



Service Campaign

CC-18-00-01

MODEL: Karma Revero

Date: January 2018

TITLE: Baseline BL1035 Firmware Release

PRIORITY: All Revero

APPLICABILITY: MY17 and MY18 Revero

MARKET REGION: North America

PURPOSE: This document will be used as a reference guide for technicians to update a vehicle to Baseline 1035 software, and hardware as needed.

Flash reprogramming allows the control module software to be updated without replacement of the control module hardware. This flash calibration update for the Revero and specific control modules is released as field update procedure as described in the respective service bulletin.

Software and firmware updates will be scheduled as part of Karma Automotive continuous improvements process.

The Karma Sync tool will allow the technician to display the current software identification and cross reference them to any that will be included in the latest updates.

Central Infotainment Unit flashing will occur over the air, TSS is required to be notified prior to this step.

REQUIREMENT: There is a component of this Baseline release which will be performed Over the Air. this will require creating a technical services support (TSS) case as soon as the vehicle arrives at the dealer. Please schedule this baseline install and begin the action early in the workday to allow sufficient time to contact and activate this over the air update through the TSS group.

NOTICE!

*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.

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VIN List: verify the vehicle is included in this update on the table below

50GK41SA0HA000016	50GK41SA1JA000001	50GK41SA4JA000025	50GK41SA7JA000049
50GK41SA2HA000020	50GK41SA1JA000015	50GK41SA4JA000039	50GK41SA7JA000052
50GK41SA3HA000012	50GK41SA1JA000029	50GK41SA4JA000042	50GK41SA7JA000066
50GK41SA4HA000018	50GK41SA1JA000032	50GK41SA4JA000056	50GK41SA7JA000083
50GK41SA4HA000021	50GK41SA1JA000046	50GK41SA4JA000087	50GK41SA7JA000097
50GK41SA6HA000019	50GK41SA1JA000063	50GK41SA4JA000090	50GK41SA7JA000116
50GK41SA6HA000022	50GK41SA1JA000077	50GK41SA5JA000017	50GK41SA7JA000133
50GK41SA7HA000014	50GK41SA1JA000080	50GK41SA5JA000020	50GK41SA8JA000013
50GK41SA8HA000023	50GK41SA1JA000094	50GK41SA5JA000034	50GK41SA8JA000027
50GK41SAXHA000024	50GK41SA1JA000113	50GK41SA5JA000048	50GK41SA8JA000030
50GK41SAXJA000014	50GK41SA2JA000010	50GK41SA5JA000051	50GK41SA8JA000044
50GK41SAXJA000028	50GK41SA2JA000024	50GK41SA5JA000065	50GK41SA8JA000058
50GK41SAXJA000031	50GK41SA2JA000038	50GK41SA5JA000079	50GK41SA8JA000061
50GK41SAXJA000045	50GK41SA2JA000041	50GK41SA5JA000082	50GK41SA8JA000075
50GK41SAXJA000059	50GK41SA2JA000055	50GK41SA5JA000096	50GK41SA8JA000089
50GK41SAXJA000062	50GK41SA2JA000069	50GK41SA5JA000101	50GK41SA8JA000092
50GK41SAXJA000076	50GK41SA2JA000072	50GK41SA5JA000129	50GK41SA8JA000111
50GK41SAXJA000093	50GK41SA2JA000086	50GK41SA6JA000009	50GK41SA8JA000125
50GK41SAXJA000109	50GK41SA2JA000122	50GK41SA6JA000012	50GK41SA9JA000019
50GK41SAXJA000126	50GK41SA3JA000016	50GK41SA6JA000026	50GK41SA9JA000022
50GK41SA0JA000006	50GK41SA3JA000033	50GK41SA6JA000043	50GK41SA9JA000036
50GK41SA0JA000023	50GK41SA3JA000047	50GK41SA6JA000057	50GK41SA9JA000053
50GK41SA0JA000037	50GK41SA3JA000050	50GK41SA6JA000060	50GK41SA9JA000067
50GK41SA0JA000040	50GK41SA3JA000064	50GK41SA6JA000074	50GK41SA9JA000070
50GK41SA0JA000054	50GK41SA3JA000078	50GK41SA6JA000091	50GK41SA9JA000098
50GK41SA0JA000068	50GK41SA3JA000081	50GK41SA6JA000110	50GK41SA9JA000103
50GK41SA0JA000085	50GK41SA3JA000095	50GK41SA6JA000124	50GK41SA9JA000117
50GK41SA0JA000099	50GK41SA3JA000100	50GK41SA7JA000004	50GK41SA2JA000007
50GK41SA0JA000104	50GK41SA3JA000114	50GK41SA7JA000021	50GK41SA3JA000131
50GK41SA0JA000121	50GK41SA4JA000011	50GK41SA7JA000035	

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Note: Remove the Karma Sync Equipment. Before the CIU is updated ensure nothing is plugged into the OBD II port. This includes the MDI - remove this, otherwise the Touch Panel will cycle on and off, this is expected behavior. However, this will interrupt the update. The Karma Sync is also not needed for over the air (OTA) updates.

STEP 1

Verify All BL1030 Hardware installation is complete, if not perform these as instructed

This can be done quickly by checking the CIU software ID as displayed in the TPI. Setting > About, this will read 17.13.27.3

STEP 2

Contact Karma TSS they will schedule the Over-the-air Update to be sent to vehicle

STEP 3

Connect Karma Sync and perform the available updates

STEP 4

Follow instruction provided to update vehicle with Karma Sync

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Overview:

1. Verify that all required action as per bulletins (VIN specific) CC-17-20-14, CC-17-60-27, CC-17-90-12, CC-17-90-13, CC-17-94-24 - **Contact TSS when complete**
2. NOTE: If the vehicle has not had BL1030, this will require two over the air packages (the 1st for BL1030 and the 2nd for BL1035).
3. Place the vehicle in a safe area with good cell reception, place vehicle in Ready Mode
4. Restart (shut down and restart) the workshop tester as Karma Sync will also update.
5. TSS will contact you within the hour
6. The TSS representative will instruct you to power down the vehicle
7. An update screen will appear, you should accept and this will install the first packet of the update to the vehicle. this should take about three (3) minutes.
8. Verify the install of **BL1035** by placing vehicle in Ready Mode, check the TPI screen in: Vehicle>About the firmware level should display 17.13.27.4
9. Switch the vehicle off.
10. Contact your TSS representative again this is to confirm step one of the over-the-air firmware update
11. Follow the TSS representative's instructions
12. As before, place vehicle in Ready Mode as before in a safe location with good reception, expect to wait about an hour.
13. Proceed to update Karma Sync as per this bulletin (this only need to happen once per service laptop, not for every update.)
14. Update the various control modules as shown in Karma Sync.
15. Complete procedure as directed in this bulletin and by your TSS representative.

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 WARNING!

