



Service Communication

SC-17-01-36

MODEL: Karma Revero

DATE: November 2017

First Release

TITLE: Baseline BL1030 Release Package Summary

PRIORITY: All Revero

APPLICABILITY: MY17 and MY18 Revero

MARKET REGION: North America

PURPOSE: This document will be used as a supplemental guide regarding required bulletins and order of actions for vehicles involved in the Baseline 1030 (BL1030) update.

BL1030 is a comprehensive multi-component update to the Karma Revero, and some eligible vehicles will also be involved in other related hardware bulletins that must be completed at the time of the BL1030 update. Check the dealer portal for VIN eligibility and all relevant bulletins/instructions PRIOR to performing any repairs.

Vehicles involved in BL1030 could potentially be involved in the following additional hardware bulletins:

Perform all eligible hardware bulletins FIRST

- CC-17-20-14** – Heater Hose Control Valve Install
- CC-17-60-27** – Harness Overlay Install for EPB
- CC-17-82-15** – Floor Insulator Modification
- CC-17-90-20** – Pilot-Proximity Cable Harness Overlay
- CC-17-90-13** – Harness In-line Connector Addition
- CC-17-94-24** – Audio Amplifier Replacement

BL1030 will also include a firmware update-over-the-air (OTA). The vehicle(s) will need to be placed in awake state, in ready mode to receive and install the update. Follow the instructions found in bulletin:

CC-17-00-29 Baseline 1030 Firmware Update

All removed parts during the BL1030 activities must be returned to:

Karma Automotive
ATTN: Warranty Parts Return
9950 Jeronimo Road
Irvine, CA 92618

Karma Automotive Bulletins and service documents are intended for use by experienced and trained Technicians. If you lack the skills, tools, equipment and a suitable workshop for any procedure described in this document, we suggest you leave such repairs to a Karma retailer and service provider. See your service provider for advice on whether your vehicle may benefit from the information contained within this document. The information contained in the Karma Bulletin is accurate at the date of publication. However, Karma Automotive regularly updates technical information. Please check with your Karma Automotive Retailer and Karma Automotive service provider that the bulletin you intend to use contains the latest available information.



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Actions must be taken in this order:

1. Verify VIN eligibility in detailer portal website
2. Create one TSS case for all BL1030 related repairs
- 3. Perform all eligible hardware bulletins FIRST***
4. Complete Over-the-air updates (BL1030)
5. Perform Karma Sync Software flash (BL1030)
6. Submit necessary warranty claims**
- 7. Return all parts to Karma Automotive.**

* If the applicable hardware bulletins are not performed prior to OTA update and Karma Sync flash a trouble code will be set.

****The following three bulletins have overlapping labor procedures.**

CC-17-94-24: Amplifier Replacement

CC-17-90-12: Pilot proximity overlay rear package harness

CC-17-60-27: EPB overlay harness

The **CC-17-90-12** - Pilot proximity and **CC-17-60-27** - EPB Overlay Harness bulletins will have two different labor codes published in the bulletins.

The first labor code will only be used if the VIN is not involved in the other two bulletins listed above. If the VIN is involved two or all three of these bulletins, use the second labor code with lesser labor to account for the overlap when performing the operations at the same time.

If you have any questions regarding claim submission for the repairs related to BL1030 please contact (855) 86-KARMA and select option 4, or e-mail warranty@karmaautomotive.com.

If you have any questions regarding repair procedures please note them in the TSS case.

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The vehicle should have the High Voltage battery charged. If the State of Charge is 15% or less, when placed in Ready Mode, the vehicle generator may turn on at any time during the flash process. Therefore we recommend the state of charge is 25% or greater before beginning the flash procedure, or five (5) miles of EV range.

 NOTICE! 

Have a 12V power supply available to use on every Revero during flashing of modules, there are no exceptions to this. Vehicle 12V battery voltage must be maintained greater than 12.5V while flashing the control modules.

 NOTICE! 

Make sure you have the required components and bulletins available and read through before proceeding with the work.