D).

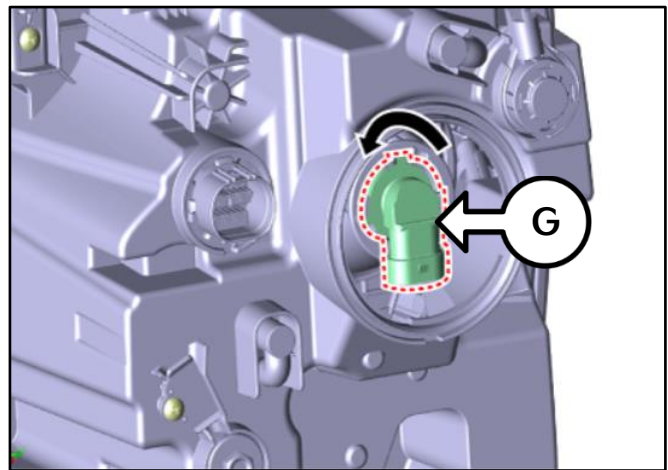
- If the projection unit (F) is detached/loose **(NG)** from the headlamp assembly (D), attach a KVID video showing the VIN label and the condition, and then replace the headlamp assembly in the reverse order of removal, and skip to step 38.
- If the projection unit (F) has **NOT** detached/or is loose **(OK)** from the headlamp assembly (D), proceed to step 6.



- 6a. Remove the low/high beam halogen bulb (G) by turning it counterclockwise.

- 6b. Inspect the low/high beam halogen bulb (G).

- **If the halogen bulb is NOT burnt**, save the bulb in a safe area to be reused.
- **If the halogen bulb IS burnt**, discard it. A new bulb is required to be installed during reassembly.



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7. Loosen two (2) of the three projection unit screws in the pattern shown.



Lower Screws

-or-

Upper Screws

Note: DO NOT remove a 3rd screw. Refer to the patterns shown on the right.



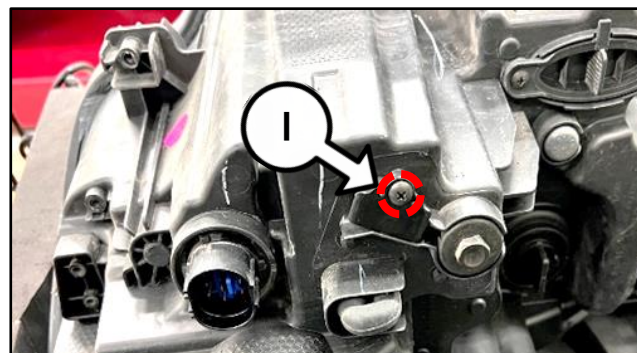
8. Carefully insert the applicable (LH or RH) shield fixing jig (H), as shown.

Note: The arrow on the shield fixing jig MUST face inwards, towards the inside of the headlamp.

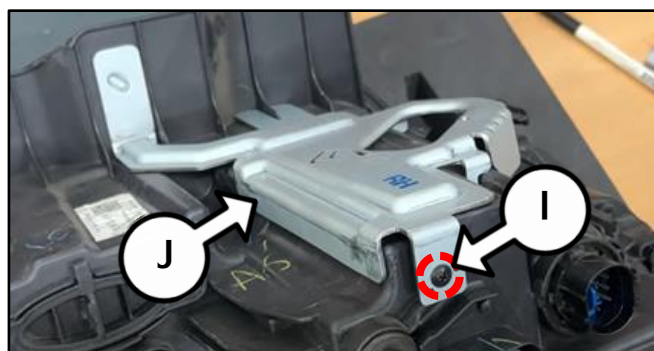


9. Loosen the headlamp aiming bracket (I) retaining screw.

Note: DO NOT drop/misplace the aiming bracket (I) retaining screw as it is required in the next step.



10. Install the applicable (LH or RH) hole processing jig (J), and tighten/secure it using the removed aiming bracket retaining screw (I) as shown.



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11. Using the pre-heated soldering iron, align the attached iron connecting tip (A) through the hole processing jig (J) opening.
12. Using medium/even downward pressure, burn through the headlamp outer case to create an access hole, as shown.



