

GROUP	MODEL
Product Improvement	See Model List on Page 1
NUMBER	DATE
PI1803Y/Z (Rev 4, 11/12/2020)	March 2020

## PRODUCT IMPROVEMENT CAMPAIGN

SUBJECT:

# FOR DTC P1326 (PI1803Y/Z)

### \* 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 related to the Technical Service Bulletin previously published in July 2018 (PI1803, Rev 10, 03/16/2020) titled "Knock Sensor Detection System - ECU Logic Improvement" equipped w/THETA II engine. Specifically, this bulletin provides instructions on which procedures to follow if, after installation of the KSDS, any one of the subject vehicles below returns to the dealer with Diagnostic Trouble Code (DTC) P1326 (Knock Signal Range/Performance).

#### **Model List:**

Year	Model	Engine	Production Date
2011-2013	Optima (QF/TF)	2.4L & 2.0L T-GDI	8/12/10 – 9/27/13
2014	Optima (QF)	2.4L & 2.0L T-GDI	8/28/13 - 5/15/14
2011-2013	Sportage (SL)	2.0L T-GDI	12/30/10 - 8/30/13
2012-2014	Sorento (XMa)	2.4L GDI	4/19/11 – 2/10/14

If DTC P1326 is present, first perform the bearing clearance inspection with the Engine Bearing Clearance Tester device (SST KQ231-2T110QQK). This device checks the rod bearing clearance by placing air and vacuum into the cylinder block. Measure the bearing clearance and follow the instructions in this bulletin. Refer to the flow chart found on page 2, then follow the appropriate procedure as outlined in this bulletin.

A <u>Vehicle Diagnosis Number (VDN)</u> must be created with <u>or</u> without DTC P1326 after scanning for DTCs, prior to performing PI1803Y/Z. If a VDN is not created, Warranty claim submission issues WILL occur.

Before conducting the procedure, verify the vehicle is included in the list of affected VINs.

## \* NOTICE

To ensure complete customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service  $\rightarrow$  Warranty Coverage  $\rightarrow$  Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.

Printed TSB copy is for reference only; information may be updated at any time.
Always refer to KGIS for the latest information.

Circulate To: ☐ General Manager ☐ Service Manager ☐ Parts Manager

☑ Service Advisors ☑ Technicians ☑ Body Shop Manager ☑ Fleet Repair

#### Flowcharts:

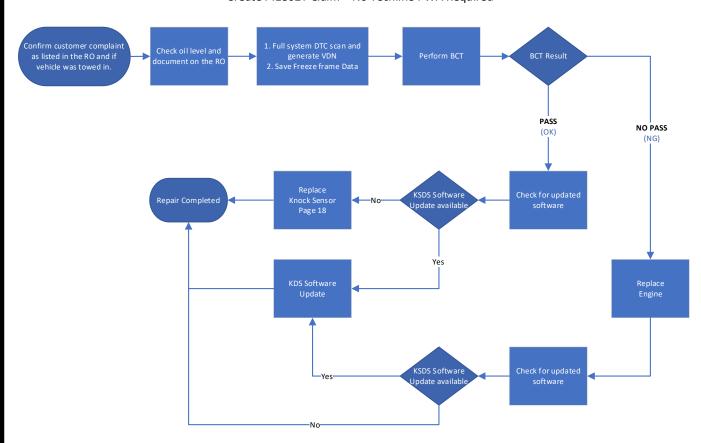
Follow the applicable flowchart upon documenting customer complaint for one (1) of the three (3) following concerns:

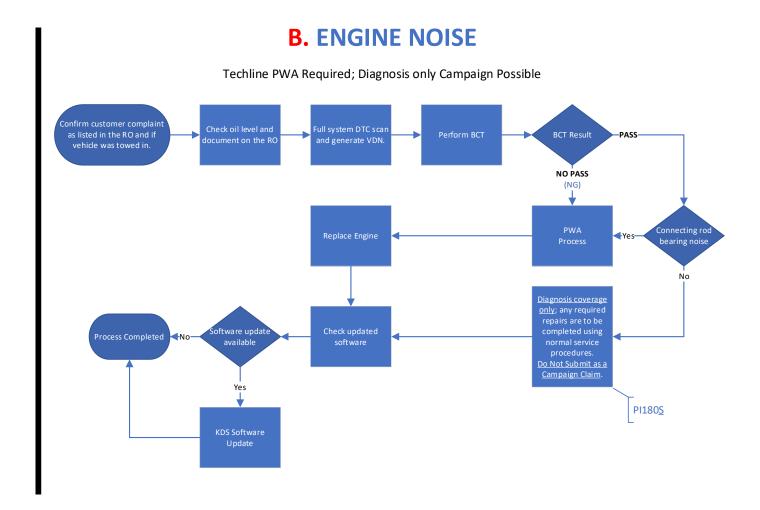
- A. DTC P1326 Stored... (Page 2)
- B. ENGINE NOISE... (Page 3)
- C. ENGINE, NO CRANK... (Page 4)

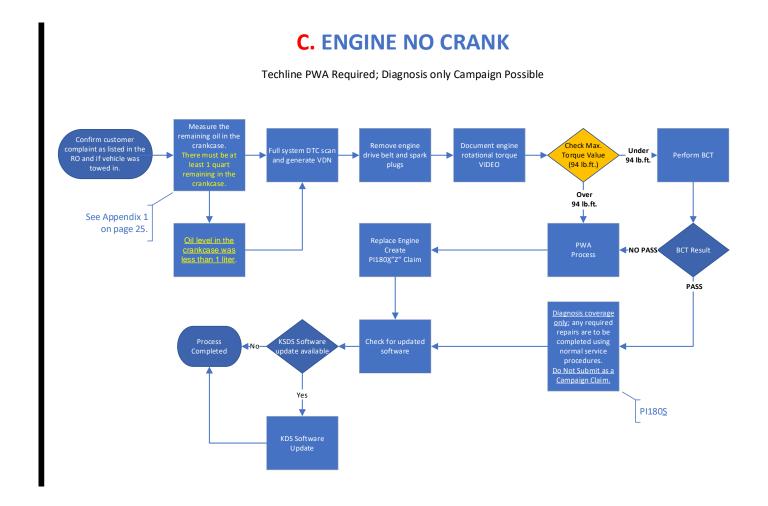
**Note:** If SC147 applies to the vehicle, then it must be performed before PI1803Y/Z.

