| | GROUP | MODEL |
|---|---|---|
| | **Safety Recall Campaign** | **2027MY Telluride HEV (LQ2 HEV) SX Prestige & X-Line SX Prestige w/Executive Package** |
| | NUMBER | DATE |
| | **SC366 (Rev 1, 05/05/2026)** | **April 2026** |

# SAFETY RECALL CAMPAIGN

SUBJECT:

# POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

## 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 update the power 2nd-row seat control software to enhance the operating logic of the automatic power-folding (stow) and "one-touch" tilt-and-slide (walk-in) features of the power 2nd-row seats on certain 2027 MY Telluride Hybrid (HEV) SX Prestige and X-Line SX Prestige vehicles equipped with the optional Executive Package and manufactured from February 2, 2026 through March 13, 2026. The power 2nd-row seat assemblies in the subject vehicles, which have an automatic power-folding (stow) and "one-touch" tilt-and-slide (walk-in) features, may not detect obstructions and may continue to move if these features are used while an occupant is in the seat or is entering/exiting the rear of the vehicle, increasing the risk of injury. Follow the procedure outlined in this publication to update the power 2nd-row seat control software on the applicable vehicle.

Refer to SST081 for software upgrade instructions using Kia Diagnostic System (KDS) tablet and VCI-II/III and confirm the Upgrade Event Number/Name, ROM ID Information, and Manual Mode passwords (if applicable) on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs. This software upgrade may also be available via an Over-the-Air (OTA) update on vehicles with an 'active' Kia Connect subscription.

## 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.
Kia America, Inc. Internal Use Only

SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

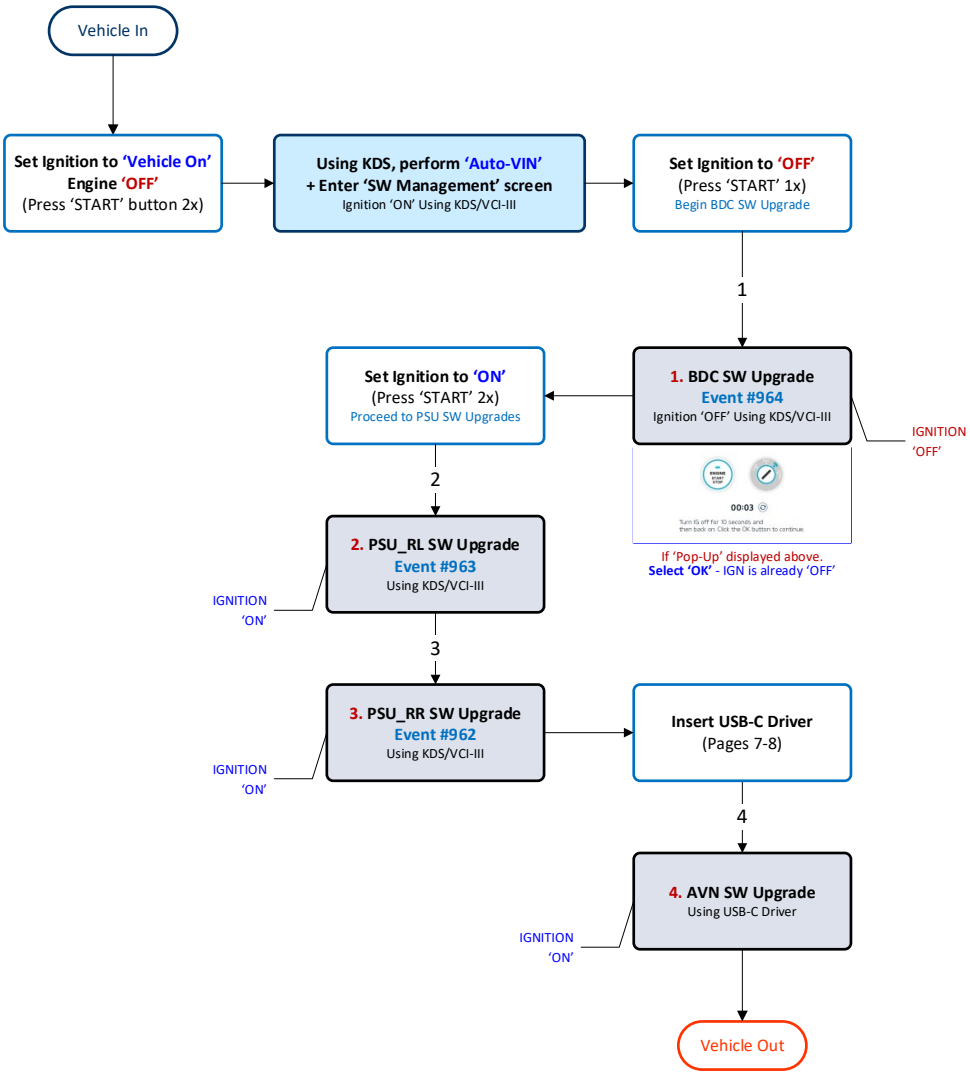
## Flowchart:

**CAUTION**

All four (4) of the following software upgrades MUST BE performed in the order shown below. Failure to follow the order may cause modules to not operate as designed or fail. Due to the length of time required to complete the updates, USING A 12V CHARGER IS REQUIRED, 12V BATTERY SOC is above 68% and KDS is sufficiently charged at 60% or higher.

**IMPORTANT: FOLLOW THE DETAILED INSTRUCTIONS OUTLINE ON PAGES 6-7 AND REFER TO THE FLOWCHART SHOWN BELOW, FOR REFERENCE USE ONLY.**

**Order: 1. Event #964 → 2. Event #963 → 3. Event #962 → 4. AVN USB-C**



SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

**Refer to TSB SST081 for instructions to upgrade the 'BDC, RLPSU, & RRPSU' system:**

**IMPORTANT: Due to the length of time required to complete the updates,**
**USING A 12V CHARGER IS REQUIRED.**

To correct this condition, the specified system module should be reprogrammed using KDS as described in this bulletin in 'Auto Mode'.

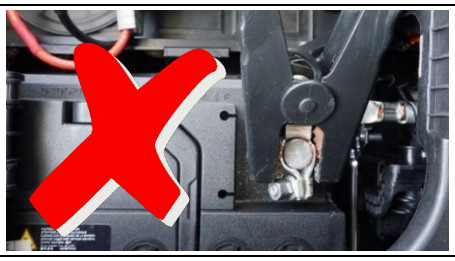
| Upgrade Event Name |
|---|
| 964. LQ2a HEV Power Seat Unit Operation Logic Improvement (BDC) |
| 963. LQ2a HEV Power Seat Unit Operation Logic Improvement (PSU_RL) |
| 962. LQ2a HEV Power Seat Unit Operation Logic Improvement (PSU_RR) |

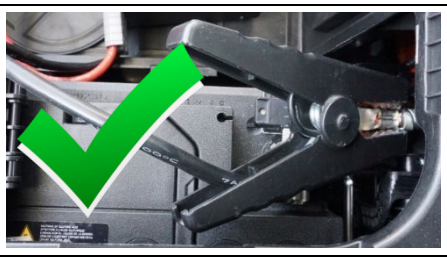
**After completing the SW upgrades via KDS, perform the USB-C Drive upgrade for the ccNC head unit.**
**(Refer to pages 6-7)**

## 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 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/III 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.

Connect the negative (-) terminal to the battery as shown below.