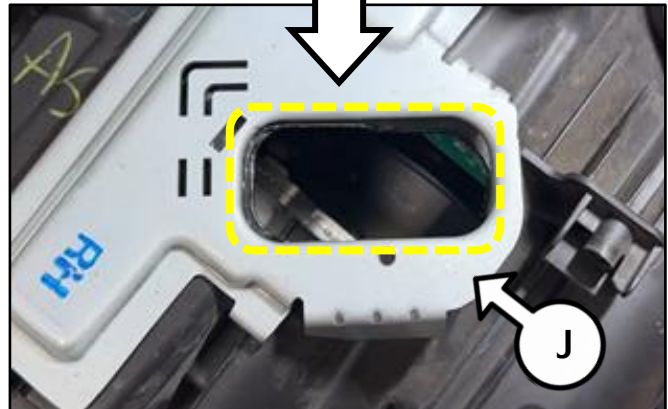
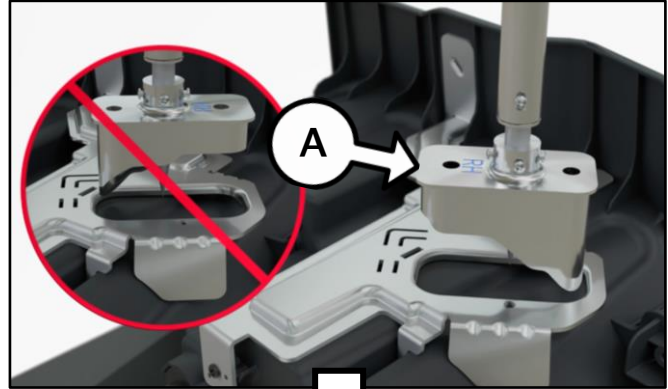
WARNING

Use caution when using the soldering iron (B) as the heat can cause serious injury if it contacts the skin.



IMPORTANT

Ensure that the Iron Connecting Tip (B) is facing in the correct position when creating the access hole, as shown above.

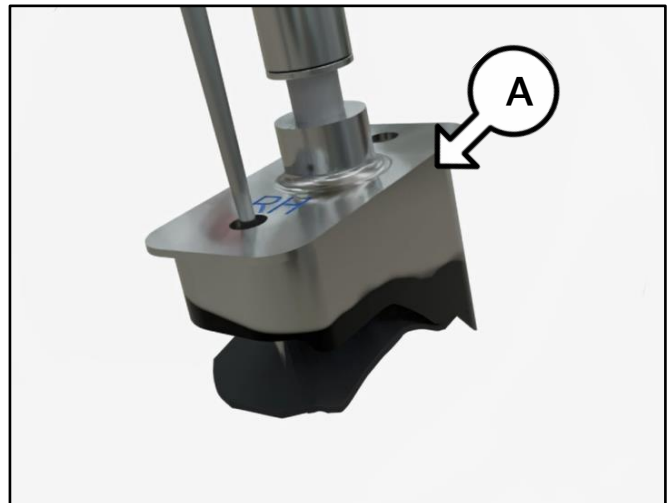


- 12a. Disconnect the soldering iron from the power source/outlet.
- 12b. Using a pick or awl, push down to remove the inner plastic residue from the connecting tip (A), as shown.

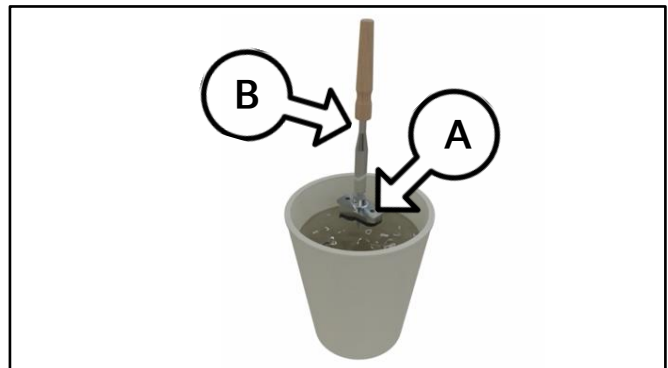


WARNING

Use caution when using the soldering iron (B) as the heat can cause serious injury when in contact with skin.



13. After removing the inner plastic residue from the connecting tip (B), place the hot soldering iron (B) with Connecting Tip (A) into a container of water and let it cool down.



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14. Using a blade or a scraper, carefully remove any remaining plastic residue from the connecting tip (A), as shown.

