	GROUP	MODEL
	ELE	**2020-2021MY Telluride (ON)**
	NUMBER	DATE
	213 (Rev 1, 11/12/2020)	**October 2020**

TECHNICAL SERVICE BULLETIN

SUBJECT: SVM/AVM CAMERA DISPLAY IMAGE QUALITY AND TPMS LIGHT ON

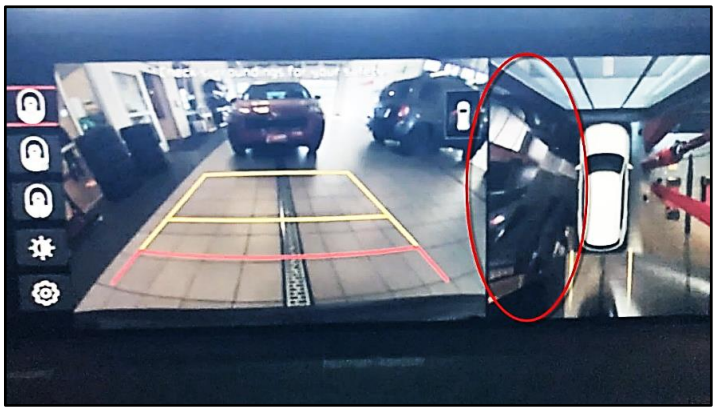
* NOTICE

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 the procedure to repair, the female coaxial cable terminals located in the respective locations as shown below on some 2020-2021MY Telluride (ON) vehicles produced June 1, 2020 to September 2, 2020, equipped with Side View Monitor or (SVM) or Around View Monitor (AVM) systems, which may exhibit intermittent issues with camera images flickering, displaying lines on the display, or intermittent TPMS communication failures resulting in error messages on the cluster.

Based on the complaint location, repairs should be made to one (1) or more of the four (4) locations listed below:

Item	Description	Inspection/Repair Type	Page
1	Side Camera (LHS) - Driver door	D05 and FD11 Coaxial Cable Repair Instructions	2
2	Side Camera (RHS) - Passenger door	D25 and FD21 Coaxial Cable Repair Instructions	
3	Rear Backup Camera - Liftgate	FR21 Coaxial Cable Repair Instructions	8
4	TPMS Light On or Error Message	FD21 Coaxial Cable Repair Instructions	9



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

SUBJECT: SVM/AVM CAMERA IMAGE FLICKERS

LHS/RHS Camera Inspection and Repair Procedure:

1. Turn the vehicle 'ON' and engage the camera left and right side views.

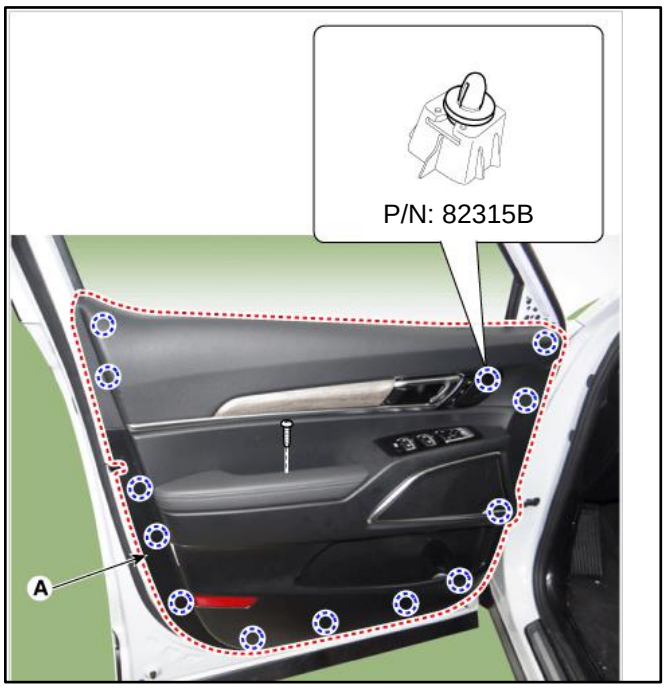
   Confirm defect mode.

2. Record radio pre-sets and disconnect the battery negative (-) cable.

3. Remove the Passenger **or** Driver door panel (A) by referring to the "Body (Interior and Exterior) → Front Door → Front Door Trim → Repair Procedures" chapter in the applicable Shop Manual on KGIS.