DO NOT ALLOW LAPTOP TO GO INTO SLEEP OR SCREEN SAVER MODE DURING THIS PROCESS. TURN OFF SCREEN SAVER IF NECESSARY AND ENSURE THE LAPTOP STAYS AWAKE. THE LAPTOP MUST BE PLUGGED INTO A STABLE POWER SOURCE DURING THE PROCESS. IF THE VEHICLE GOES INTO SLEEP MODE WHILE AN ECU IS BEING PROGRAMMED; THE REPROGRAMMING MAY BE UNSUCCESSFUL AND MAY CAUSE DAMAGE TO THE ECU.

All Vehicles in the field will be brought up to the latest release level of Baseline 1035 or “BL1035.”

BL1035 updates provide the following:

BECM (HV Battery): Improved Diagnostics and Communication

Electronic Control Module (ECM): Enhancements implemented, improved diagnostics.

Hybrid Control Unit (HCU): Improved 12V battery maintainance. Diagnostics enhanced.

VCM-B: Further improved system and lighting functions

VCM-S: Refinements to system properties introduced.



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The target software should be as indicated in the table below.

Record the software IDs displayed on the Karma Sync workshop tester. before you begin.

Control Module Name	Software Version ID after BL1035 update	Software ID as received <u>before</u> BL1035 Update (enter ID displayed on scan tool below)
Accessory Power Module	0311-01-02	
Advance Driver Assistance System (ADAS)	0381-00-38	
Battery Energy Control Module (BECM)	0156-04-58	
Engine Control Module (ECM) (Cal ID)	0121-09-03	
Central Infotainment Unit (CIU)	17.13.27.4	
Door Module Right	0431-00-22	
Door Module Left	0421-00-22	
Heat/Ventilation Air Conditioning (HVAC)	0162-02-48	
Hybrid Control Unit (HCU)	0111-0C-66	
Memory Seat Module (MSM)	0441-02-08	
Power Inverter Module for Generator	0301-06-30	
Power Inverter Module for Traction (Motor 1)	0281-06-36	
Power Inverter Module for Traction (Motor 2)	0291-06-36	
Tire Pressure Monitor System	0371-00-03	
Vehicle Control Module - Security (VCM-S)	0411-01-18	
Vehicle Control Module - Body (VCM-B)	0401-00-28	

NOTE: The CIU software version ID is found in the TPI, go to; Settings > Vehicle > About

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1. Central Infotainment Unit flashing will occur over the air, **TSS is required to be notified prior** to this step.

TSS will instruct you to place the vehicle in an suitable safe area with good cellular reception, and place in Ready Mode: the update packet is downloaded to the vehicle- the download requires no other action on the technician's part, only to leave the vehicle in a secure and safe location in your work area for approximately sixty (60) minutes. TSS representative will contact you within the hour.

2. Keep the door latched (closed position) the update will not show up on TPI until power button is powered off with door still latched. This is when you can verify the TPI for update available messaging screen. If the download completed, the vehicle will prompt to accept the update (fig. 1) Accept this and allow the vehicle to update. Note that changing the door latch state will interrupt the accessory delay and shut down the TPI. If the TPI shuts down at power off, the update available screen will not display.

Note: the install version is different than the ID observed on the CIU when install is complete. This is normal, 17.13.27.5 will install and display CIU software ID -17.13.27.4 this is correct.

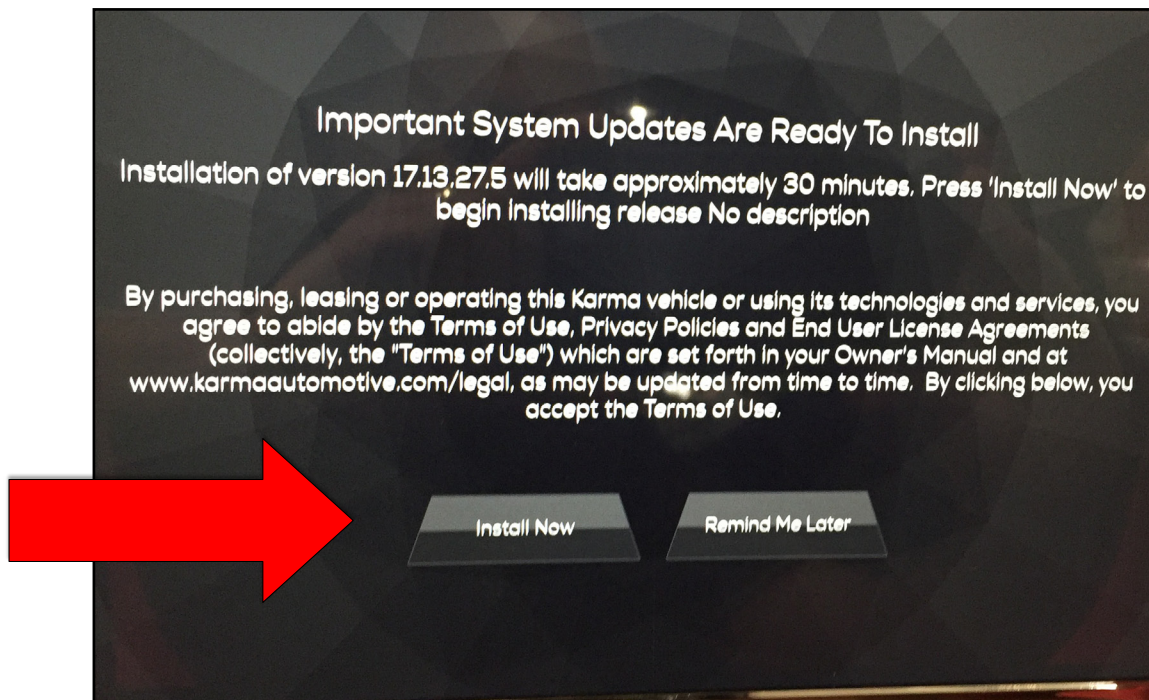


fig. 1

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Below are the screens of the TPI read out as the CIU is updating (fig.2) When this is completed updating, the screen may go blank or black or cycle on and off, normal function will resume upon cycling the mode button.



fig. 2

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3. Verify the CIU software ID in the TPI after the vehicle has been placed in ready mode. go to Setting > About, the version should be displayed above the Terms and Conditions bar (fig. 3)



fig. 3

The CIU Software ID should be as displayed: 17.13.27.4.

NOTE: If this display does not match you will need to request a second OTA package for the vehicle. Contact TSS.

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NOTE: The following KarmaSync update will only occur once per service laptop, in regards to this bulletin.
It will not be repeated after this first instance.

6. Launch the Karma Sync application or close and relaunch if already open
 Upon launch of the scan tool you may be prompted to enter user credentials
 When a software update is available an update dialog box should appear with the new software package (fig.4).