## 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.

SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

## ROM ID Information Table:

**ⓘ 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.**
**The following required software upgrades MUST BE performed in the order shown below.**

### 1st. Event #964 (BDC)

| Model | System | IMMO | ECU P/No. | ROM ID | |
|---|---|---|---|---|---|
| | | | | Previous | New |
| LQ2 HEV | BDC | Yes | 95400 XL000<br>95400 XL010<br>95400 XL020 | 252C<br>252D<br>252F | 252I |

### 2nd. Event #963 (PSU_RL)

| Model | System | IMMO | ECU P/No. | ROM ID | |
|---|---|---|---|---|---|
| | | | | Previous | New |
| LQ2 HEV | RLPSU | Yes | 891P8 P8000 | 25910<br>25B10 | 26310 |

### 3rd. Event #962 (PSU_RR)

| Model | System | IMMO | ECU P/No. | ROM ID | |
|---|---|---|---|---|---|
| | | | | Previous | New |
| LQ2 HEV | RRPSU | Yes | 892P8 P8000 | 25910<br>25B10 | 26310 |

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.

### 4th. USB-C Flash Drive (ccNC)

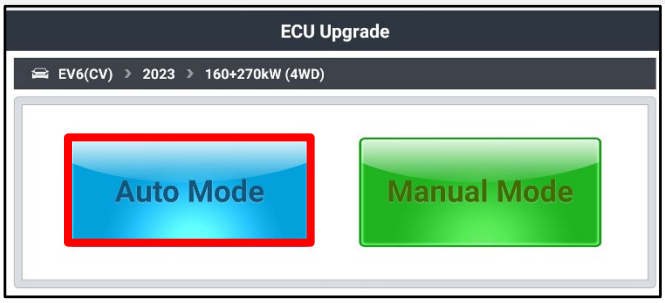
| Model | System | ECU P/No. | ROM ID | |
|---|---|---|---|---|
| | | | Previous | New |
| LQ2 HEV | ccNC | 96560 P8100<br>96560 P8150 | 25CN.LQ2.USA.ccNC.001.001.251223<br>2618.LQ2.USA.ccNC.001.001.260108<br>261N.LQ2.USA.ccNC.001.001.260123 | 263Q.LQ2.USA.ccNC.001.001.260326 or later. |

SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

## Software Information:

The required software must be installed by selecting the **'Auto Mode'** ECU Upgrade option.

**Note: In some case, the 'Manual Mode' installation option may be required ONLY if the 'Auto Mode' function fails or is otherwise noted above.**




**NOTICE**

**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 the manual upgrade.**

'Manual Mode' passwords.

| Event | Menu | Password |
|---|---|---|
| #962 | LQ2a HEV RRPSU: 892P8-P8000 | 5753 |
| #963 | LQ2a HEV RLPSU: 891P8-P8000 | 5754 |
| #964 | LQ2a HEV BDC: 95400-XL000/10/20 | 9756 |

**CAUTION**

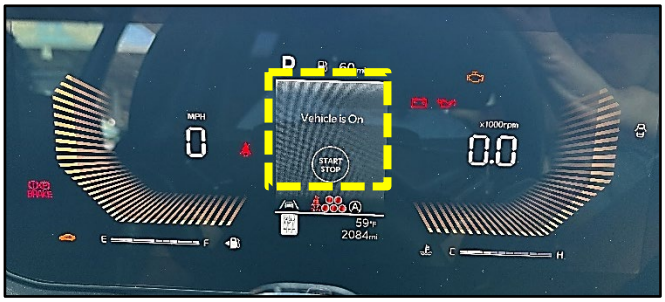
**The following required software upgrades MUST BE performed in the order shown below. Failure to follow this order may cause modules to fail or not operate as designed.**

**UPGRADE EVENT: 'BDC, RLPSU, RRPSU' systems.**




## BEFORE YOU BEGIN!!!

1. Set ignition to **'Vehicle On'** (Engine 'OFF') via ENGINE (START/STOP) button.
2. Perform **'Auto-VIN'** function using KDS to identify the subject vehicle.
3. Enter the **'SW Management'** screen in KDS.
4. Set ignition to vehicle **'OFF'.**
5. Refer to additional instructions on page 6.