   ✶ NOTICE

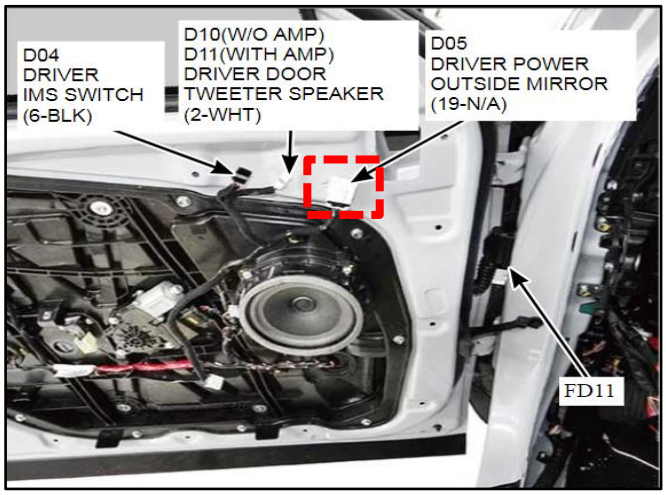
   Replace any damaged clips during removal.



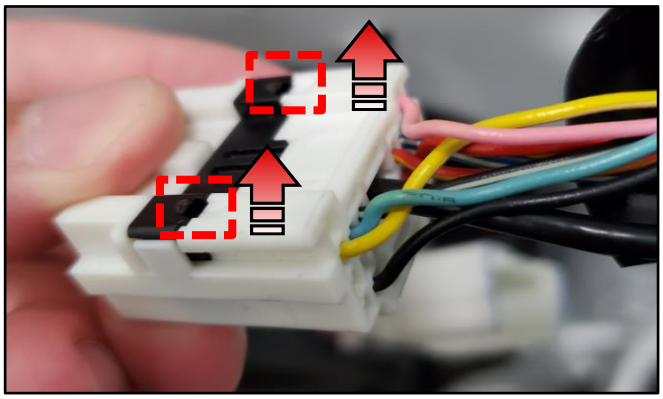
4. **Driver side door:** Locate the **D05** connector in the upper right side of the doorframe. (Refer to image)

   Passenger side door: Locate **D25** in the upper left side of the doorframe.

   Disconnect the connector and use the mirror side of the connection when completing the next few steps.



5. Using a pick tool, lift the black locking tab on the two (2) points shown to unlock the wire connectors.

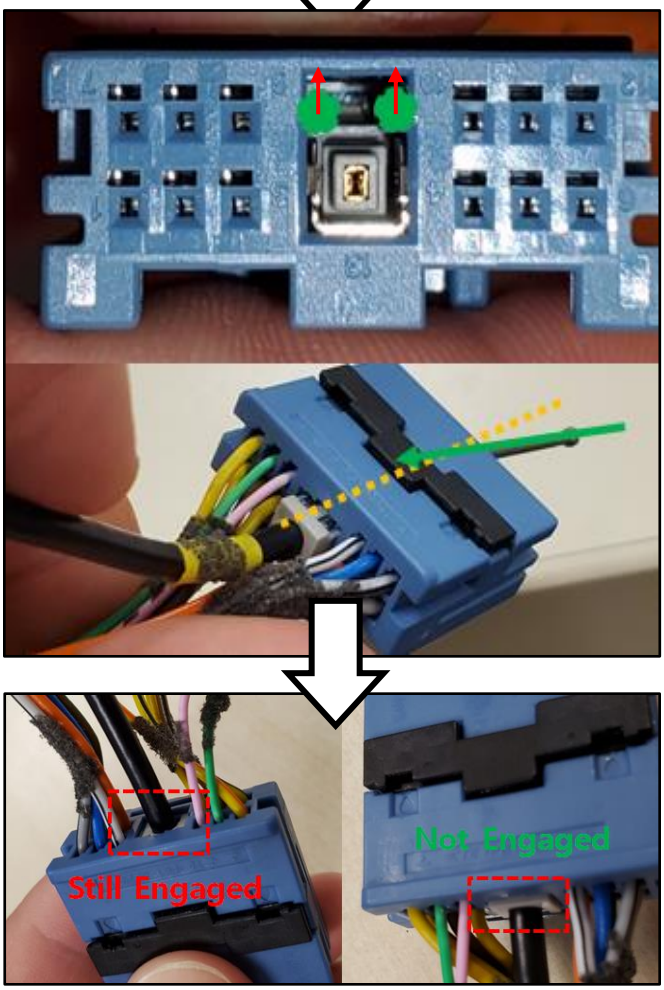


6a. Using a terminal removal tool, work the tool into the hole above the coax terminal in a straight motion.