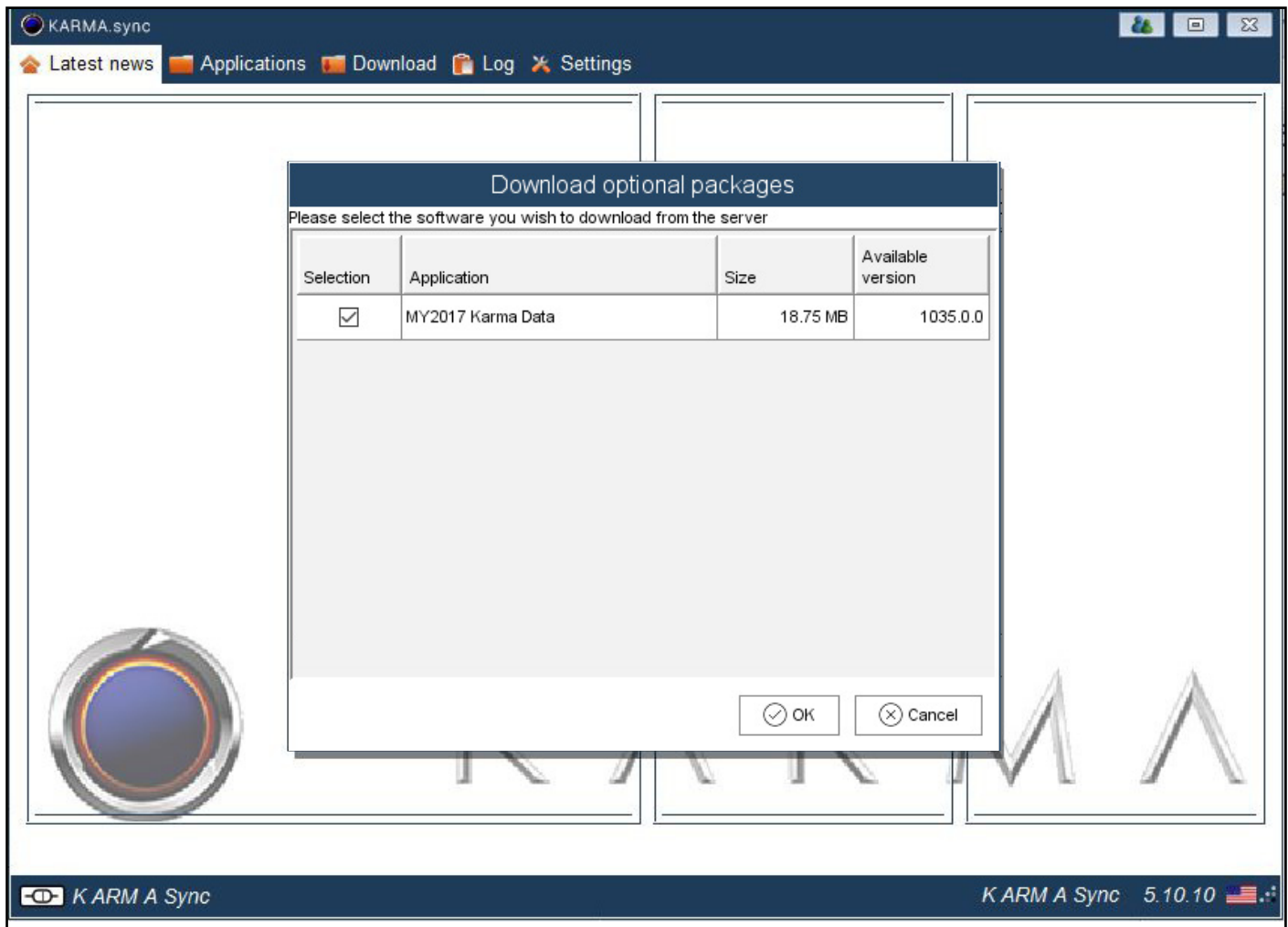


fig.4

7. Click "Ok" to install. (fig. 4)

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The package will then download (fig.5).



fig.5

- When download is complete, follow the on screen prompt, to allow the Software to update on the next restart .
Doing this restart is a complete closing of Karma SYNC and restarting the program.

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Restart Scan Tool: The dialog box should open automatically-

If the dialog box does not open automatically to download the new software proceed to add software as shown The tool bar will have a Karma Sync icon, hover over it (fig.6a), right-click, proceed to “add software” as in (fig. 6b). Once complete proceed with the remainder of this bulletin.

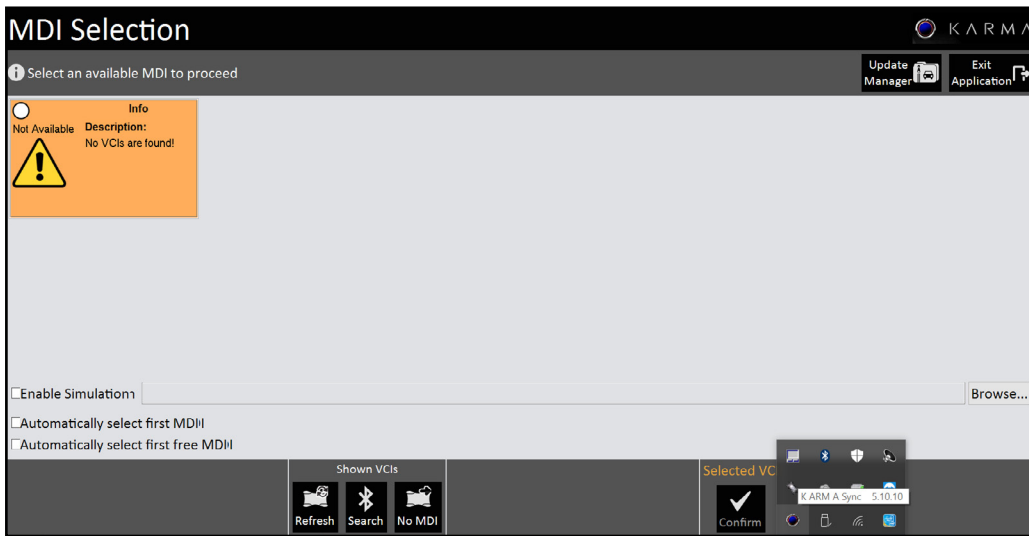


fig.6a

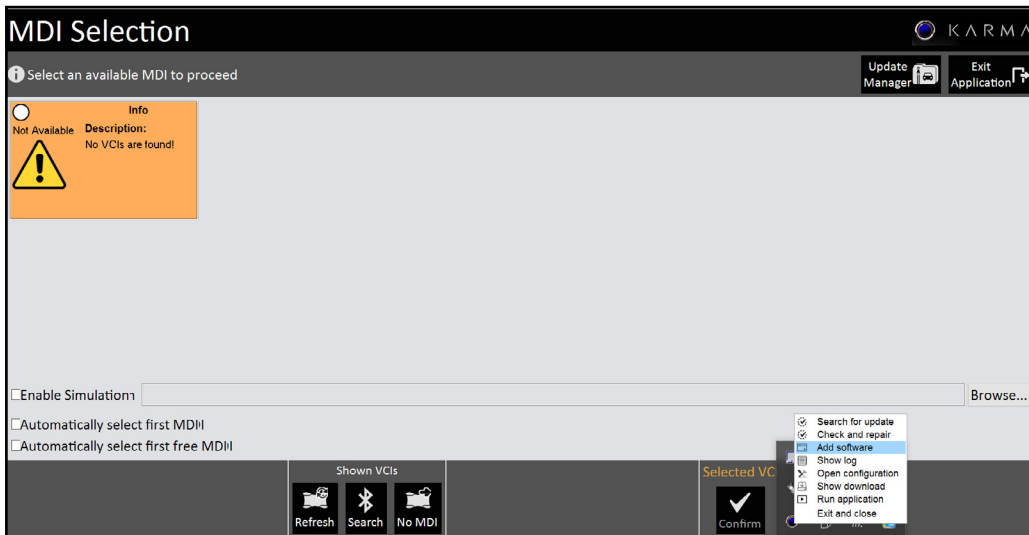


fig.6b

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6. Open the Karma Sync application again.
The "Confirm Deliverable Update - K1-18-1035.RC4" box should appear, click "Yes" (fig.7a)