### A. DTC P1326 STORED

Create PI1802Y Claim - No Techline PWA Required







Note: If any concerns arise after completing the flow chart, open a Techline case online.

#### **Bearing Clearance Inspection Procedure:**

1. Open the hood and remove the engine cover.



## **(i)** IMPORTANT

Have the SST Engine Bearing Clearance kit ready. Place it on a table/cart next to the vehicle and use a fender cover.

 Remove the four (4) spark plugs (A) by referring to the "Maintenance → Power Train → Spark Plug → Repair procedures (Replacement)" in the applicable Shop Manual on KGIS.

Tightening torque for Spark Plugs: 10.9 – 18.0 lb.ft (14.7 – 24.5 N.m, 1.5 – 2.5 kgf.m)

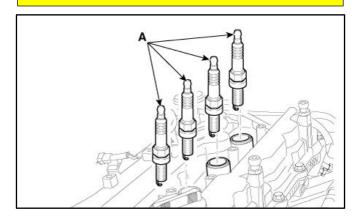
- 3a. Using KDS, connect the VCI-II to the vehicle's OBD-II port.
- 3b. Turn the ignition to 'ON'.
- 3c. On the KDS screen, select 'Special Inspection' on the bottom tab of the Home screen.
- 3d. Select the applicable vehicle model/year.

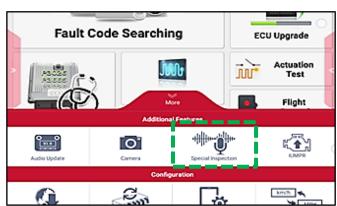
The <u>VIN</u> is recognized automatically and will populate the 'Model' and 'Year'.

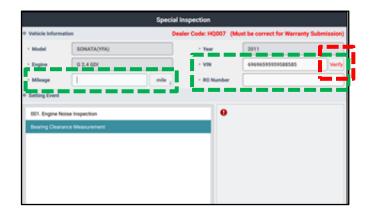
- 4a. Enter the vehicle information: the vehicle mileage and RO number.
- 4b. Select 'Verify' to confirm the automatically detected VIN.



For troubleshooting assistance, contact the GITA Support Line at: (888) 542-4371.



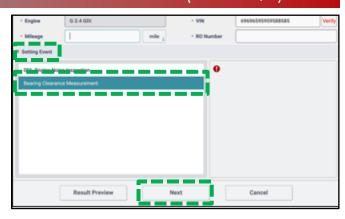




- 5a. Under "Setting Event", select 'Bearing Clearance Measurement' and then select 'Next'.
- 5b. <u>Turn the ignition to '**OFF**' and remove the VCI-II after verifying the VIN on KDS</u>.



DO NOT attempt to start the engine at any time as damage to the SST and/or engine may occur.



STOP on this screen, proceed to step 7 first before continuing to KDS.

## **① IMPORTANT**

DO NOT select 'Next' at this time. Proceed to steps 7 – 9 first and continue with KDS as instructed after installing the SST components.

7. Install the Dial Gauge fully into the Probe Rod and secure together by hand tightening the locking wingnut.



8. <u>Carefully</u>, insert the assembled SST Probe Rod and Dial Gauge into the Cylinder 1 spark plug hole and carefully turn the SST Crankshaft Rotator <u>by hand</u> clockwise until hand tight.



Damage to cylinder head can occur if spark plug hole is cross-threaded. DO NOT use a wrench to tighten the SST rod.







9. Turn the Dial Gauge 'ON' by pressing the 'SET' button.

Reset the Bluetooth connection by pressing both the 'MODE' and 'SET' buttons simultaneously and holding for two (2) seconds.

- Bluetooth icon will blink to indicate pairing mode ⋠
- Using the KDS, select 'Next' on the screen to proceed and begin Top Dead Center (TDC) setup on the KDS.



Follow the test procedure and sequence as outlined in this bulletin. DO NOT skip any steps.

11. Pair the Dial Gauge Bluetooth by selecting the device displayed on the screen. Device name is **SY303.** 

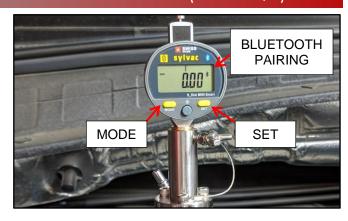
## **(i)** IMPORTANT

If the KDS is unable to locate the Dial Indicator Bluetooth device, select 'Previous' and repeat steps 9 - 10. Ensure no other Bluetooth devices are near the KDS and Dial Gauge.

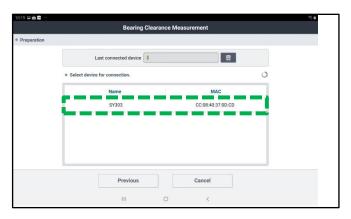
12. Once the Dial Gauge is paired to the KDS, the shown screen will appear instructing to insert probe rod into **Cylinder 1**.

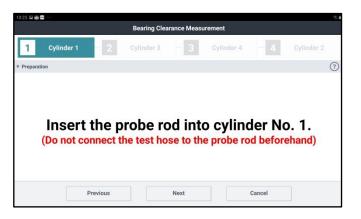
## \* NOTICE

If the probe rod is already inserted into Cylinder 1 from step 8, disregard this message.









Insert the SST Crankshaft Rotator and the crankshaft clockwise turn instructed on the KDS screen.

## \* NOTICE

Removal of inner wheel liner and the use of general tools may be required to access and rotate the crank bolt on some 2.0L T-GDI engine models.

14. Initially, the "Value" 'Max' reading may not register when rotating crankshaft. Continue to rotate the crankshaft slowly.

## (i) IMPORTANT

Monitor the displayed reading on the KDS screen/gauge. Turn the crankshaft slowly as the value starts to increase.

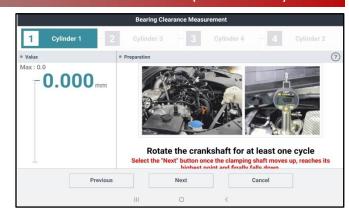
15. Once the 'Max' value is reached (sample shows Max: 2.86mm), continue to turn just past the 'Max' value reading and STOP rotating the crankshaft (sample shows 2.850mm value decreasing).