Move it toward the left and right edge of the hole to disengage the locking tabs.

6b. Using a lifting motion, gently pry upwards on each side. The terminal should easily slide out of the back of the connector if done properly.

Note: Excessive force is not needed at any step in the process.



7a. Inspect the coaxial connector.

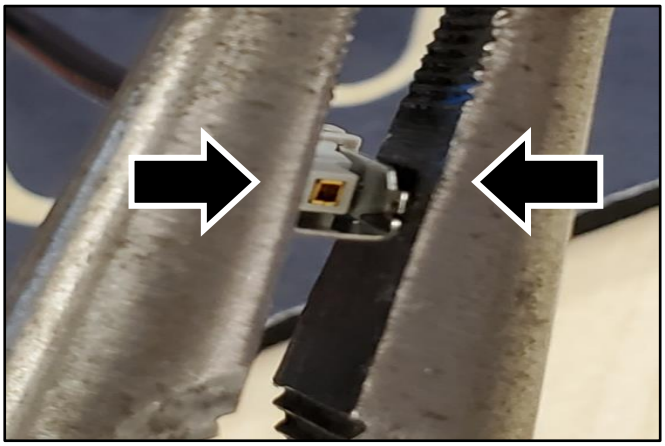
Note: The walls need to align parallel and evenly spaced.

DO NOT use excessive force when pressing the sides of the shield to avoid serious damage to terminals

ⓘ IMPORTANT

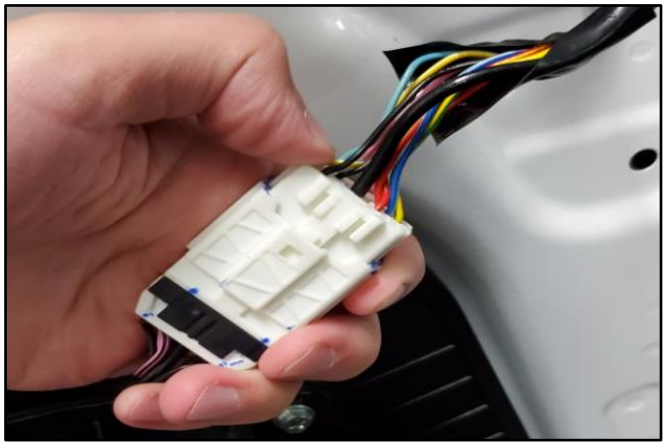
Adjustment of 0.10~0.15 mm is recommended. To gauge proper adjustment, there will be a noticeable improvement in connection tension when mating male and female coaxial connections after adjustment is made.

7b. Using needle nose pliers, **gently** squeeze the outer shield on the female terminal to improve the tension. Insert the female pin around the male connector to gauge tension.



Note: The repair of the terminal is complete once the female sides of the shield are making strong contact against the male connector.

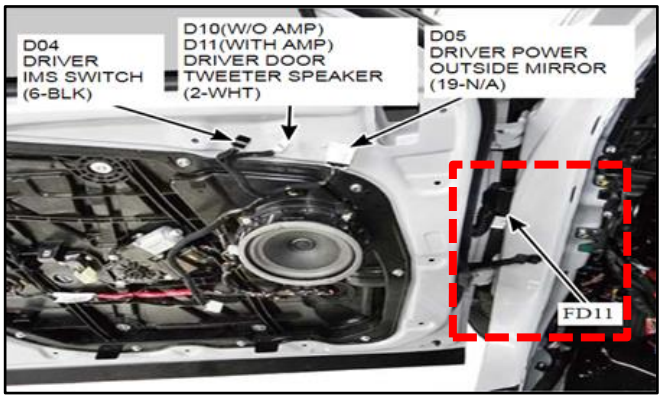
8a. Reassemble the terminal into the connector in the same reverse order of removal. Ensure the terminal is fully seated and the secondary locking tab is secured in place. (Refer to step 5).



