



GROUP
Electrical

MODEL
Optima Hybrid
(TF HEV)

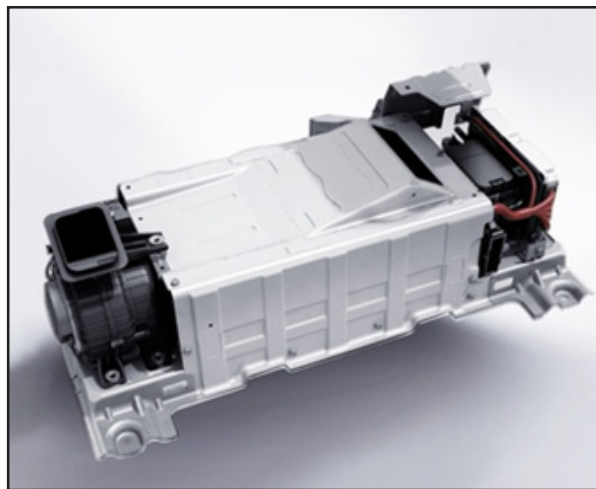
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TECHNICAL SERVICE BULLETIN

SUBJECT: HIGH-VOLTAGE BATTERY ORDERING AND RETURN PROCEDURE

This bulletin outlines the ordering and return procedure for high-voltage Lithium-ion batteries for Optima Hybrid vehicles (hereafter referred to as "high-voltage batteries" or HVBs). Every Kia-approved hybrid dealership's parts and service departments should follow these procedures to ensure the fastest handling time and to minimize the possibility of charge-backs.



Limitations on High Voltage Battery Orders

- Non-approved hybrid dealerships cannot order HVBs or be paid by warranty for repairs performed on hybrid components.
- HVBs cannot be ordered except as direct replacements for damaged or failed HVBs.
- In the case of out-of-warranty or collision-damaged HVBs, evidence of the failure or damage must be submitted via a Tech Line case. A core return is required in all cases.

Shipping and Handling Regulations

- Pursuant to federal law, all shipments of HVBs, to or from the dealer, must be shipped by ground service. Air shipments are not allowed.
- Anyone who receives, packs, ships, or otherwise handles HVBs may need to be hazardous materials (HazMat) certified, as required by the U.S. Department of Transportation.
- It is the dealership's responsibility to ensure that its team members are appropriately certified and follow all laws and regulations related to this and other HazMat components on Kia vehicles.

File Under: <Electrical>

Circulate To: General Manager Service Manager Parts Manager
 Service Advisor(s) Technician(s) Body Shop Manager Fleet Repair

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Ordering Procedure:

The service department should follow this procedure when requesting a battery.

1. Use GDS to scan for DTCs.
 - a. If an HVB DTC (P1B70, P1B74, or P1B96) is found, save screenshots of the DTC search results. This can be achieved with 1-2 screenshots.
 - b. Save the screenshots of each DTC's Freeze-Frame Data. This can be done with 2 screenshots per DTC.
 - c. Select the BMS system and save screenshots of Current Data. This can be done with 5 screenshots.
Screenshot examples are provided on the last page of this document.
2. Create a Tech Line web case, and include the following items in the initial message:
 - a. Describe the customer complaint and what portion of the complaint was duplicated or confirmed.
 - b. Identify (in the case notes) the problem cells from the FFD or BMS Current Data.
 - c. Upload all screenshots to the case.
3. A Tech Line representative will review these details and recommend either HVB replacement or another action.
4. If Tech Line recommends HVB assembly replacement, the dealership service department should contact its DPSM for a PWA and place a parts order for the HVB assembly, Battery Management System control module (BMS), and any other components that are recommended by Tech Line (for non-warranty repairs, evidence of battery failure or damage must be submitted via Tech Line case). The HVB will appear to be on backorder; this is normal. The order will be reviewed by Mobis Parts America and Kia Motors America with two possible outcomes:
 - a. If approved, the order will be allocated and shipped via ground carrier.
 - b. If not approved, the dealership will be contacted and informed of the appropriate actions to take.

***NOTICE**

HVB packs are shipped from California, and transit times will vary from 1 to 5 business days from shipment date in the contiguous United States. Transit time of shipments to dealers in Hawaii or Alaska will require additional time.

***NOTICE**

Every HVB replacement also requires installation of a new BMS (including replacements due to collision damage).

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Return Procedure:

The parts department should follow this procedure when receiving a replacement HVB and when returning the original (core) HVB.

1. When the replacement HVB ships, KMA Warranty Department will supply instructions, including a bill of lading and the emergency response document via email to the dealership parts department.
2. When receiving the replacement HVB, inspect the wooden shipping crate of the replacement HVB for damage. If it was damaged in shipment, be certain to note this on the receiving document, and contact the Parts Hotline to request a new crate for the HVB.
3. Care must be taken when unpacking the replacement HVB to not damage the wooden crate. Damage caused by the dealer will be the dealership's responsibility. Make sure to retain all packaging materials for reuse.
4. Package the return HVB in the same manner as the replacement HVB was received.
5. If the Battery Management System control module (BMS) was replaced in the same repair as the HVB, the two components must be returned in the same shipment, unless otherwise instructed by KMA. To do this, install the BMS into its place on the HVB assembly. Except for the BMS, no other components should be returned with the HVB assembly (e.g., HVB fan).
6. Follow all federal requirements for preparing the HazMat shipment. KMA cannot legally accept inappropriately packaged, marked, or mislabeled HazMat shipments. Situations arising from these and other errors are time-consuming to resolve and may result in fines to the dealer by various government entities. In addition, if these situations cause financial losses to KMA, KMA may seek reimbursement for any added processing costs or delays.

See next page for example of GDS Screen Capture Process

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GDS Screen Capture Process (BMS Current Data Shown as an Example):

Click on the camera icon in the upper-right corner of the active GDS screen, select "Entire GDS Area," make sure that there is a check mark next to "Include Vehicle Info," and click on "Send to File." Remember or write down the file path for the screenshots, and name the screenshot files so that it is clear which should be uploaded to the Tech Line case.



Screenshot #1

Drag Scroll Bar down to scroll to next segment of uncaptured data. It's Ok to capture a few lines of data more than once, but take care to ensure that no lines are missed between screenshots.

Intermediate screenshots (not shown here, but still required)

Continue scrolling / taking screenshots as many times as necessary until all lines of data have been captured, down to end of scrollable area.

Screenshot #5

Note: It should be possible to capture all data in 5 screenshots.

When completed, you should have 5 sequential screenshot images that comprise ALL of the BMS Current Data. These image files must be attached to your Tech Line case to ensure efficient processing of the case.

NOTE: The preferred format is JPG or PNG. Other file types may be unreadable and may delay processing.

Use this method for saving screenshots of DTC search results and each DTC's Freeze Frame Data.