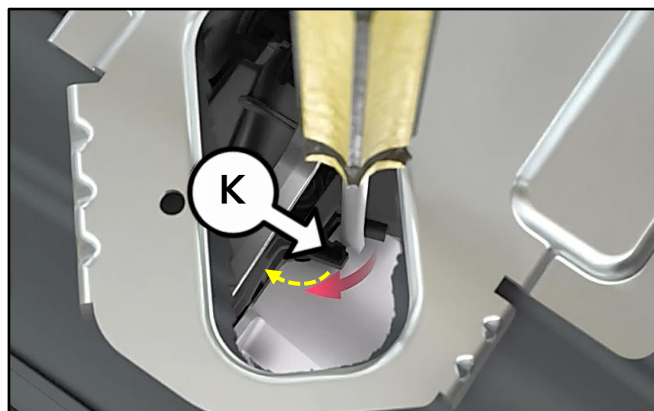
WARNING

Use caution when removing the plastic residue from the connecting tip (A) as sharp blades may cause serious injury.



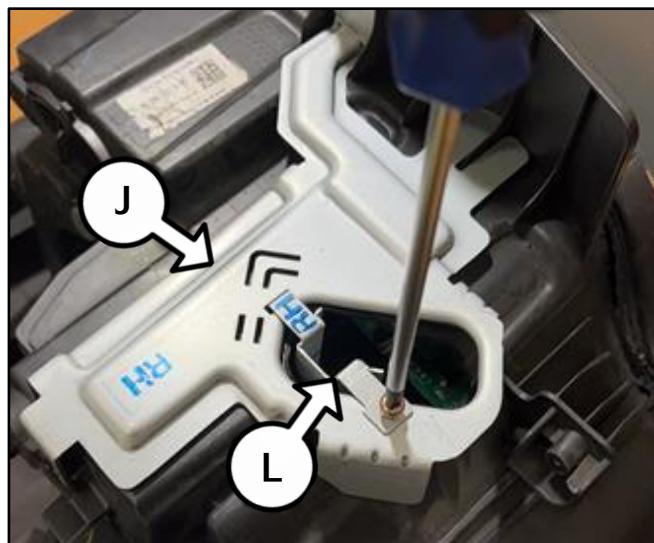
15. Confirm the gear tab (K) position (IN/OUT).

- If the gear tab (K) is **(OUT)** visible/exposed outward, use a flat head screw driver to gently slide it back inward as shown.
- If the gear tab (K) is **(IN)** not visible/exposed outward, no action is needed.

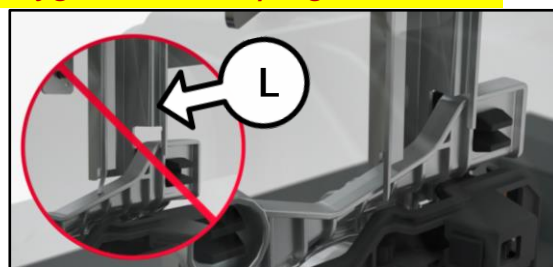
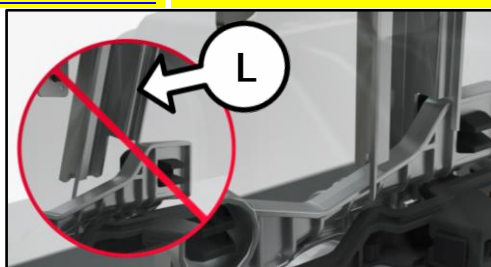


- 16a. Install tool insertion guide jig (L) through the hole processing jig (J) opening, as shown.

- 16b. Secure and align the tool insertion guide Jig (L) to the hole processing jig (I) using the provided screw. **Note: DO NOT lose/misplace the provided screw from the kit.**



IMPORTANT: Ensure that the tool insertion guide jig (K) is correctly aligned/inserted.



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CLIP PREPARATION:

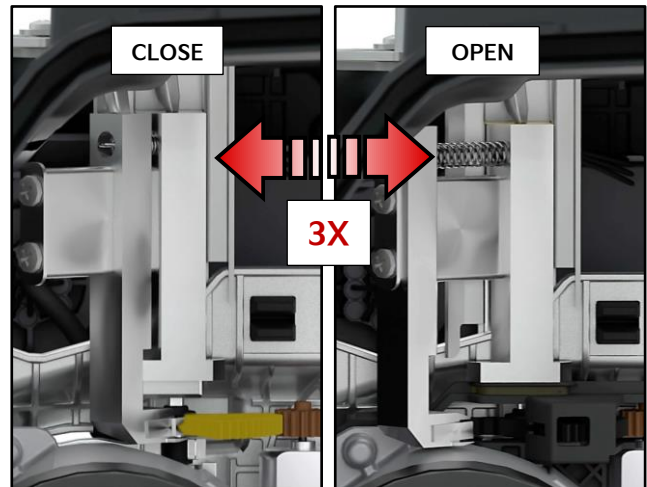
- 17a. Insert and align the clip insertion tool/pliers (M) into the insertion guide jig (K) (**DO NOT** attach the gear retaining clip at this time).