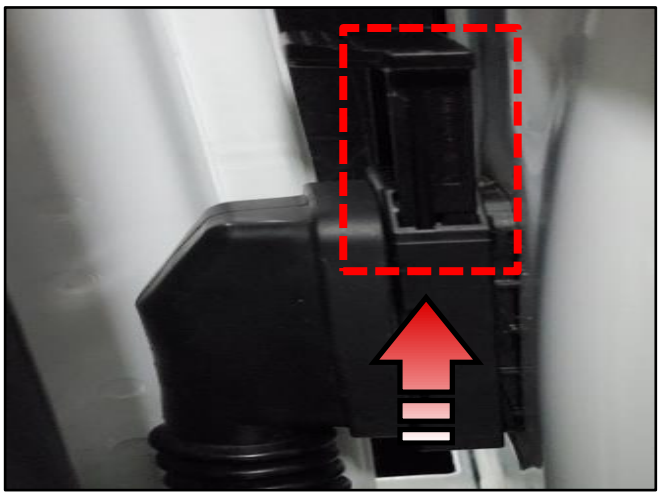
8b. Reconnect the connector to the door harness from step 4.

9a. **Driver side door:** Locate the **FD11** connector in the upper right side of the doorframe. (Refer to image)

Passenger side door: Locate **FD21** in the upper left side of the doorframe.



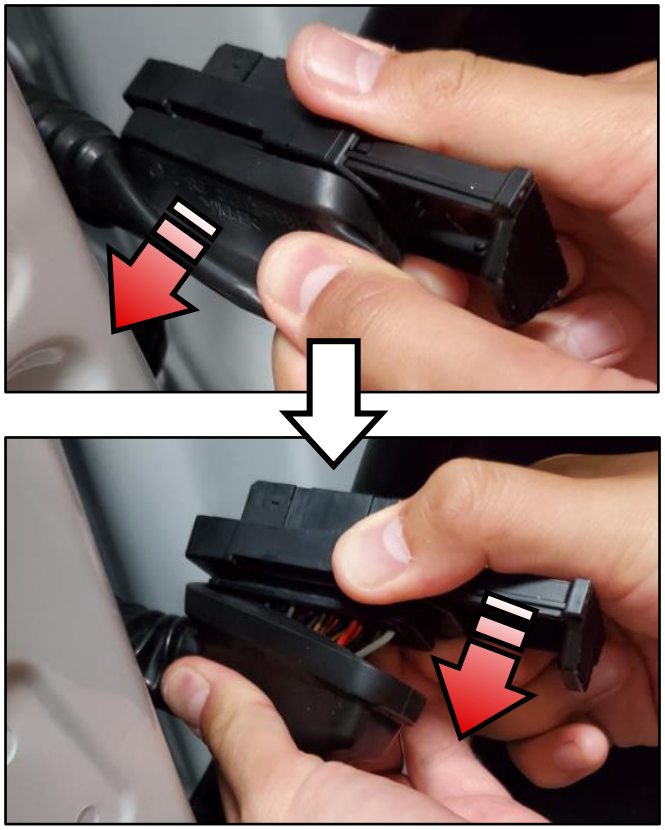
9b. Lift up on the locking tab to disconnect the FD11/FD21 connector.



10. To access the terminals:

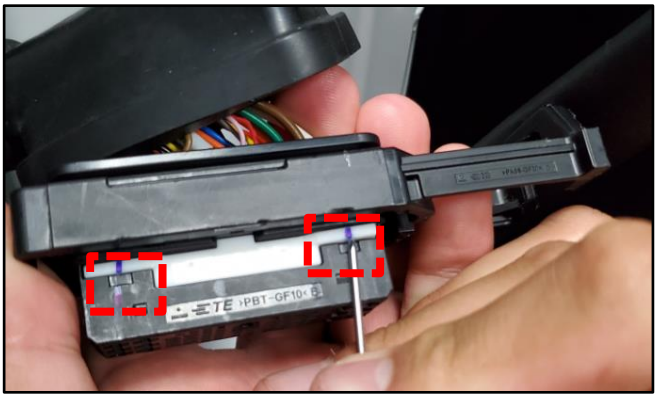
A. Pull the top of the rubber grommet cover.