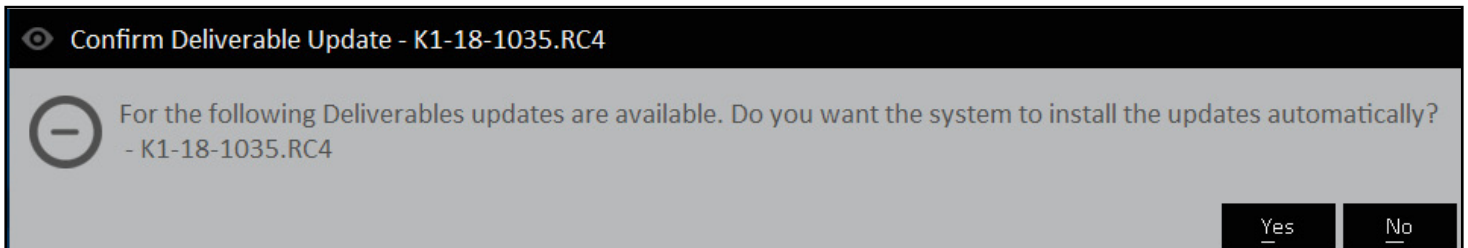


fig.7a

A progress screen will pop up after (fig.7b)

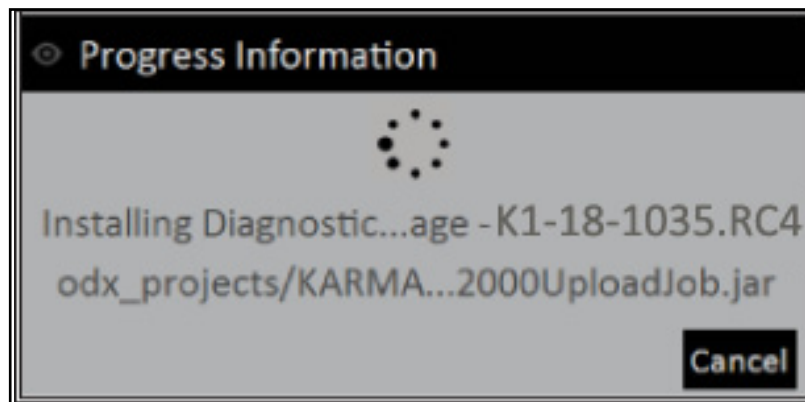


fig.7b

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9. Verify the package installed by clicking on update manager (fig.8)

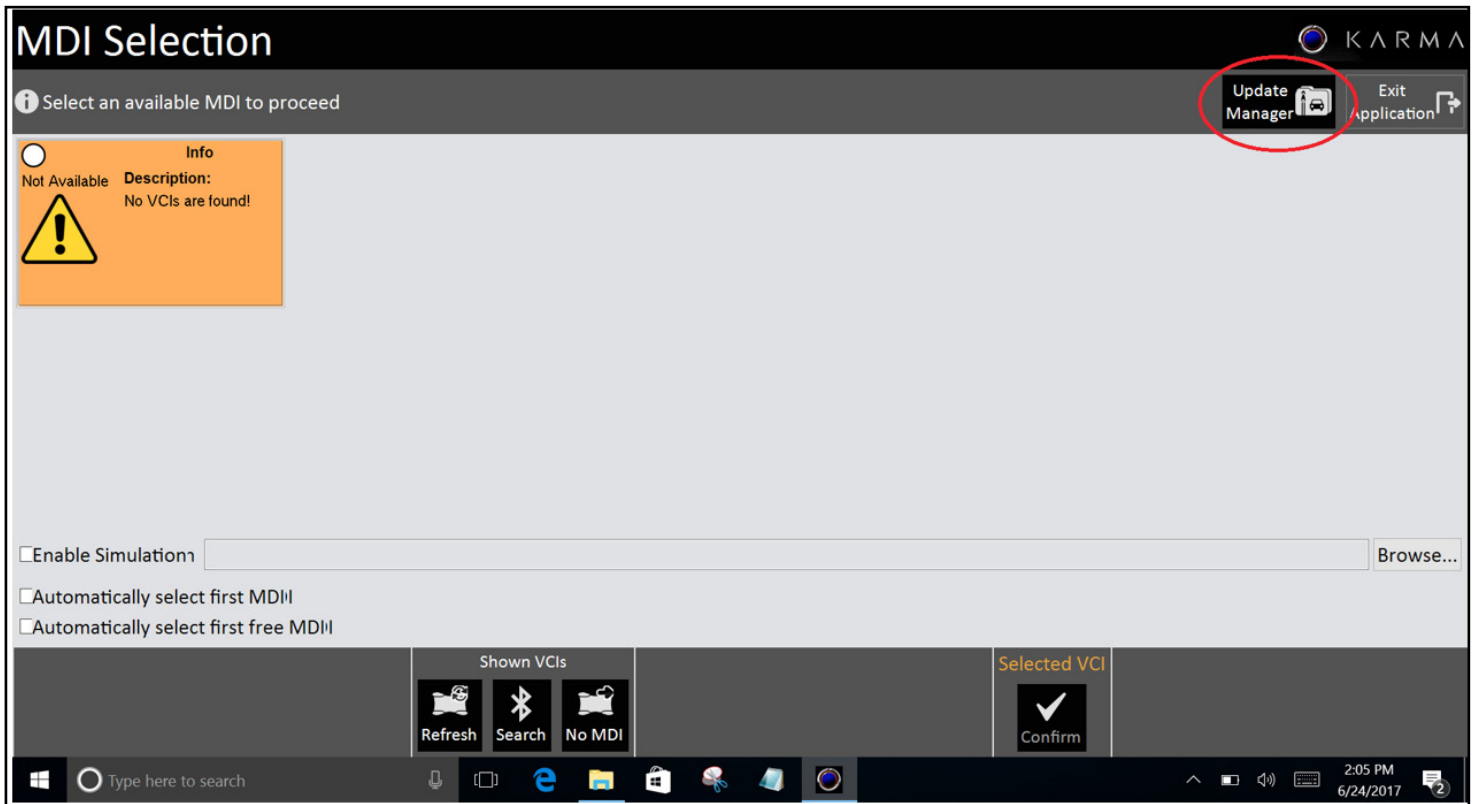


fig.8

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10. Verify the package is installed successfully by verifying that “K1-18-1035.RC4” is displayed in the Update Manager (fig.9)