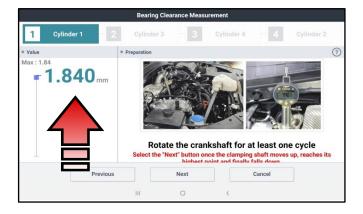
> **Note:** The KDS may prompt to rotate the crankshaft 'counterclockwise' if needed.

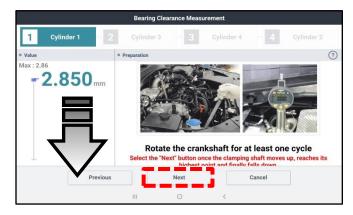
Select 'Next'.

- If TDC setup is completed successfully:
  - **DO NOT** turn the crankshaft rotator.
  - **DO NOT** select Start at this time.

**STOP** on this screen, proceed to step 17 to setup and connect the Engine Bearing Clearance Tester before continuing to the KDS.









## \* NOTICE

If TDC is NOT found, the KDS may display a message that the cylinder was on the exhaust stroke. If so, repeat steps 13-16.

17. Prepare to setup the Engine Bearing Clearance Tester and components.

## **(i)** IMPORTANT

DO NOT place the SST box over any paper work (ex. RO) as there is a water drain hole located underneath the box. Ensure that the compressed air supply provides consistent adequate air pressure. DO NOT use a portable compressor. Always handle the SST box with care, DO NOT hit, drop, and expose to high heat sources or moisture. Do not remove the cover (unless calibration is necessary).

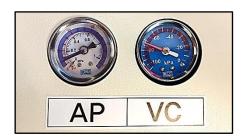
Connect the following three (3) items to the SST Bearing Tester Box:

- 1. Power Cable (12V)
- 2. Air Compressor Hose
- 3. Test Hose

**Note:** The 12V power cable has red (+) and black (-) connector clamp ends.

18. Turn the Bearing Clearance Tester power switch to the 'ON' position. Gauges should read as follow:

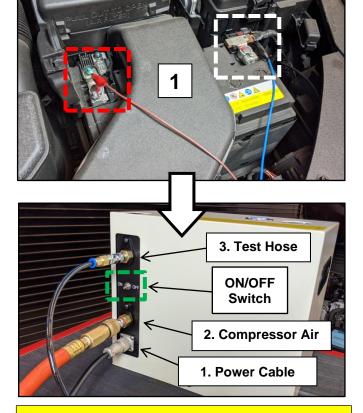
> <u>AP</u> (Pressure) Gauge: (0.1 ~ .011MPa) <u>VC</u> (Vacuum) Gauge: (-73 ~ -83kPa)



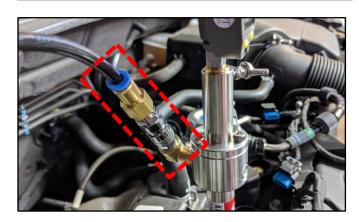
 Carefully, insert and connect the other end of the Test Hose to the Probe Rod fitting.

## **(i)** IMPORTANT

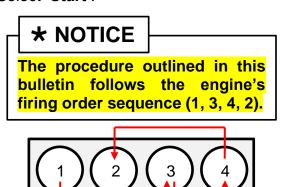
DO NOT touch or turn the Crank Rotator in any direction until instructed to do so on the KDS.



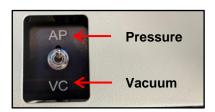
If the gauges do not read within specification, calibration of the SST box is required. Refer to TSB SST067 for details.



20. Select 'Start'.



21. Locate the 'AP/VC' switch on top of the Bearing Clearance Tester Box and switch it to the 'AP' position. Select 'Next' to begin Cylinder 1 bearing clearance test.



### \* NOTICE

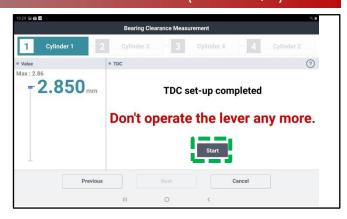
The toggle switch has a 3-way operation. The center is neutral. Always toggle past neutral.

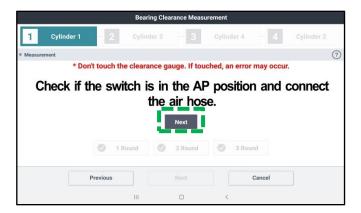
## **(i)** IMPORTANT

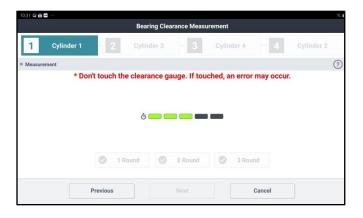
DO NOT touch or turn the Crankshaft Rotator in any direction until instructed to do so via KDS. DO NOT touch the clearance gauge, if touched, an error may occur.

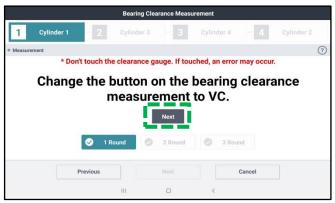
22. The KDS screen will prompt to change the 'AP/VC' switch to the 'VC' position.

Select 'Next' to complete. There are three (3x) rounds per cylinder to complete.









23. Once Cylinder 1 test is completed, the KDS will prompt to take a picture of the tested cylinder. Select 'Take a picture'.



24. <u>Carefully</u> remove the Test Hose and the Probe Rod from Cylinder 1.

The KDS will request to insert the Probe Rod into <u>Cylinder 3</u> and prompt to find TDC again. Repeat steps 13-16.

Repeat steps 19-23 to test Cylinder 3 and switching from 'AP  $\rightarrow$  VC' and take cylinder photo.

25. <u>Carefully</u> remove the Test Hose and the Probe Rod from Cylinder 3.

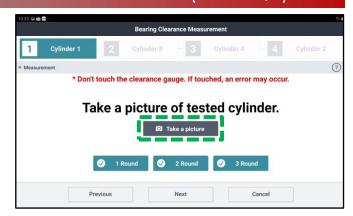
The KDS will request to insert the Probe Rod into <u>Cylinder 4</u> and prompt to find TDC again. Repeat steps 13-16.

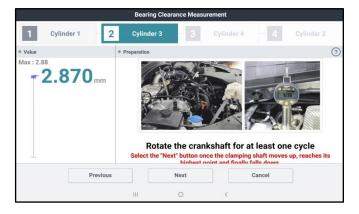
**Repeat steps 19-23** to test Cylinder 4 and switching from 'AP  $\rightarrow$  VC' and take cylinder photo.