B. Pull the cover down from the connector to expose the wires.



11. Locate the side of the connector with the white locking tab.

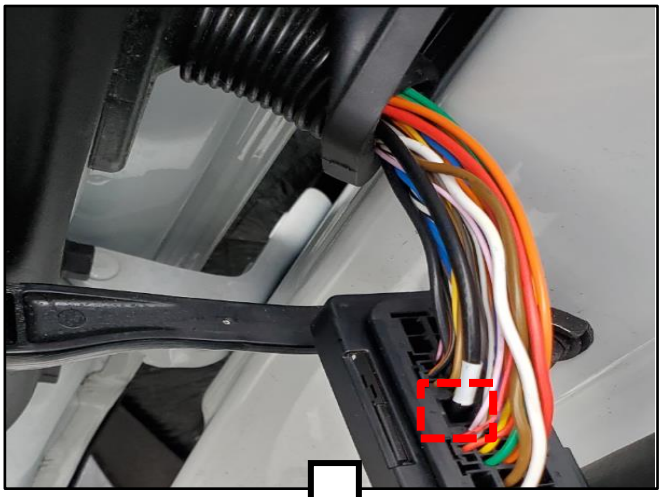
    Using a pick raise the two (2) engagement tabs on both sides of the locking tab.

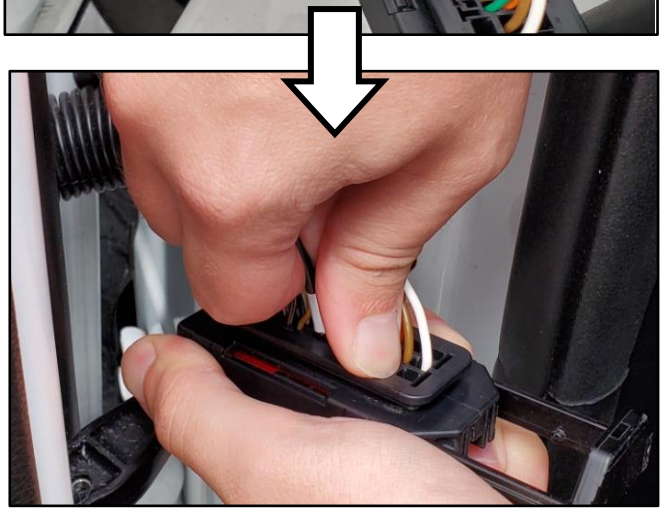


Note: The entire white tab will lift away from the connector when both are disengaged.

12. Pull the rubber cover away to allow access to work; Isolate the thick black coaxial wire and with consistent force, pull the terminal out off from the back of the connector.

    Note: Excessive force is not needed at any step in the process.





★ NOTICE

DO NOT use this method on any other terminals or procedures without instruction as this is not typically a good practice.

13. Inspect the coaxial connector.

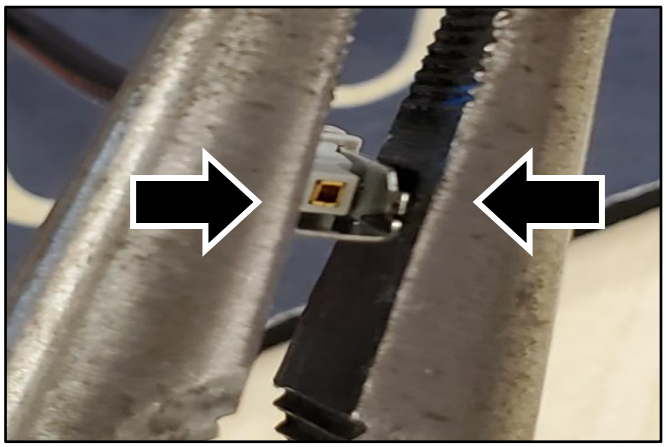
<u>Note</u>: The walls need to align parallel and evenly spaced.

<u>DO NOT</u> <u>use excessive force when pressing the sides of the shield to avoid serious damage to terminals</u>

ⓘ IMPORTANT

Adjustment of 0.10~0.15 mm is recommended. To gauge proper adjustment, there will be a noticeable improvement in connection tension when mating male and female coaxial connections after adjustment is made.