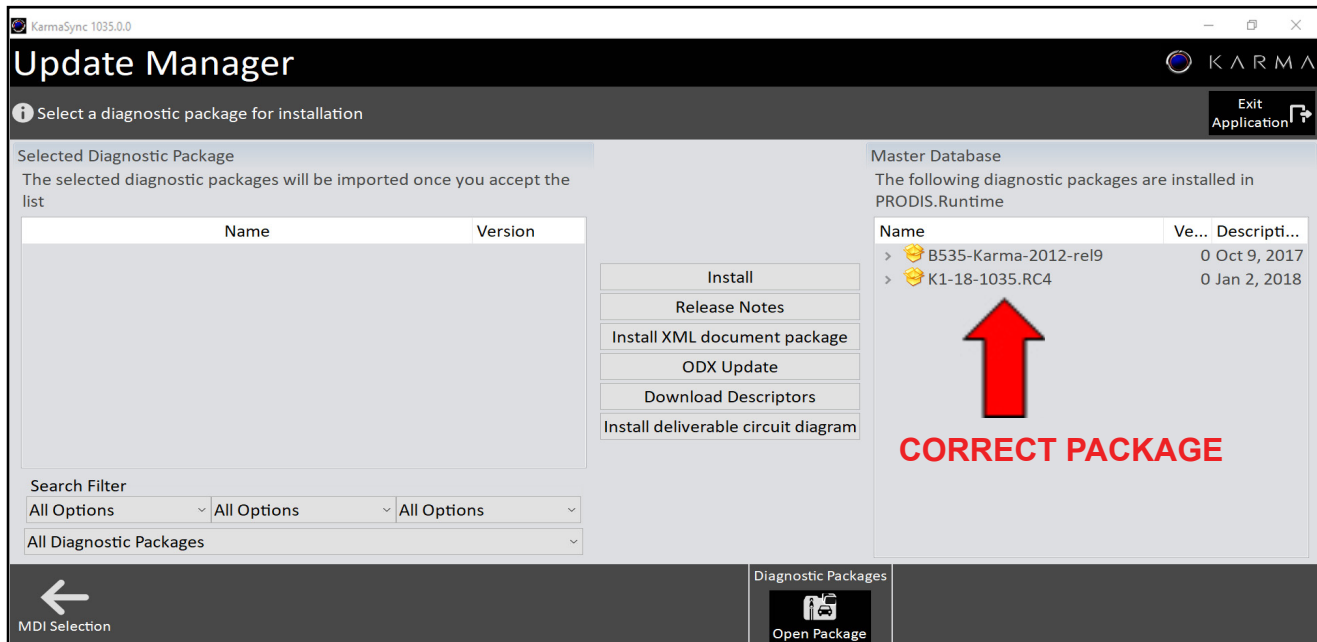


fig.9

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14. Again Follow the prompts and ensure that a suitable 12V power supply is connected to the vehicle. and click continue as per (fig. 10a).

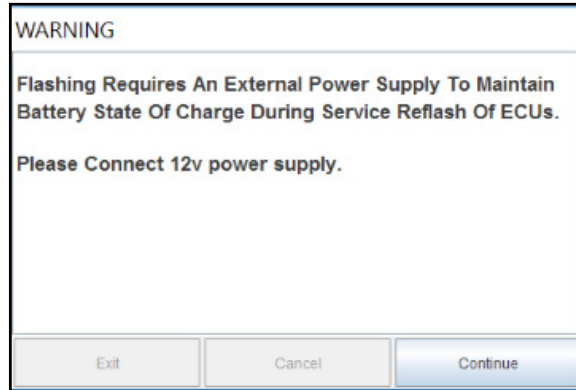


fig.10a

Below is an example of a suitable and recommended power supply (fig.10b)



fig.10b

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19. Return to the vehicle diagnosis menu and select full vehicle update as in (fig.11a) and select K1-18-1035.RC4 as shown below (fig.11b).

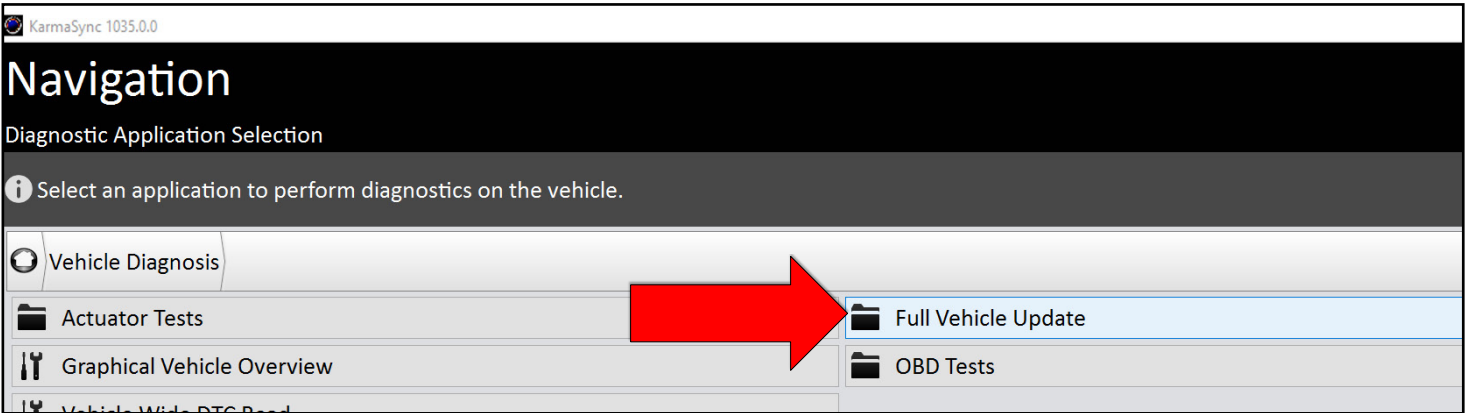


fig.11a

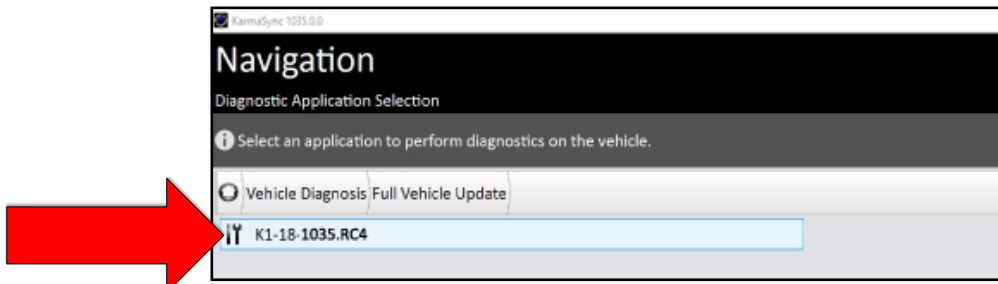


fig.11b

20. Follow the prompts and make sure that a suitable 12V power supply is connected to the vehicle. Click continue (fig.12)