Note: Ensure that the clip insertion tool is completely inserted and resting down by referring to the image on step 17b.



- 17b. While holding down the clip insertion tool/pliers, close (tighten) and open (release) the clip insertion tool (M) three (3x) times.

Note: The clip insertion tool will help ensure that the gear is aligned before installing the retaining clip.



- 18c. Remove (pull out) the clip insertion tool (M) from the headlamp.

CLIP INSTALLATION:

- 19a. Attach the applicable (LH or RH) gear retaining clip (M) to the end of the clip insertion tool (N) with the flat side of the clip facing down, as shown.

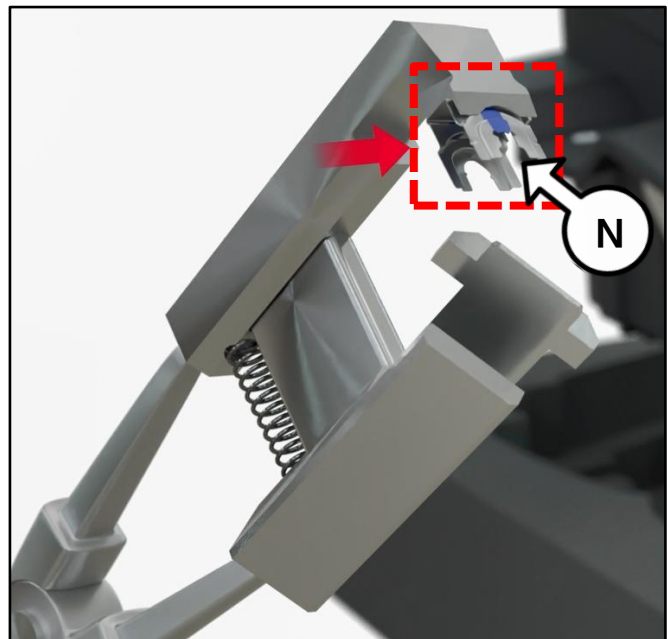
Note: There are two (2) variations of the clips (LH and RH).



RAISED SIDE



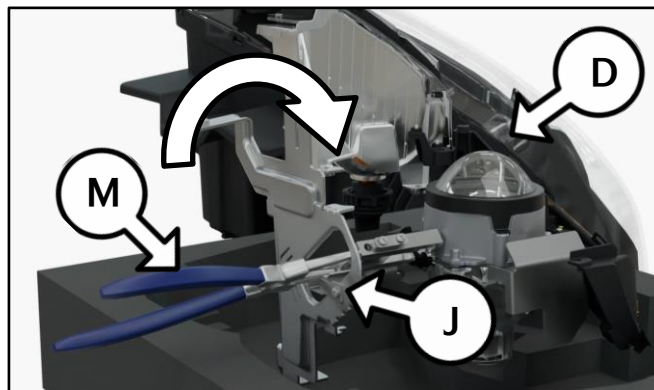
FLAT SIDE



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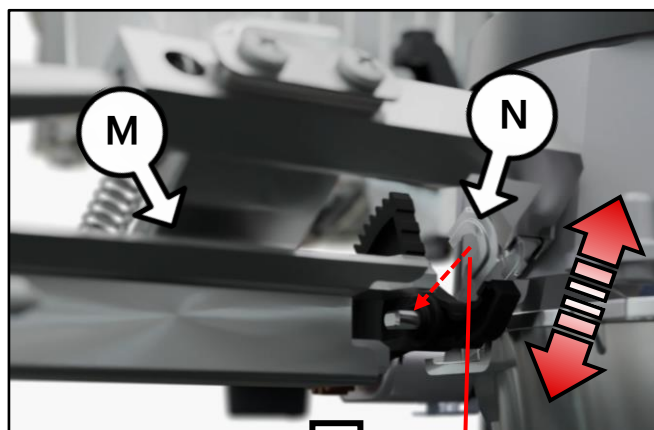
20. Rotate the headlamp assembly (D) 90° so that it sits horizontally on the foam headlamp support kit as shown.
21. Insert the clip insertion tool (M) with the attached gear retaining clip (N), in through the hole processing jig (J).