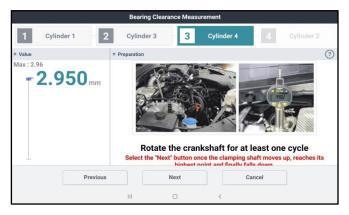
26. <u>Carefully</u> remove the Test Hose and the Probe Rod from Cylinder 4.

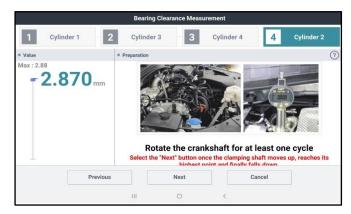
The KDS will request to insert the Probe Rod into <u>Cylinder 2</u> and prompt to find TDC again. Repeat steps 13-16.

Repeat steps 19-23 to test Cylinder 2 and switching from 'AP  $\rightarrow$  VC' and take cylinder photo.





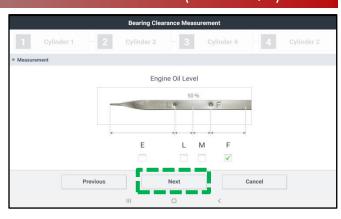




27. After completing the test of all four (4) cylinders, the KDS will prompt to check the crankcase oil level and to select the appropriate check box on the screen.

Select 'Next'.





28. <u>If the test result displays</u> "PASS", capture the screen image/screenshot for record keeping.

Select 'Finish'.

- Re-install all removed parts in the reverse order of removal
- No further action is required

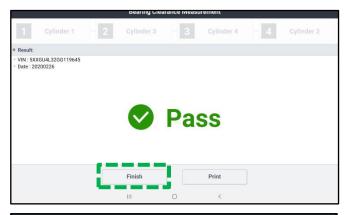
If the test result displays "NO PASS", capture the screen image/screenshot for record keeping. Then proceed to replace the engine assembly per the instructions.

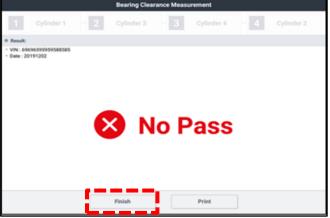
Select 'Finish'.

 Proceed to page 13 to replace the engine assembly as outlined in this bulletin

## (i) IMPORTANT

Save a copy of the screenshot for your records. It may be required to submit with a PWA (See Appendix 1 & 2 on page 25). Attach to the RO hard copy.





## \* NOTICE

If the KDS is not connected to the internet, up to five (5) results will stay pending in the queue until the KDS is reconnected with the "Special Inspection" application open, before a sixth (6<sup>th</sup>) test can be conducted.

#### **Engine Replacement Procedure:**

 Remove the engine assembly by referring to the "Engine And Transmission (Transaxle) Assembly → Engine And Transmission (Transaxle) Assembly → Repair procedures" chapter in the applicable Shop Manual on KGIS.

Refer to <u>TSB ENG190</u> for information regarding engine replacement practices.



- 2. After removal of the engine from the vehicle, remove all components that will need to be transferred by referring to the applicable Shop Manual on KGIS.
- 3. Place the new engine block on an engine stand.
- 4. Install all removed components from the old engine block onto the new engine block utilizing all parts from Service Kit I and II. Be advised of the following notes.

Tightening torque for Knock Sensor: 13.7 – 17.4 lb.ft (18.6 – 23.5 N.m, 1.9 – 2.4 kgf.m)

#### **Notes:**

High Pressure Pump & Roller Tappet:

- Refer to TSB ENG083 for special attention and handling procedures of GDI-specific components.
- When installing the high pressure pump and roller tappet onto the new engine, apply engine oil to the roller tappet, and O-rings of the high pressure pump.

Tightening torques of pump bolts: 9.4 – 10.9 lb.ft (12.8 – 14.7 N.m, 1.3 – 1.5 kgf.m)

Tightening torques of pipe flare nut: 19.5 – 23.9 lb.ft (26.5 – 32.4 N.m, 2.7 – 3.3 kgf.m)

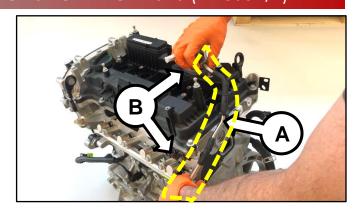


### \* NOTICE

Refer to <u>TSB ENG083</u> for gasoline direct injection (GDI) specific information, including related warnings and cautions for handling high fuel pressure system components.

High Pressure Fuel Pipe:

 Properly position the <u>new</u> fuel pipe (A) and then <u>hand-tighten</u> both flare nuts (B).



2. Install the pipe retaining bracket and bolt (C) and torque to specifications.

## \* NOTICE

If the bracket and bolt are missing, order and install a new bracket and bolt.

Tightening torque (bracket bolt): 5.8 – 8.7 lb.ft (7.8 –11.8 N.m, 0.8 – 1.2 kgf.m)

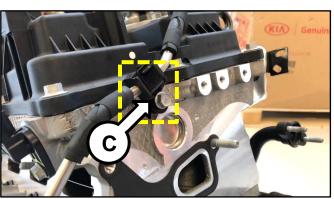
3. Using a click-type/electronic torque wrench and SST 09314-3Q100, torque both flare nuts (B) to specifications.

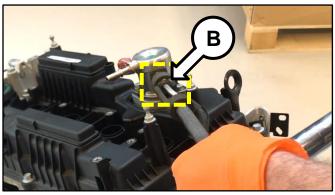
Tightening torque (flare nuts): 19.5 – 23.9 lb.ft (26.5 – 32.4 N.m, 2.7 – 3.3 kgf.m)

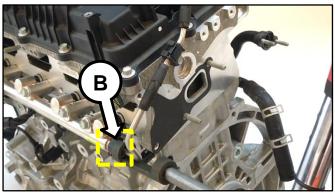
Click here to see a video tutorial of high pressure fuel pipe install (includes high pressure pump install).

### \* IMPORTANT

The high pressure fuel pipe bracket and bolt must be installed AND properly torqued prior to torqueing the high pressure fuel pipe flare nuts.