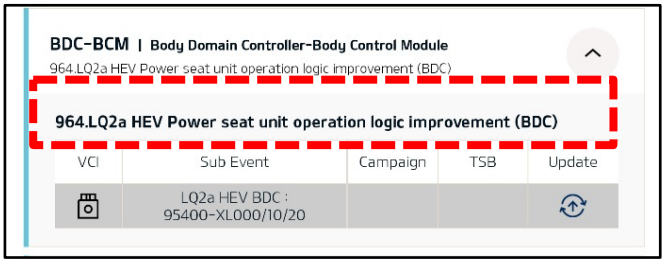


SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

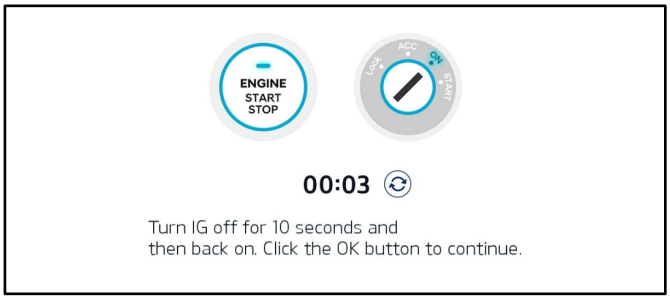
**Note: Verify the affected vehicle Calibration Identification of the applicable ECU ROM ID and reference the software (SW) 'Information Table' on page 4 as necessary. Follow the order outlined below.**

6. Begin **'BDC'** SW upgrade, with ignition **'OFF'**.

**964. LQ2a HEV Power Seat Unit Operation Logic Improvement (BDC)**




Note: If the 'pop-up' message shown on the right is displayed, ignore it and select 'OK' as the vehicle ignition is already set 'OFF'.




7. After the 'BDC' software upgrade is complete, set the ignition to **'Vehicle On'** before proceeding with the other two (2) software upgrades.

8. Begin **'PSU_RL'** SW upgrade, with ignition **'ON'**

**963. LQ2a HEV Power Seat Unit Operation Logic Improvement (PSU_RL)**




9. After the 'PSU_RL' software upgrade is complete, proceed to the final KDS software upgrade below.

10. Begin **'PSU_RR'** SW upgrade, with ignition **'ON'**

**962. LQ2a HEV Power Seat Unit Operation Logic Improvement (PSU_RR)**




11. After the 'PSU_RR' software upgrade is complete, keep the ignition set to **'Vehicle On'** and proceed to the USB-C software upgrade instructions on page 7.

**Note: Perform the software updates using KDS first, followed by the AVN update last. If the AVN update is 'mistakenly' performed first, a pinhole reset must be carried out after the controller update using KDS is completed. (Refer to the pinhole location on the image shown to the right).**



SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

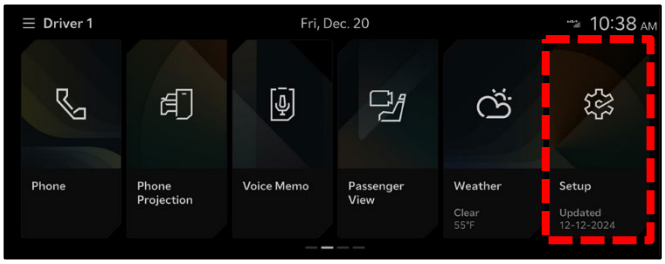
## USB-C Software Upgrade: (ccNC)