22. Ensure that the clip insertion tool (M) is completely inserted and resting down as shown (open).

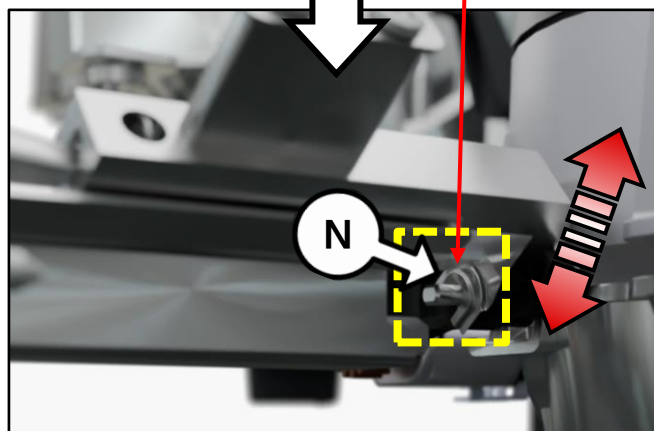
Note: DO NOT attempt to close the clip insertion tool (M) until the gear retaining clip is evenly aligned and resting down.

Note: The new gear retaining clip is designed to attach/snap onto the gear mechanism shaft to help secure it in place.



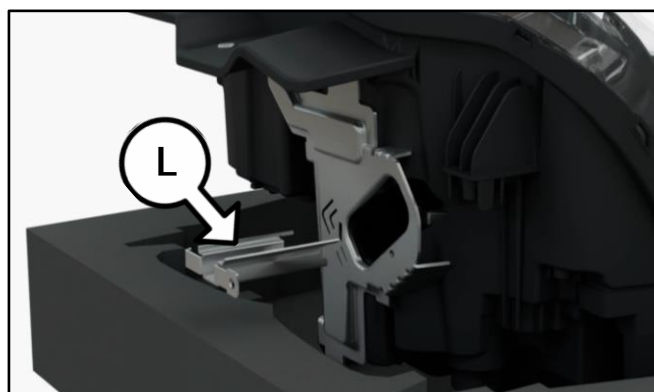
23. Firmly close (tighten) the clip insertion tool (M) to secure the gear retaining clip (N) onto the gear mechanism shaft.

Note: Verify that a “snap/click” sound is heard when the retaining clip (N) attaches to the gear shaft to confirm it is properly secured.



24. Remove (pull out) the clip insertion tool (M).
25. Remove the tool insertion guide jig (L) from the hole processing jig (J).

Note: DO NOT lose/misplace the provided screw from the kit.



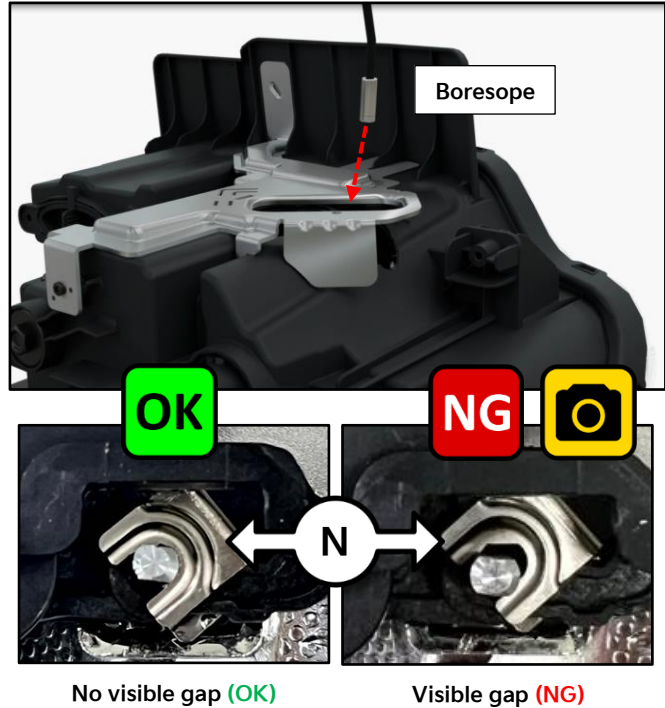
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26. To confirm that the gear retaining clip (N) is correctly installed/secured to the shaft, use a borescope (SST JSP79184) to view inside the projection unit gear mechanism.