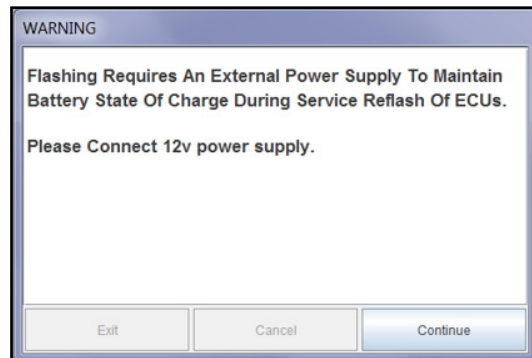


fig.12

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21. The flash information will be populated, as before (fig.13a)
 - If a pop up opens stating the "OBCM failed to communicate;" disregard this message

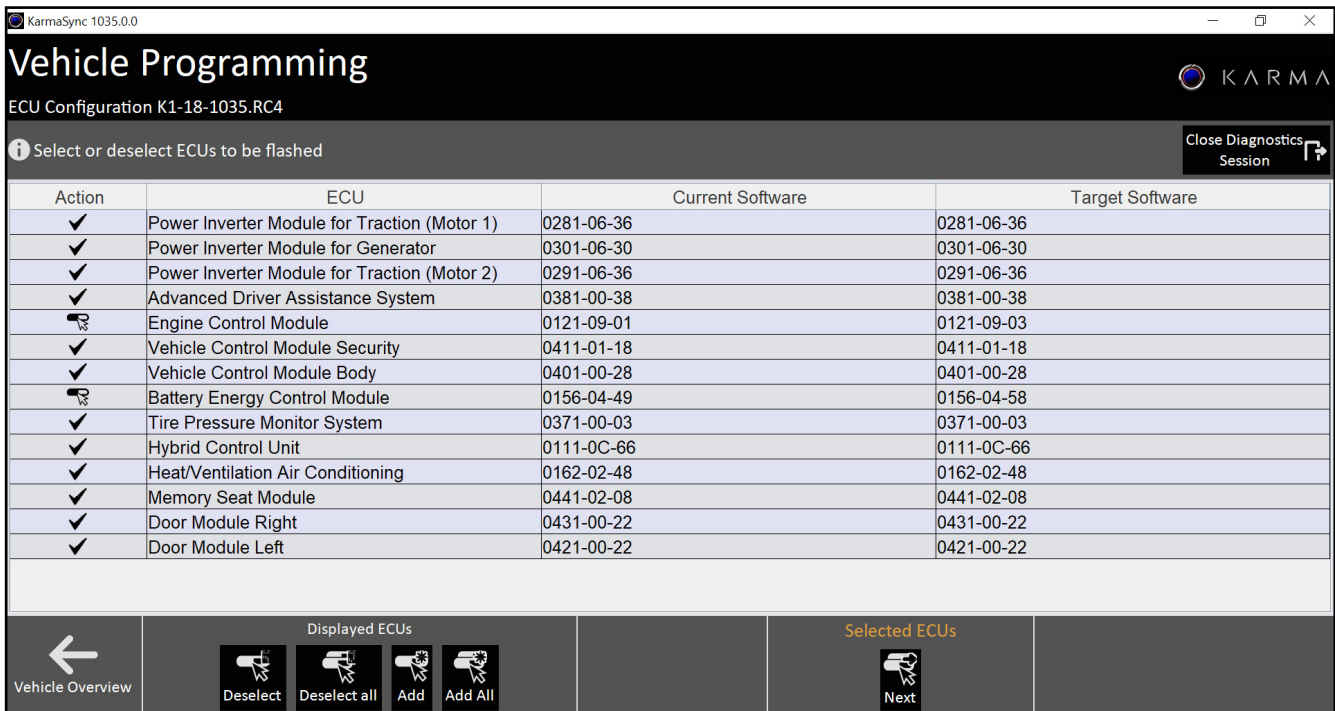


fig.13a

The little "pill" icon means these require updates. Proceed to click "next" and follow the prompts.

22. Click **START UPDATE**. The modules which will update are displayed (fig 13b)

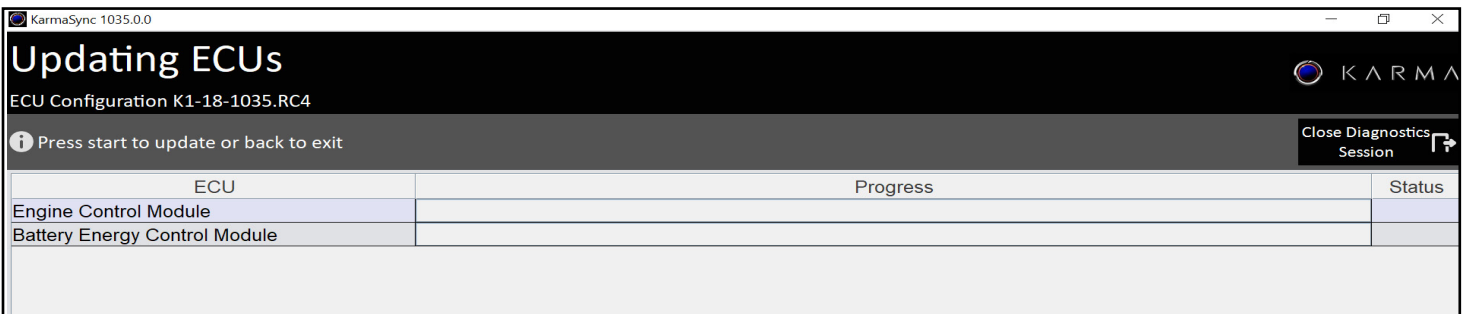


fig.13b

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The status of the modules after update will be indicated with the green check (fig 14a).

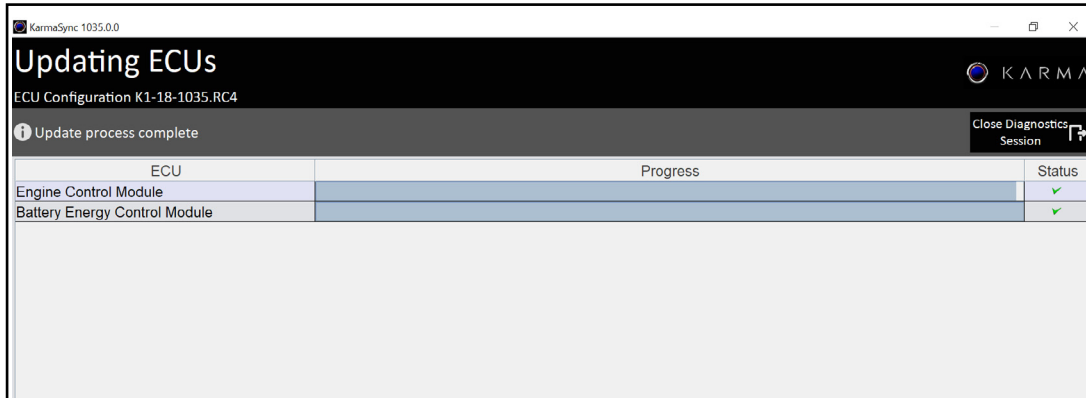


fig.14a

When successfully complete all modules should show current and target software as the same. (fig 16b)

