



GROUP <b>CHA</b>	MODEL <b>2020MY Telluride (ON)</b>
NUMBER <b>097</b>	DATE <b>April 2019</b>

## TECHNICAL SERVICE BULLETIN

**SUBJECT: SERVICE ACTION: INTERMEDIATE STEERING SHAFT  
UNIVERSAL JOINT INSPECTION (SA383)**

This bulletin provides information regarding the inspection of the intermediate steering shaft lower universal joint on certain 2020MY Telluride (ON) vehicles, produced between 1/9/2019 and 4/23/2019, for proper installation. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs. Do not conduct inspections on vehicles not on the affected VIN list.

This Service Action is in response to a decoupling incident in one vehicle during a regular inspection procedure. There have been no incidents in the field.

To determine if the potential for decoupling or other steering shaft lower universal joint problems may exist in any of the possibly affected Telluride vehicles, Kia is making an inspection procedure available as outlined in this bulletin.

As part of this procedure, an inspection sheet must be filled out for each affected and inspected vehicle. See sample on page 5 of this TSB. You may also download the inspection sheet from the **Publication/PDI and Evaluation Material** section of KGIS. Follow the procedures in this bulletin to inspect affected vehicles and complete the inspection sheet outlined on Page 5.



### \* NOTICE

**A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.**

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

**This issue number is SA383.**

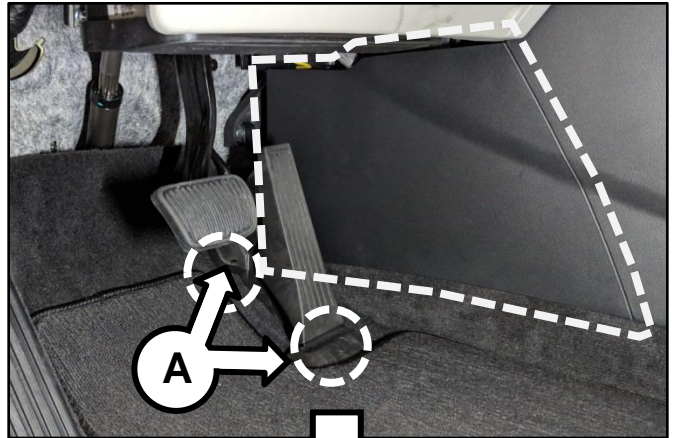
**File Under: <Group>**

**Circulate To:**     General Manager     Service Manager     Parts Manager  
 Service Advisors     Technicians     Body Shop Manager     Fleet Repair

SUBJECT:

**SERVICE ACTION: INTERMEDIATE STEERING SHAFT  
UNIVERSAL JOINT INSPECTION (SA383)****Inspection Procedure:**

- 1a. Remove the left side cover from the floor console by referring to the “**Body (Interior and Exterior) → Floor Console → Floor Console Assembly → Repair procedures, Step 4**” chapter in the applicable Workshop Manual on KGIS.

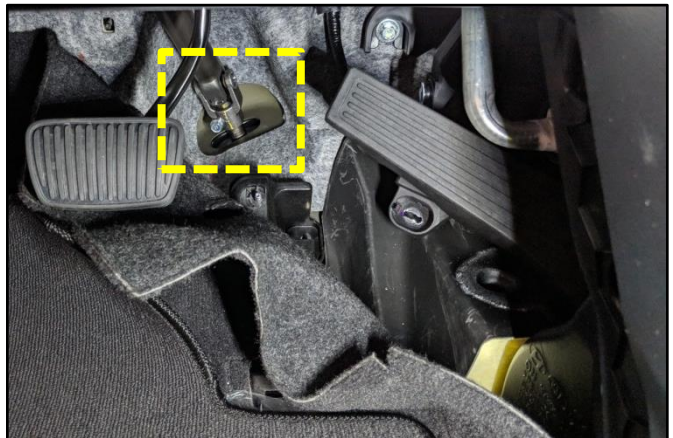


- 1b. Remove the two (2) retaining bolts (A) and remove the Accelerator Position Sensor (APS) Pedal.