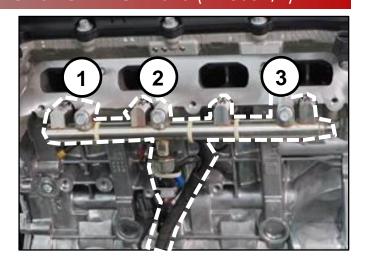




#### **Delivery Pipe:**

- Refer to TSB ENG083 for special attention and handling procedures of GDI-specific components.
- Prior to installing the delivery pipe, be sure to replace all of the injector Orings and injector retainers.
- Prior to installing the delivery pipe, apply engine oil to the injector O-rings.
- When installing the delivery pipe, use caution not to damage the tip of the injector.
- Be sure to replace the delivery pipe retaining bolts and torque them in the sequence shown.

Tightening torque of bolts: 13.7 – 17.4 lb.ft (18.6 – 23.5 N.m, 1.9 – 2.4 kgf.m)



### \* NOTICE

Combustion seals must be compressed after installation and before attempting to install into the cylinder head. Use SST 09353 2B000 (refer to TSB ENG083).

#### Dipstick Tube & Dipstick:

- Prior to installing the new tube, lubricate the o-ring located at the bottom of the tube with engine oil.
- Install the red dipstick included in Service Kit I.

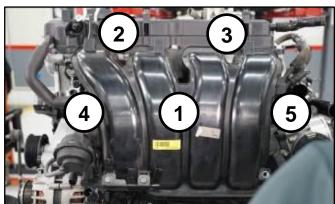
Tightening torque of bolt: 5.8 – 8.7 lb.ft (7.8 – 11.8 N.m, 0.8 - 1.2 kgf.m)

#### Intake Manifold:

- Prior to installation, replace the intake manifold gaskets.
- Torque bolts in the sequence shown.

Tightening torque of bolts: 13.7 – 17.4 lb.ft (18.6 – 23.5 N.m, 1.9 – 2.4 kgf.m)





#### Exhaust Manifold:

- All engines supplied under this Product Improvement Campaign have the exhaust manifold studs configured for SULEV engines.
- Using the pictures to the right, check the exhaust manifold stud location and quantity. Relocate as required for ULEV engines and obtain one (1) extra from the removed engine.
- Prior to installation, replace the exhaust manifold gasket and front muffler gasket.
- Torque nuts in the sequence shown.

Tightening torque of nuts: 36.2 – 39.7 lb.ft (49.0 – 53.9 N.m, 5.0 – 5.5 kgf.m)

\*For 15MY Sorento (XMa) vehicles only: check the underhood emissions label and record whether the label references ULEV or SULEV. This information is needed to select/order the correct replacement engine.

 On Turbo engines, replace the turbocharger oil feed line and gaskets.

Tightening torque of oil feed line bolt: 8.7 – 13.0 lb.ft (11.8 – 17.7 N.m,

1.2 - 1.8 kgf.m

Tightening torque of oil feed line nuts:

5.8 – 8.7 lb.ft (7.8 – 11.8 N.m,

0.8 - 1.2 kgf.m

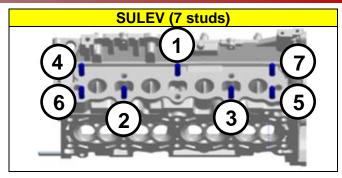
Tightening torque of oil drain line nuts and bolts:

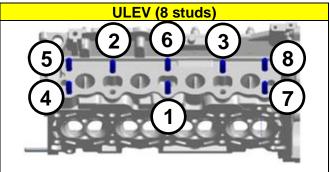
5.8 – 8.7 lb.ft (7.8 – 11.8 N.m,

0.8 - 1.2 kgf.m

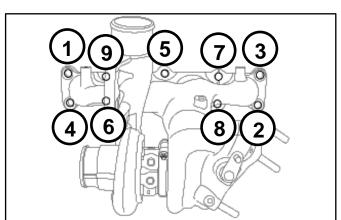
Torque exhaust manifold nuts in the sequence shown.

Tightening torque of nuts: 36.2 – 39.7 lb.ft (49.0 – 53.9 N.m, 5.0 – 5.5 kgf.m)





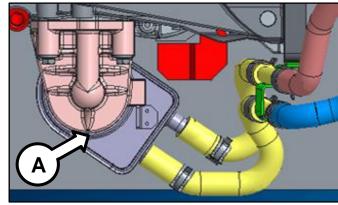


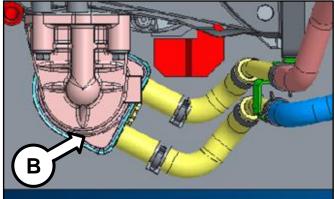


#### Oil Cooler Tube Assembly:

New engines may be supplied with a different oil cooler. <u>Use steps below to determine the need for a replacement oil cooler tube assembly.</u>

- If the new engine's (bigger) oil cooler (A) does not match the old engine's (smaller) oil cooler (B), replace the oil cooler tube assembly with the improved part. See parts table on page 23.
- If the new engine's (bigger) oil cooler (A) matches the old engine's (bigger) oil cooler (A), reuse the old engine's oil cooler tube assembly.
- If the new engine's (smaller) oil cooler
   (B) matches the old engine's (smaller) oil cooler (B), reuse the old engine's oil cooler tube assembly.





#### **Drive Plate Bolts:**

Replace all seven (7) drive plate (AT) bolts.

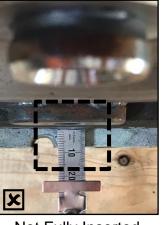
Tightening torque of nuts: 86.8 – 93.9 lb.ft (117.7 – 125.5 N.m, 12.0 – 13.0 kgf.m)



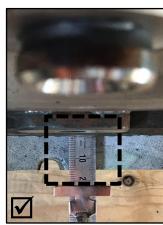
Drive Plate Bolt (A/T)

#### **Torque Converter**

 If the torque converter has moved from the fully inserted position, carefully push inward while rotating the torque converter until it is recessed approximately 9/16 – 5/8" (14 – 16mm) (☑) into the transaxle case when reinstalling the automatic transaxle.



Not Fully Inserted



Fully Inserted

5. Reinstall the assembled engine and transmission/transaxle into the vehicle.

#### Be sure to:

- Fill crankcase with 5W-30 oil (~5.8 quarts).
- Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 <u>Full Synthetic</u> SN PLUS, QUARTZ 9000 FUTURE XT 5W30 <u>Full Synthetic</u> SN PLUS, Mobil Super Synthetic 5W30 or above.
   If not available, use other brand 5W30 and <u>Full synthetic</u> type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.
- Fill and bleed the cooling system with 50/50 coolant or mixture appropriate for area.
- Pressurize the fuel system before starting the vehicle.
- Reset engine adaptive values and perform steering angle sensor calibration.