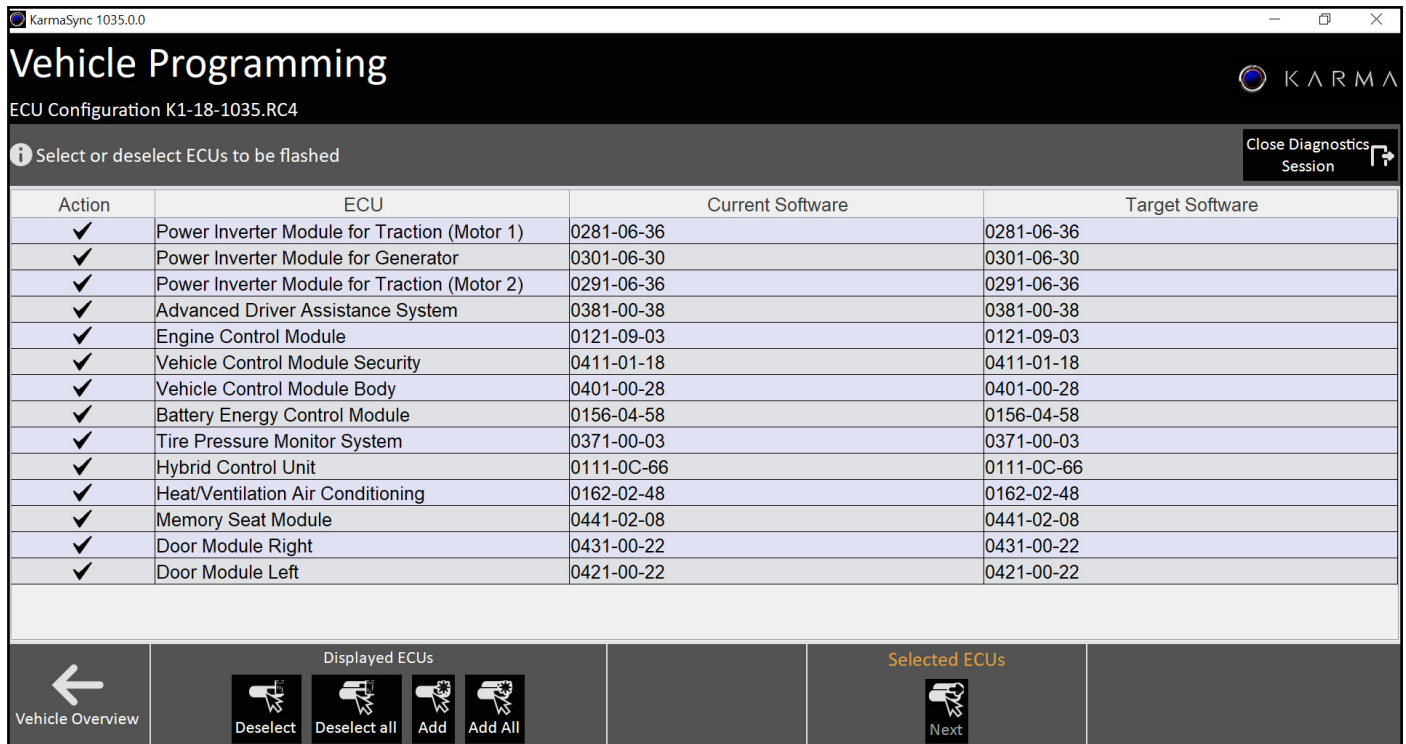


fig.14b

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To repeat, the OBCM will not update this is expected in this bulletin at this step

⚠ NOTICE! ⚠

If any other modules fail to update during this procedure, select that module again and update.

If any module continues to fail to accept the update, please contact TSS for further instruction on how to proceed.

The flash information will be populated, as before (fig.15) - If a pop up opens stating the “OBCM failed to communicate;” disregard this message. Select the modules requiring the update and proceed to click “next” and follow the prompts again if needed.

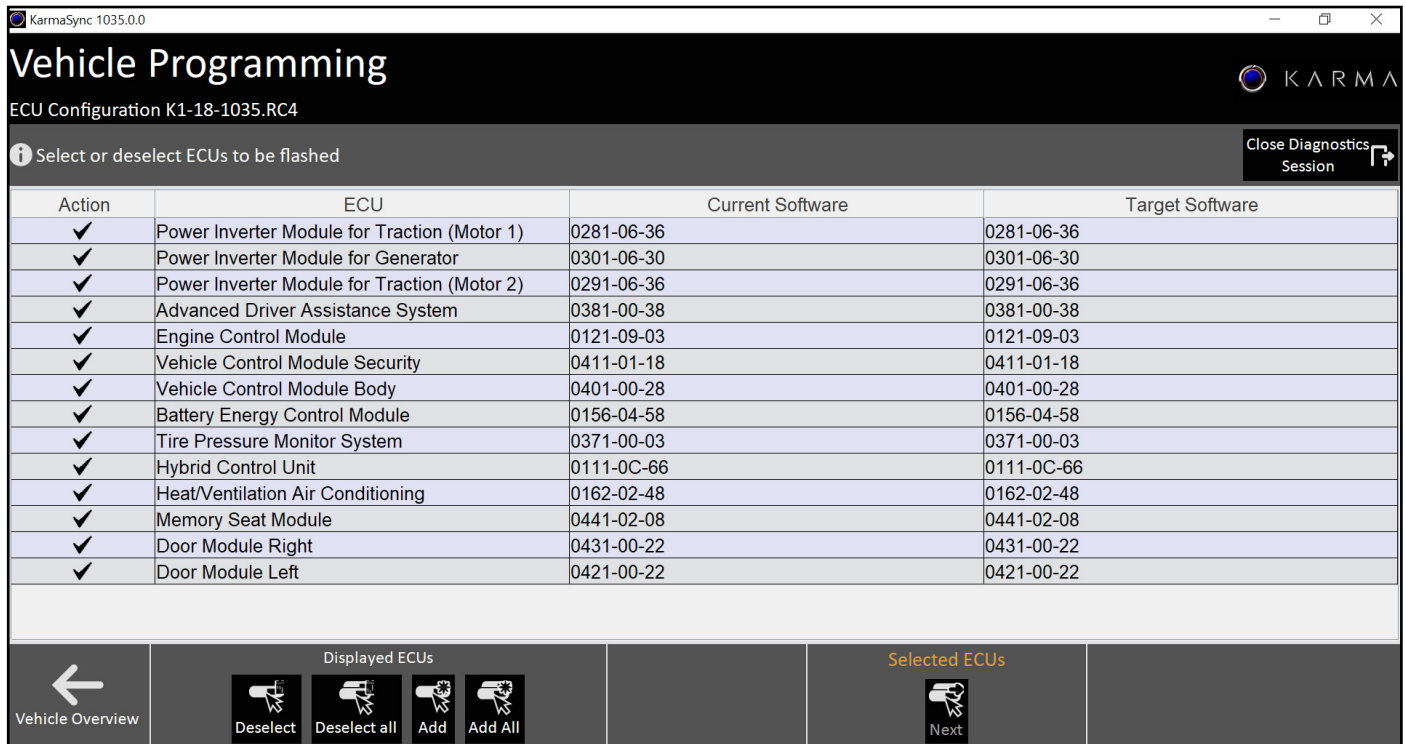


fig.15

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24. The update is complete with Karma Sync. Any codes need to be cleared in READY state. Ignore the pop-up of cycling state to ACCESSORY in Karma SYNC. Proceed to clear any DTC's present in the system. (fig.16a, 16b, 16c)

-If nothing is able to clear allow the vehicle to sleep for 10 minutes and make another attempt.