**Do Not** disconnect the rear APS connector from the rear of the pedal. Move the pedal assembly to the side as shown.



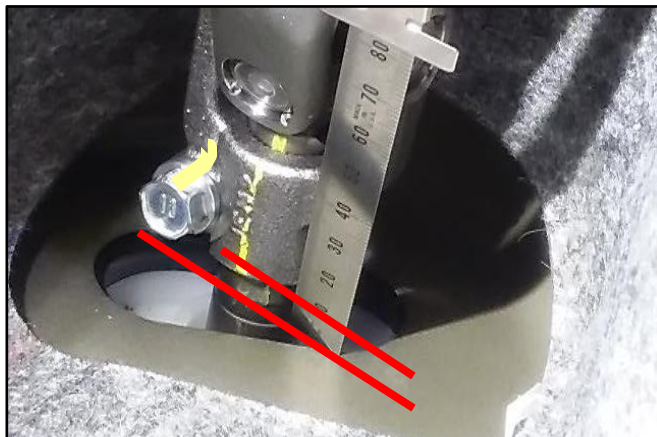
2. Roll the carpet back to expose the intermediate steering shaft universal joint.



SUBJECT:

## SERVICE ACTION: INTERMEDIATE STEERING SHAFT UNIVERSAL JOINT INSPECTION (SA383)

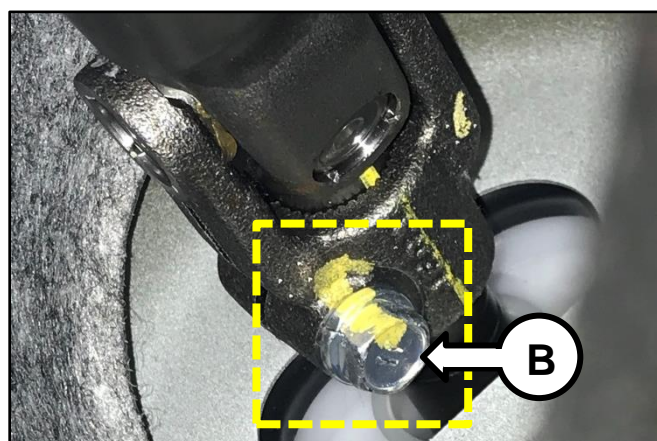
3. Measure from the floor panel to the bottom of the knuckle to ensure the universal joint is fully seated. The measurement from the floor panel to the joint should be less than 20mm (0.78 inch) as shown.



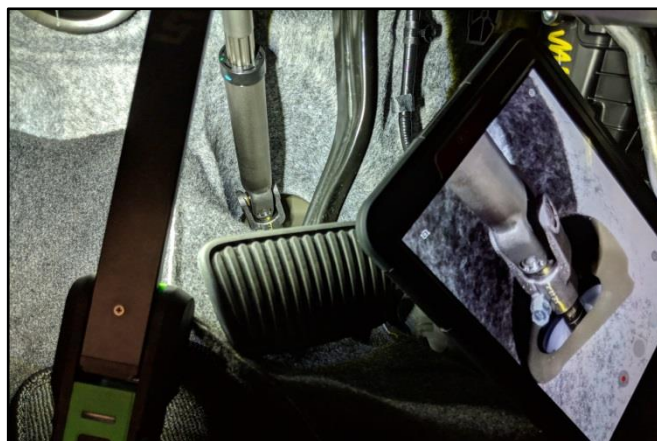
4. Verify that universal joint bolt has a witness mark (may vary in color).

If no mark is present, confirm that the bolt is torqued to specification and open a techline case.

**Tightening torque for bolt (B):**  
**23.9 - 27.5 ft-lb (32.4 - 37.3 N.m,**  
**3.3 - 3.8 Kgf.m.)**



5. **Requirement:** Using the Warranty Claim Attachment feature on KVID, take one (1) clear KVID photo showing the ruler and dimension less than 20 mm (0.78 inch) and complete the Intermediate Steering Shaft Universal Joint Inspection form outlined on Page 5.



6. If the intermediate steering shaft universal "joint bottom to floor panel" measurement is within specification and witness mark is present, or witness mark was missing and universal joint bolt was torqued to specification, then install all removed parts in the reverse order of removal. The action is complete.

Otherwise, proceed to step 7 outlined on page 4.



7.