Refer to TSB ENG190 for information regarding engine replacement practices.

- 6. Confirm that the Rom ID is up-to-date. If not, reflash the ECU to the latest ROM ID available. Refer to PI1803 Knock Sensor Detection System ECU Logic Improvement.
- 7. Verify proper operation of the vehicle with road test, and with the engine ON (running), erase any stored DTCs (e.g., EPS, ESC, and TPMS) that may have been set by this procedure. Verify no leaks exist and ensure engine oil and coolant are at their proper level.

If any DTCs are still active, follow any related diagnosis and repair as needed.

### **Knock Sensor Replacement:**

Ensure the ignition is 'OFF'.

Disconnect the battery negative (-) terminal.

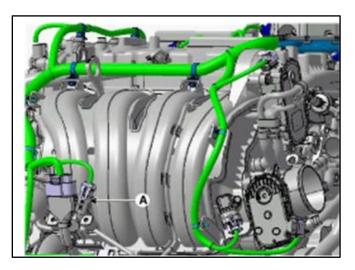
Disconnect the knock sensor (A) connector.

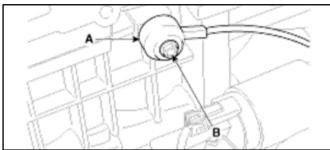
Remove the intake manifold by referring to the "Engine Mechanical System  $\rightarrow$  Intake Manifold  $\rightarrow$  Repair Procedure" chapter in the applicable Shop Manual on KGIS.

Loosen the knock sensor (A) retaining bolt (B) and replace the knock sensor.

**Torque Specification for bolt (B):** 13.7 – 17.4 lb. ft. (18.6 - 23.5 N.m, 1.9 - 2.4 kgf.m)

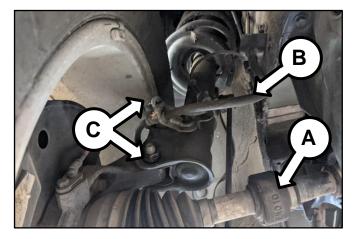
Reinstall all removed parts in the reverse order of removal and confirm normal engine operation and no DTC's.





#### Additional Instructions for AWD (XM) 2.4L models:

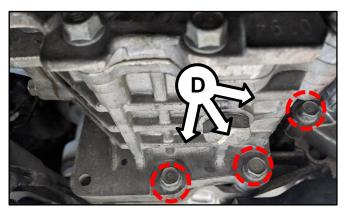
 Remove the right front drive axle (A) by detaching the brake line (B) and removing the bottom knuckle/strut retaining bolts (C).



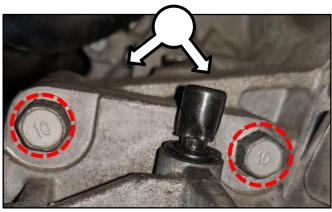
2. Remove the five (5) transfer case retaining bolts (D).

**Note:** Three (3) located on the bottom.

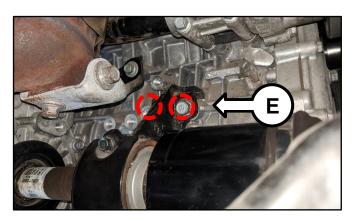
Refer to the chapter in the applicable Shop Manual on KGIS for torque specifications.



Note: Two (2) located on the top.

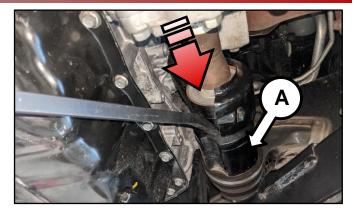


3. Remove the two (2) drive axle bracket retaining bolts (E).

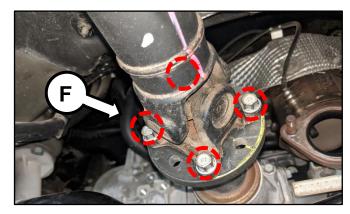


 Using a pry bar and rubber hammer, strike the axle where shown to release the right front drive axle (A).

Remove the right front drive axle (A) and set aside.



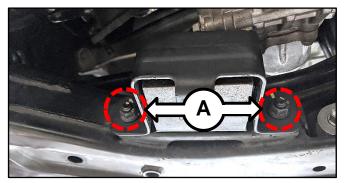
5. Remove the four (4) rear driveshaft retaining bolts (F).



6. Move the transfer case to the right for additional room to allow engine removal.

### Additional Instructions for AWD (SL) 2.0L-T models:

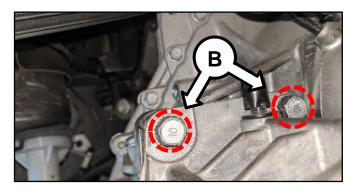
1. Remove the two (2) bottom damper retaining bolts (A).



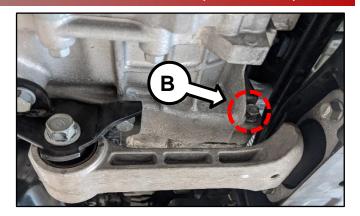
2. Remove the five (5) transfer case retaining bolts (B).

Note: Two (2) located on the top.

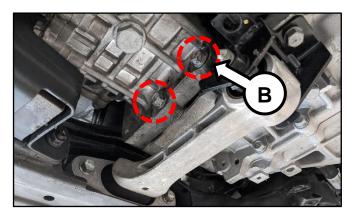
Shop Manual on KGIS for torque specifications.



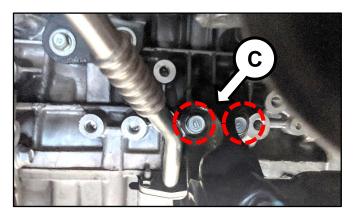
Note: One (1) located on the bottom left.



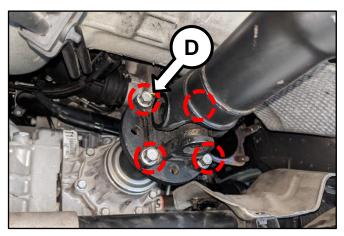
Note: Two (2) located on the bottom right.