- If **NO** visible gap is present between the retaining clip (N) and gear shaft **(OK)** proceed to step 27.
- If a visible gap **IS** present between the retaining clip (N) and gear shaft **(NG)**, repeat steps 16a - 20.

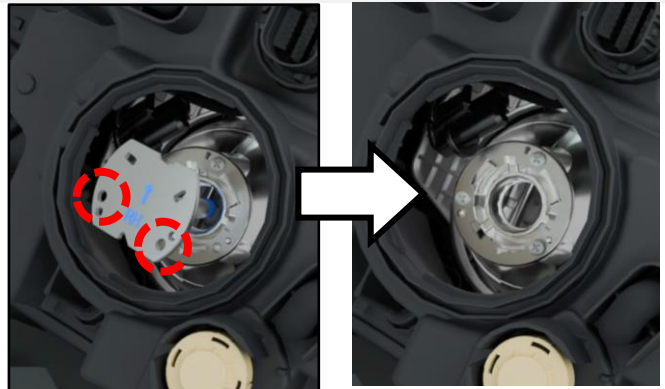
Note: DO NOT use a new retaining clip (N) for a **(NG)** condition.



IMPORTANT: If the retaining clip gap to the shaft cannot be adjusted to an (OK) condition, take one clear KVID photo of the (NG) retaining clip clearly showing the gap from the borescope image, including the RO information.

If this occurs, replace the affected (LH and/or RH) headlamp assembly in the reverse order of removal, and skip to step 38 to inspect the opposite side headlamp.

27. Remove the shield fixing jig (H) in the reverse order of removal and reinstall the two (2) removed screws.



28. Reinstall the previously removed headlamp low/high light bulb (G) from step 6a.

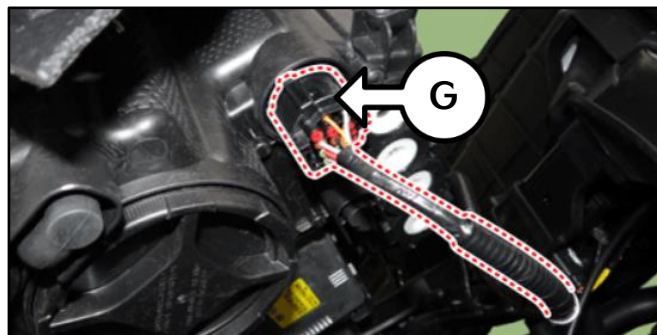
Note: If the removed low/high light bulb was burnt, install a new light bulb.



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29. Reconnect the headlamp assembly light bulb (G) connector.

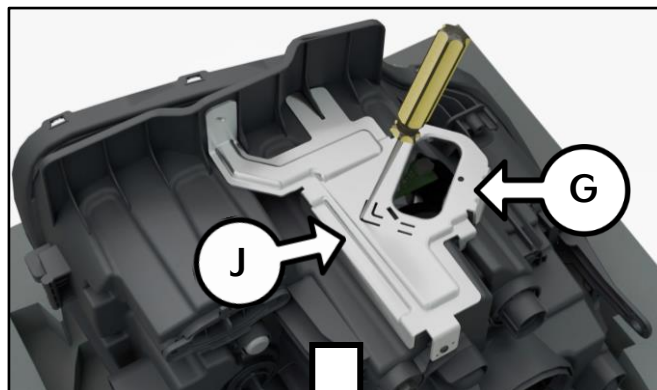


30. Confirm that both the low and high beams operate/illuminate normally.

- If the low/high beams operate normally, proceed to step 31.
- If the low/high beams do **NOT** operate normally, then replace the affected (LH and/or RH) headlamp assembly in the reverse order of removal.



31. Using a pick tool, mark/scratch the outer surface of headlamp assembly (D) case through the four (4) slots of the hole processing jig (J).



32. Remove the Hole Processing Jig (J) and confirm that the markings are visible as shown.

Note: Be careful not to misplace/lose the retaining screw.



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33. Thoroughly clean the outer surface of the headlamp case surrounding the hole opening.