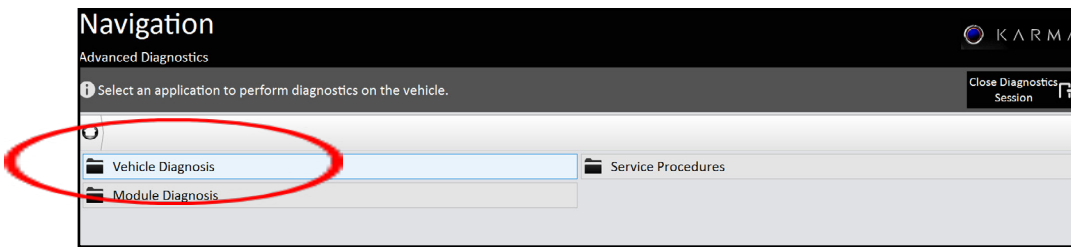


fig. 16a

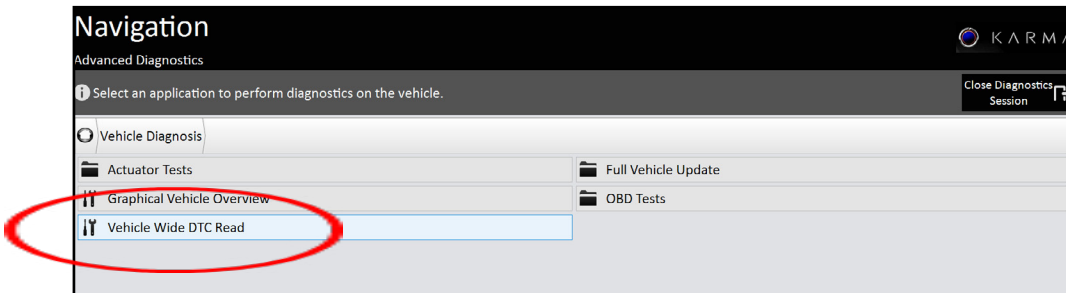


fig. 16b

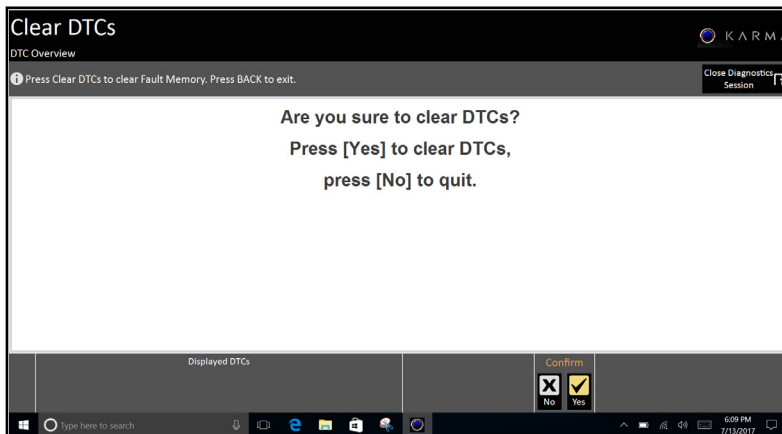


fig. 16c

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25. Test drive the vehicle and confirm no codes are present and all systems are functioning as normal. Test Drive the vehicle in Stealth, Sustain and Sport modes.

A 12V reset does not need to be performed unless directed by TSS.

As a reminder, to perform a 12 volt hard reset:

1. Open the fuse box under the hood (PDC) and remove fuse 10 (fig.17a, SPBC - solar panel boost controller)
2. Disconnect the main 12V ground disconnect (fig.17b)
3. Reconnect in reverse

NOTE: Do not install the solar fuse before connecting the main 12V ground as this will cause under voltage to the control units and may cause new concerns.

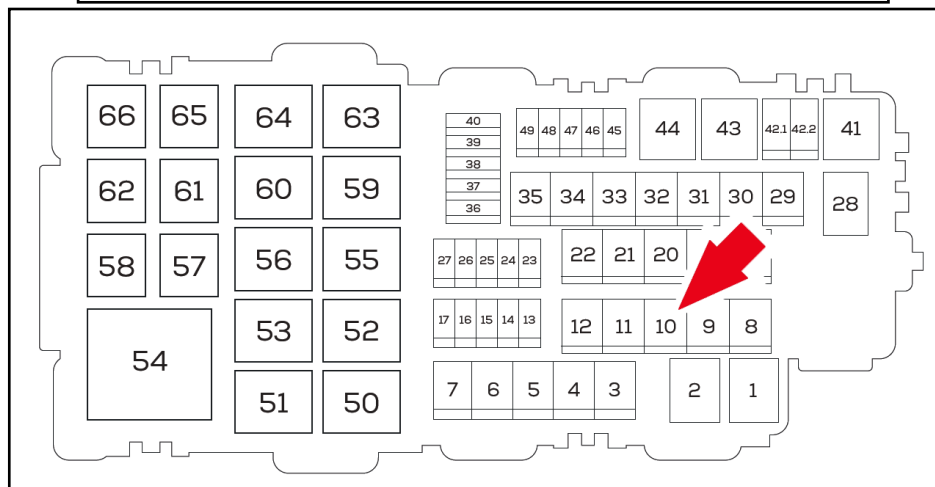


fig.17a



fig.17b

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Service Campaign

CC-18-00-01

MODEL: Karma Revero

Date: January 2018

TITLE: Baseline BL1035 Firmware Release

PARTS REQUIRED:

PART NUMBER	DESCRIPTION
N/A	N/A

SHOP SUPPLIES:

DESCRIPTION
N/A

SPECIAL TOOLS:

PART NUMBER	DESCRIPTION
N/A, Supplied to dealer.	Calibration Stylus (2 pack with extra tips)

CAUSAL PART:

PART NUMBER	DESCRIPTION
C161113201001	Engine Control Module

LABOR CODES:

CODE	DESCRIPTION	TIME	DEFECT CODE
00-99-24-38	BL1035 Software Install	1.0	00-99-20-98

SUBLET:

CODE	DESCRIPTION	AMOUNT
N/A		

WARRANTY DISPOSITION: This repair is covered under the New Vehicle Limited Warranty, in effect for five (5) years from the in-service date with no mileage limitation.

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