3. Remove the two (2) drive axle bracket retaining bolts (C).



4. Remove the four (4) rear driveshaft retaining bolts (D).



5. Move the transfer case to the right for additional room to allow engine removal.

#### AFFECTED VEHICLE RANGE:

Model	Production Date Range
11-13MY Optima (QF/TF)	August 12, 2010 through September 27, 2013
14MY Optima (QF)	August 28, 2013 through May 15, 2014
12-14MY Sorento (XMa)	April 19, 2011 through February 10, 2014
11-13MY Sportage (SL)	December 30, 2010 through August 30, 2013

#### **REQUIRED TOOL:**

REQUIRED TOOL.				
Tool Name	Tool Part No.	Figure	Comments	
Torque Wrench Socket	09314 3Q100		Refer to <u>TSB ENG083</u> for	
Injector Combustion Seal Ring Installer	09353 2B000	1111	detailed usage instructions	
Click-Type or Electronic Torque Wrench	N/A	(1) P	Locally Sourced	
Bearing Clearance Tester Kit	KQ231 2T110QQK		Auto-shipped to Dealers For troubleshooting assistance contact the GITA Support Line at: (888) 542-4371.  For replacement parts, contact Snap-On Tools at: (888) 542-1011.	
Oil Measurement Container	SST067BUCK	A STATE OF THE STA	Will be auto-shipped to dealers at end of December 2020.  For replacement parts, contact Snap-On Tools at: (888) 542-1011.	

#### **REQUIRED PARTS:**

Part	Part MY Model		Part Number		Figure
Name	e ivii iviodei	Model	2.4L GDI	2.0L T-GDI	rigure
	11-13MY	TF, QF	21101 2GK05QQKR	- 21101 2GK07QQKR	
	11-131/11	SL	-		
Engine Long Block	12-13MY	XMa	21101 2GK09QQKR	-	
	14MY	XMa (ULEV/SULEV)	21101 2GK11QQKR	-	
	14MY	QF	21101 2GK06QQKR	21101 2GK08QQKR	1993

<u>Note</u>: You may receive an engine with a part number ending in "QQK" when a part number ending in "QQKR" was ordered. Both part numbers are interchangeable and acceptable in the warranty claim.

Continued on page 23.

Models	Part Name	Engine	Part Number	Figure
TF, SL, QF,		2.4L GDI	21111 2GK50QQK	
ХМа		2.0L T-GDI	21111 2GK60QQK	
UMa, QL, JF, JFa	Service Kit I	2.4L GDI	21111 2GK51QQK	
Olvia, QL, Or, Or a		2.0L T-GDI	21111 2GK52QQK	COOCOT (AND )
TF, SL, QF, XMa		2.4L GDI and 2.0L T-GDI	21111 2GK70QQK	1 0000 1 0000
UMa, QL, JF, JFa	Service Kit II	2.4L GDI	21111 2GK71QQK	0000
		2.0L T-GDI	21111 2GK72QQK	0000
	Drive Plate Bolts	2.4L GDI and 2.0L T-GDI	23311 25050	•••••
All	Oil Cooler Tube Assembly (replacement is conditional, refer to page 17)	2.4L GDI	25470 2G050QQK	The state of the s
		2.0L T-GDI	25470 2G650QQK	
All	Knock Sensor	2.0L-T	39250 2G700	N/A
		2.4L	39250 2G100	IV/A

<sup>\*</sup>Oil Cooler Tube assembly replacement is conditional, refer to page 17.

WARRANTY CLAIM INFORMATION FOR:

PI1803 <a href="mailto:y1">Y1</a>, PI1803 <a href="mailto:z1">Z1</a> AND PI180<a href="mailto:s1">AND PI180</a> (DIAGNOSIS ONLY CLAIMS):

## **(i)** IMPORTANT

**REFER TO WARRANTY BULLETIN 2020-26** (PI1803 $\underline{Y}$ ,  $\underline{Z}$  OR  $\underline{180S}$ ) FOR MODEL-SPECIFIC LABOR OPERATIONS AND TIMES, AS WELL AS SPECIFIC CLAIM SUBMISSION PROCEDURES. **NOTE:** SEE APPENDIX 1 & 2 ON PAGE 30 AND 33 FOR ADDITIONAL TECHLINE PWA INFORMATION REQUIRED.

Flow Chart Symptom #A	Diagnostics	Repairs
PI1803Y DTC P1326 (No TL PWA Required)  BCT Pass  BCT Pass	BCT Pass	R&R Knock Sensor
		ECU Upgrade
	DCT No Door	Engine R&R
	Engine R&R + ECU Software Update	

Flow Chart Symptom #B	Diagnostics	Repairs
	Check Oil + BCT Pass	Inspection + Noise Check (N) (PI180S Claim) Repairs under normal warranty coverage MAY apply. Separate TL PWA case required.
PI1803 <b>Z</b>		Noise Check + TL PWA + Engine R&R
Engine Noise (TL PWA <u>Required</u> )		Noise Check + TL PWA + Engine R&R + ECU Software Update
	Check Oil + BCT	Engine R&R with TL PWA
	No Pass	Engine R&R with TL PWA + ECU Software Update

Flow Chart Symptom #C	Diagnostics	Repairs
	Check Oil Amount + Check Crank Rotation (+ 94lb)	Inspection Only (PI180S Claim) Repairs under normal warranty coverage MAY apply. (Separate TL PWA case required)
	Check Oil Amount + Crank Rotation (-94lb.ft) + BCT Pass	Diagnosis Only (PI180S Claim) Repairs under normal warranty coverage MAY apply. (Separate TL PWA case required).
PI1803 <u>Z</u> Engine No Crank (TL PWA <u>Required</u> )	Check Oil Amount + Crank Rotation (-94lb.ft) + BCT No Pass  Check Oil Amount + Crank Rotation (+94lb.ft) (no BCT)	Engine R&R with TL PWA
(12.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.		Engine R&R + ECU Software Update with TL PWA
		Engine R&R with TL PWA
		Engine R&R + ECU Software Update with TL PWA

## **Appendix 1 (Techline Prior Work Authorization)**

Scenario	Description	Action Required
Flowchart A	DTC P1326 Stored	TL PWA required for all dealers – Video of condition  Video requirement examples below are for illustration
Flowchart B	Engine Noise	purposes, individual requirements will vary based upon the condition reported:  • Video should be continuous and show the VIN (most convenient VIN plate) and pan to show the
Flowchart C	Engine Seized Bearing Clearance Test <u>or</u> No Test	<ul> <li>engine condition.</li> <li>For engine seizures, attempt to turn over engine with torque wrench in video and exceeding 94 lb.ft.</li> <li>For hole in engine block, show hole in video</li> <li>For severe engine noise demonstrate severity of the noise without over accelerating (to RPM redline) the engine in video</li> </ul>

<u>Note</u>: Additional information may be requested by the Techline agent, including but not limited to screenshot of the stored DTC(s), ROM ID and Bearing Clearance Test (BCT) results.