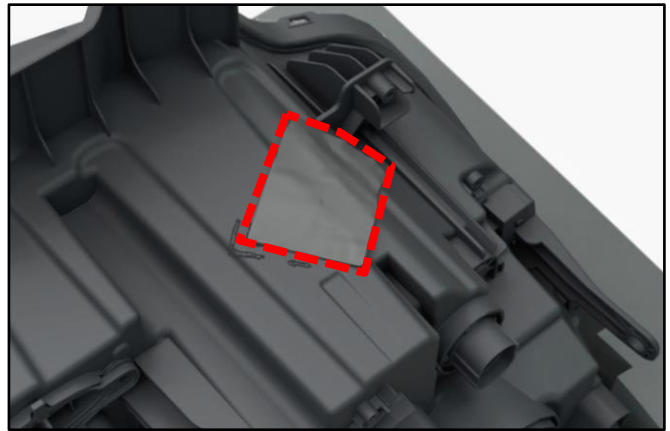


34. Align the provided small pad (PN 92100 S9003QQK) over the hole opening, as shown and adhere it to the surface.

35. Using a heat gun, apply heat over the pad to increase adhesion while applying downward pressure to help mold the pad to the surface.

**WARNING**

DO NOT touch the pad while hot as it can cause severe injury.

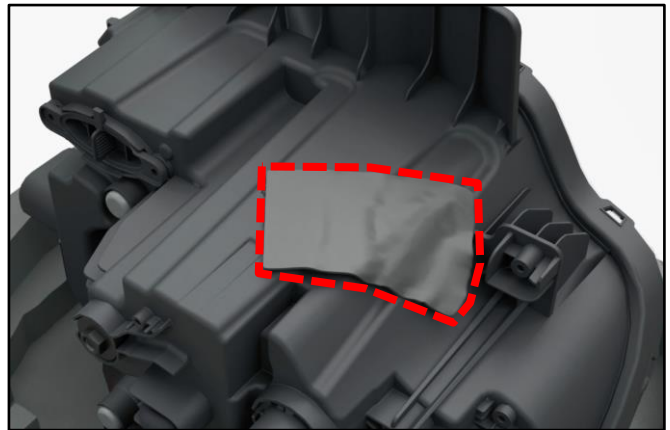


36. Align the large pad (PN 92100 S9004QQK) over the adhered small pad, as shown.

37. Using a heat gun, apply heat over the pad to increase adhesion while applying downward pressure to help mold the pad to the surface.

**WARNING**

DO NOT touch the pad while hot as it can cause severe injury.



38. Repeat steps 2-37 for the opposite side headlamp assembly (if applicable).
39. Reinstall all removed parts in reverse order of removal.
40. Confirm normal vehicle operation.

SUBJECT:

HALOGEN HEADLAMP (HIGH BEAM) ASSEMBLY INSPECTION & REPAIR CLIP/REPLACEMENT (SC299)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	January 9, 2019 to November 18, 2019

REQUIRED TOOL:




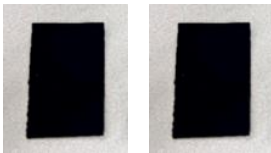
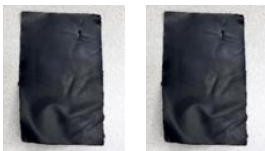
Tool Name	Part Number	Figure	Qty.	Comments
Headlamp Tool Kit	SC299HEADLAMPKIT		1	Auto-shipped to Dealers on the week of 7/23/2024 Located O/H 2
Shield Fixing Jig	N/A		2	All parts are included In Tool Kit PN SC299HEADLAMPKIT Four (4) extra Iron Connecting Tips (2 LH & 2 RH) will be auto-shipped to dealers.
Hole Processing Jig			2	
Soldering Iron			2	
Iron Stand			2	
Iron Connecting Tip			2	
Tool Insertion Guide Jig			2	
Clip Insertion Tool			2	
Foam Kit			1	
Heat Gun	N/A		1	Locally Sourced
Borescope Kit	JSP79184		1	Located O/H 1

Note: For replacements, contact Snap-On Business Solutions at (888) 542-1011.