**★ NOTICE**

**If the distance between the intermediate steering shaft universal joint and the floor panel is more than 20mm (0.78 inch) as shown, IMMEDIATELY open a Tech Line web case, and do NOT release the vehicle until directed to do so. Additional information will be provided by Techline.**

**Requirement:** Using the Warranty Claim Attachment feature on KVID, take one (1) clear KVID photo showing the ruler and a “joint bottom to floor panel” dimension more than 20 mm (0.78 inch). and complete the Intermediate Steering Shaft Universal Joint Inspection form outlined on Page 5.



SUBJECT:

SERVICE ACTION: INTERMEDIATE STEERING SHAFT  
UNIVERSAL JOINT INSPECTION (SA383)

**\* NOTICE**

Per the inspection instructions: **If any unusual condition is encountered or response is other than "yes" on the inspection sheet below, IMMEDIATELY open a Tech Line Web Case and do NOT repair or release the vehicle to the customer until directed to do so.**

**Telluride (ON) Steering Shaft Inspection (SA383)**

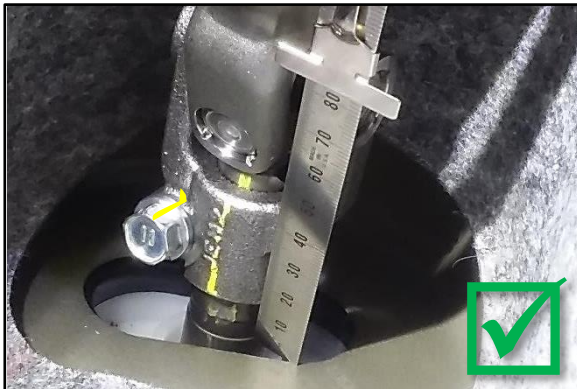
VIN # 

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Miles: \_\_\_\_\_ Inspection Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

DLR Code: \_\_\_\_\_ Tech # \_\_\_\_\_ RO #: \_\_\_\_\_

1.

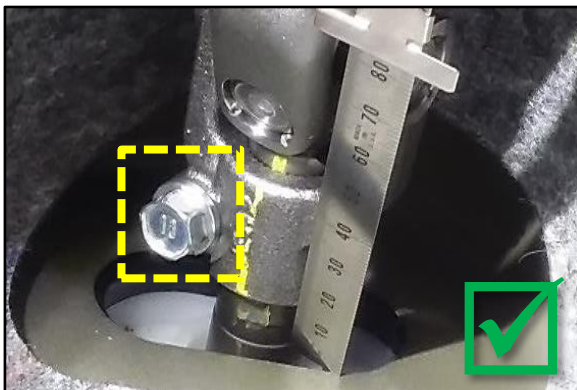


Ensure the universal joint is properly positioned (Bolt in U-Joint must pass through notch in shaft). Verify that the bolt has a witness mark (may vary in color). Measurement from the floor panel to the bottom of the joint should be less than 20mm (0.78 inch).

Is there less than 20mm between the floor panel and the bottom of the universal joint and witness mark is present?

YES

2.



If no mark is present as shown, **verify that the bolt is torqued to 23.9 - 27.5 ft-lb (32.4 - 37.3 N.m, 3.3 - 3.8 Kgf.m.)** and open a techline case.

YES  (After Torque check and Techline case opened)

3.



NO  (Hold Vehicle)

The steering shaft universal joint measured more than 20mm from the floor panel to the bottom of the universal joint.

**Tech Line Case opened.**

CASE #: \_\_\_\_\_

**File this form with the RO for record keeping.**

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	Jan 9, 2019 through April 23, 2019

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.
V	56400 S9050	0	(SA383) Intermediate Steering Shaft Universal Joint Inspection	190A16I0 (1 KVID Photo Required)	0.4 M/H	N/A	N/A
			(SA383) Intermediate Steering Shaft Universal Joint Inspection and Re-Torque	190A16R0 (1 KVID Photo Required)	0.5 M/H		

**Notes: If necessary, manually enter sublet code 'X2' for rental expense reimbursement. Additionally, please manually enter sublet code 'T2' for reimbursement of towing expenses. Use attachment type 'XX' for KVID Photo.**

<b>* NOTICE</b>
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<p><b>VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <u>SA383</u> when accessing the WebDCS system.</b></p>
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