### Oil Level Check: (Applies to all Flowcharts B and C)

- 1. Measure and record oil dip stick level.
- 2. Note oil dip stick reading on the RO.



### Oil Level Measurement: (Flowchart C)

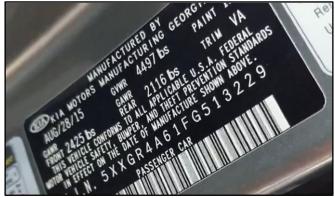
- Remove oil filler cap, remove oil drain plug and drain oil into the supplied measuring container SST067BUCK and check oil level.
- 2. Record oil level reading.
- 3. Take photo of the oil level using KDS.



### **Video Instructions for Seized Engine Inspection: (Flowchart C)**

Prepare the vehicle prior to the video by removing the spark plugs and drive belt as well as setting the torque wrench to 94 lb.ft.

1 Start video showing vehicle and move in towards the inside door VIN tag.



2. Continue video and move to show the dash VIN tag.



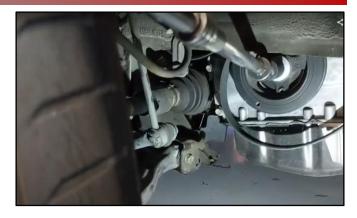
3. Show the removed spark plugs.



4. Show the empty spark plug holes from the engine.



5. Show the removed drive belt and attached torque wrench to crank bolt.



6. Show the engine being cranked and torque specification exceeding 94 lb.ft. torque.



7. Submit video with Techline PWA case.

## **Appendix 2 (Video Capture & Upload)**

Note: Additional information required to open a Techline case including but not limited to screenshot of the stored DTC(s), ROM ID and Bearing Clearance Test (BCT) results.

The Chrome<sup>™</sup> browser should be used to access the Techline portal. Follow the steps below to clear the default browser if it is other than Chrome<sup>™</sup>.

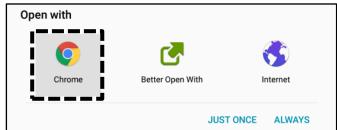
#### For KDS Tab 10.1 Tablets:

- 1. Select "Settings" from the App Screen.
- 2. Select the "General" tab at the top.
- 3. Select "Default Applications".
- 4. If "Internet" is the default browser, select the CLEAR button.

If "Chrome" is the default browser, further action is not required.



5. When opening the Techline portal, select "Chrome" and select Always".

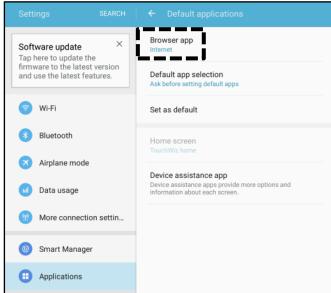


#### For KDS Tab S2 Tablets:

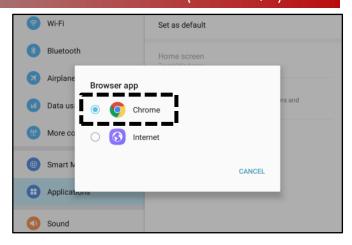
- 1. Select "Settings" from the App Screen.
- 2. Select "Applications".
- 3. Select "Default Applications".

4. Select "Browser app".





5. Ensure "Chrome" is selected.



#### Attaching Video to a Techline Case:

Open K-Support in the device Chrome<sup>™</sup> browser or select the "Techline" button on KDS home page.

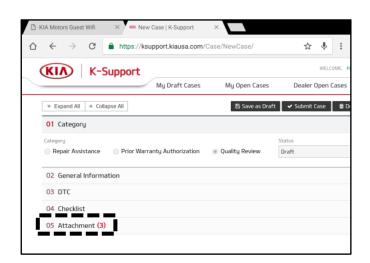
https://ksupport.kiausa.com



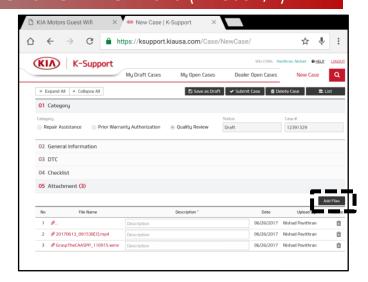
2. Open your existing Techline case for the vehicle requiring a video capture by selecting the case number.



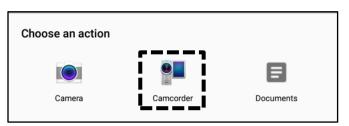
3. Select "Attachment".



4. Select "Add Files".



5. Select "Camcorder" and the video camera will open.



Start by recording the VIN. Ensure sun glare is not reflecting off windows or other objects.

> Without stopping the recording, capture the area of the vehicle displaying the issue. i.e.;

- Engine Noise record the engine.
- Hole In Block record the side of the engine with the damage.
- Seized Engine record a technician trying to turn the engine over with a breaker bar.

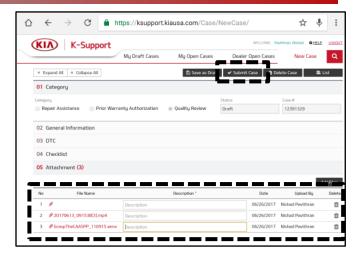


### \* NOTICE

NOTE: Ensure the video size is set to "Limit to email". Only record the VIN and the engine exhibiting the concern. Any additional information will increase the size of the video and make it difficult to upload or download.

7. Stop the video when you captured what is needed. Select "OK" to use this capture or "RETRY" to capture the video again.

- 8. Ensure a description of the recording. For example, engine knock or smoke from exhaust.
- 9. Select "Submit Case".



10. Select "Yes" when the confirmation message below appears.

Note: Selecting anything other than "Yes" will not save the video capture.