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REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comment
Headlamp Assembly (RH Side)	92104 S9000FFF		1	N/A
Headlamp Assembly (LH Side)	92103 S9000FFF		1	
Retaining Clip (RH Side)	92100 S9001QQK		1	N/A
Retaining Clip (Left Side)	92100 S9002QQK		1	N/A
Small Pad (60mm x 90mm)	92100 S9003QQK		1-2	1 Pad is Required per side
Large Pad (70mm x 110mm)	92100 S9004QQK		1-2	1 Pad is Required per side

Note: The replacement Headlamp Assembly part numbers will require a VIN entry for parts ordering. Order Quantity for the Clips and Pads will be controlled by a UIO% per dealer net submitted warranty claims. No VIN entry will be required. To keep the supply of parts flowing, please be sure to expedite warranty claim filing. As supply becomes more available, the maximum order quantity limit may be increased or removed.

SUBJECT:

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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	92101 S9000	0	(SC299B) LH & RH Headlamp Assembly Replacement Projection Unit (NG) Both Sides	241A31B0	1.0 M/H	92103 S9000FFF	1
						92104 S9000FFF	
			(SC299B) LH Headlamp Retaining Clip and Operation (OK) + RH Projection Unit (NG) + RH Headlamp Replacement	241A31B1	1.5 M/H	92100 S9002QQK	1
						92100 S9003QQK	
						92100 S9004QQK	
						92104 S9000FFF	
			(SC299B) RH Headlamp Retaining Clip and Operation (OK) + LH Projection Unit (NG) + LH Headlamp Replacement	241A31B2	1.5 M/H	92100 S9001QQK	1
						92100 S9003QQK	
						92100 S9004QQK	
						92103 S9000FFF	
			(SC299B) LH Headlamp Retaining Clip and Operation (NG) + LH Headlamp Replacement + RH Projection Unit (NG) + RH Headlamp Replacement	241A31B3	2.0 M/H	92100 S9002QQK	1
						92103 S9000FFF	
						92104 S9000FFF	
			(SC299B) RH Headlamp Retaining Clip and Operation (NG) + RH Headlamp Replacement + LH Projection Unit (NG) + LH Headlamp Replacement	241A31B4	2.0 M/H	92100 S9001QQK	1
						92104 S9000FFF	
						92103 S9000FFF	
			(SC299B) LH & RH Headlamp Retaining Clip and Operation (OK) (Both Sides)	241A31B5	2.0 M/H	92100 S9001QQK	1
						92100 S9002QQK	
						92100 S9003QQK	2
						92100 S9004QQK	2
			(SC299B) LH & RH Headlamp Retaining Clip and Operation (NG) LH & RH Replacement	241A31B6	2.0 M/H	92103 S9000FFF	1
						92104 S9000FFF	
						92100 S9001QQK	
						92100 S9002QQK	
						92100 S9003QQK	2
						92100 S9004QQK	2

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC299 when accessing the KDealer+ system.



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Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	92101 S9000	0	(SC299L) LH Projection Unit (OK) + LH Headlamp Retaining Clip and Operation (OK)	241A31L1	1.5 M/H	92100 S9002QQK	1
						92100 S9003QQK	
						92100 S9004QQK	
		0	(SC299L) LH Projection Unit (OK) + LH Headlamp Retaining Clip and Operation (NG) + LH Headlamp Replacement	241A31L2	1.5 M/H	92100 S9002QQK	1
						92100 S9003QQK	
						92100 S9004QQK	
						92103 S9000FFF	
		0	(SC299L) LH Projection Unit (NG) + LH Headlamp Replacement	241A31L3	1.0 M/H	92103 S9000FFF	1
R	92101 S9000	0	(SC299R) RH Projection Unit (OK) + RH Headlamp Retaining Clip and Operation (OK)	241A31R1	1.5 M/H	92100 S9001QQK	1
						92100 S9003QQK	
						92100 S9004QQK	
		0	(SC299R) RH Projection Unit (OK) + RH Headlamp Retaining Clip and Operation (NG) + RH Headlamp Replacement	241A31R2	1.5 M/H	92100 S9001QQK	1
						92100 S9003QQK	
						92100 S9004QQK	
						92104 S9000FFF	
		0	(SC299R) RH Projection Unit (NG) + RH Headlamp Replacement	241A31R3	1.0 M/H	92104 S9000FFF	1

Note: Refer to [Warranty Bulletin 2024-52](#) for claim submission procedures. Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation. *A KVID video recording and/or KVID photo of the **NG** condition is/are required. If a KVID video or KVID photo for the **NG** condition is not created as described in this publication, Warranty claim submission issues will occur. All claims are subject to review and Warranty chargeback.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC299** when accessing the KDealer+ system.