### ⓘ IMPORTANT

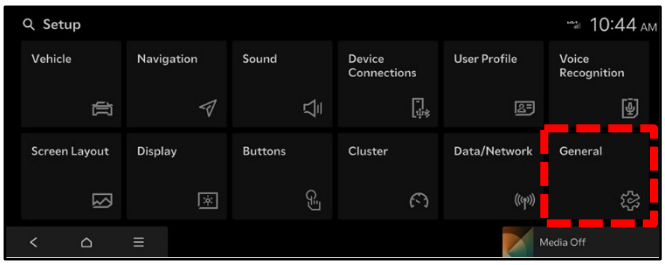
- **DO NOT cut 'OFF' POWER OF THE VEHICLE by pressing the 'Start/Stop' ignition button (If power to the system is cut, it may negatively impact the data transfer and file integrity of the SW update).**
- **Ensure that the battery power supply is in a stable operational mode during the update by ensuring the battery is sufficiently charged and the power is switched on in order to charge the 12v battery.**
- **Before conducting this procedure, verify that S/W of the vehicle is not latest version.**

1. Press the **'Start'** button two (2) times to turn the vehicle 'ON' (Engine 'OFF').

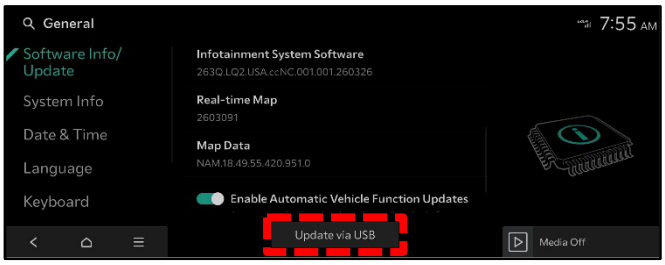
   Select **'Setup'** on the ccNC screen.



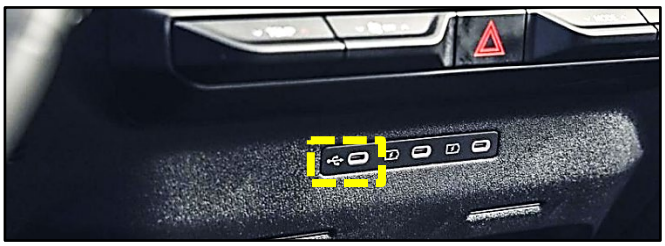

2. Select **'General'**.




3. Select **'Software Info Update'** → **'System Info'** to verify the existing 'Infotainment System Software' needs to be updated. Refer to the 'USB-C Flash Drive (ccNC)' table on page 4.




4. Insert the USB-C flash drive into the **USB-C port** located under the HVAC/Media Controller.

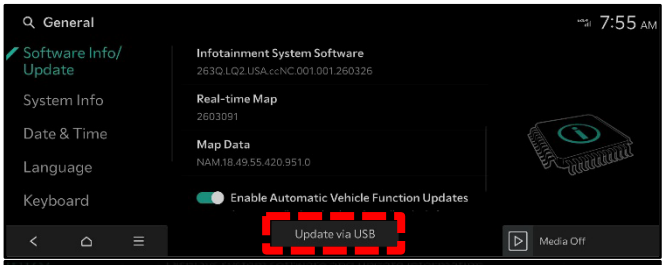


### NOTICE

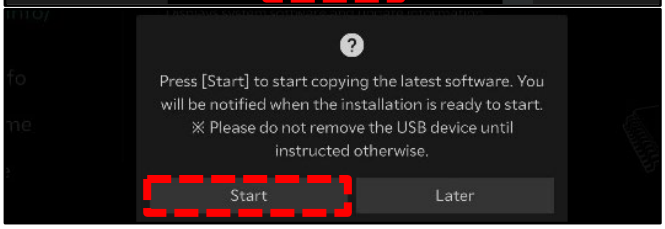
**After inserting the USB-C flash drive, a 'pop-up' message stating "There are no supported files", may appear. The system is searching for audio media files. Disregard and proceed with the update.**

SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

5. Select **'Update Via USB'**.




6. Select **'Start'**.



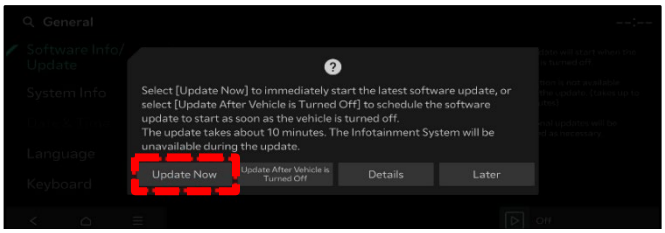

**NOTICE**

**The update may remain on the 'Preparing to Install' screen for about 30 minutes. This is normal. Once the on-screen message changes to 'Ready to install the Infotainment system software', the vehicle may be turned off for the installation pop-up to appear. DO NOT OPEN THE DOOR or the pop-up may not appear if the head unit display turns off. Press 'Install now' to finalize the software installation. (Install now step will only take ~1 minute.)**

7. Once the software update completes running, the **'Update'** pop-up screen will be displayed as shown.




8. Foreground update pop-up appears when ACC off. Select **'Update Now'** to continue.



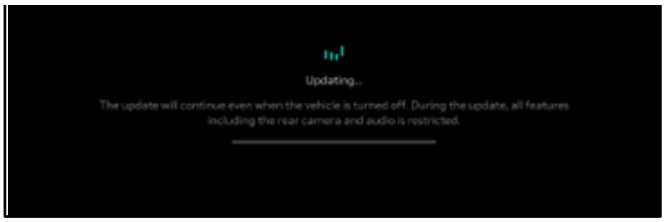

**Verify the following conditions:**

- **Driver door is closed**
- **12V battery SOC above 68%**

**The 'pop-up' may not display if the 12V battery SOC is below 68% and therefore, the update will not be completed.**

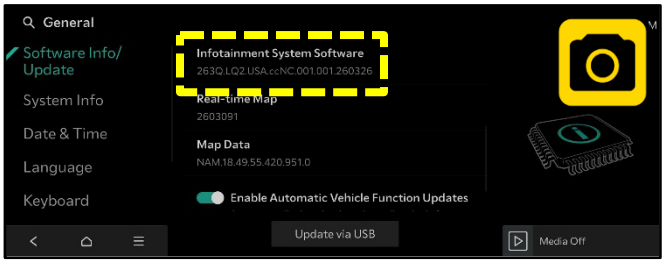
9. If pop-up does not appear, Start IGN on again. Select **'Update Now'** to continue.

10. The AVN will reboot after completing.




11. Check SW version to target version (steps 1-3) and refer to ROM ID table on page 4.

**Note:**
**263Q.LQ2.USA.ccNC.001.001.260326** version or later.




12. **Take a clear photo** of the AVN screen showing the latest software version installed using KDS Warranty Claim Attachment function.

SUBJECT: POWER 2ND-ROW SEAT OPERATION LOGIC IMPROVEMENT (SC366)

## AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|---|---|
| Telluride HEV (LQ2 HEV) | February 2, 2026 to March 13, 2026 |

## REQUIRED TOOL:

| Tool Name | Part Number | Figure | Comments |
|---|---|---|---|
| Kia Diagnostic System (KDS) | N/A |  | KDS + VCI |
| USB-C Flash Drive | SC36627LQ2 |   | Auto-Shipped to Dealers. For replacements, contact Snap-on Business Solutions at (888) 542-1011. |

## 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 | 881P7 P8000 | 0 | (SC366) 2nd. Row Power Seat SW Logic Improvement + AVN SW Update | 261A13R0 | 0.7 M/H | N/A | 0 |

**Refer to Warranty Bulletin 2026-11 for claim submission procedures. For Labor Op 261A13R0, a clear photo of the AVN screen showing the latest software version must be captured using the KDS Warranty Attachment function. The photo must be attached to claim using Warranty Claim Attachment type 'XX - Other'. When substitute transportation is provided, manually enter sublet code 'X2' for rental expense reimbursement or one roundtrip rideshare expense. Make sure to submit any substitute transportation claim at the time of the warranty expense.**

**NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC366 when accessing the KDealer+ system.**