14. Using needle nose pliers, **<u>gently</u>** squeeze the outer shield on the female terminal to improve the tension. <u>Insert the female pin around the male connector to gauge tension</u>.



The repair of the terminal is complete once the female sides of the shield are making strong contact against the male connector.

15. Reassemble the coaxial wire in the same reverse order of removal. Ensure the wire is fully seated and the locking tab is secured in place. (Refer to step 11).

Perform a pull, push, pull test on the back of the connector to confirm it is secured and does not slide back out.

Reconnect the connector and install the connector cover.

16. Connect the negative battery cable and set the radio pre-sets.

17. Test the SVM/AVM cameras.

Rear Backup Camera Inspection and Repair Procedure:

1. Turn the vehicle 'ON' and engage the camera left and right side views.

   Confirm defect mode.

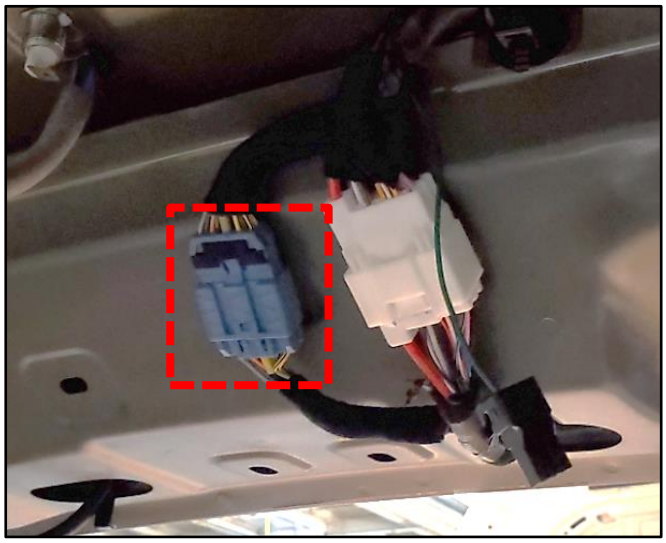
2. Record radio pre-sets and disconnect the battery negative (-) cable

3a. Drop the rear part of the headliner to access connector **FR21** by referring to the following procedures on KGIS.

3b. Remove the rear seats by referring to the "Body (Interior and Exterior) → Rear Seat → Rear Seat Assembly → Repair Procedures" chapter in the applicable Shop Manual on KGIS.

3c. Remove the rear luggage side trim by referring to the "Body (Interior and Exterior) → Liftgate Trim → Luggage Side Trim → Repair Procedures" chapter in the appliable Shop Manual on KGIS.

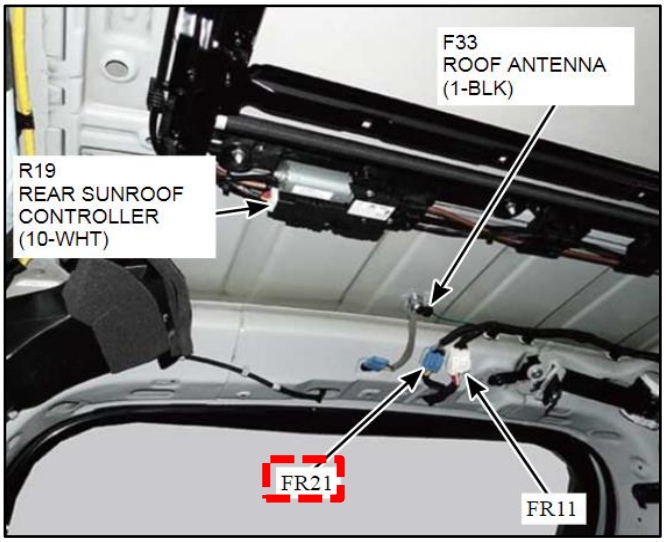
3d. Remove the rear pillar trim by referring to the "Body (Interior and Exterior) → Rear Pillar Trim → Repair Procedures" chapter in the applicable Shop Manual on KGIS.



⚠ CAUTION

Careful not to damage or crease the headliner.

4. Access the **FR21** connector (blue) in and disconnect it from the mating end. The floor harness side of the connector has the female terminal that must be removed.



5. Repeat **step 5 – 8** from pages 3 and 4.

6. Reconnect the **FR21** connector.

7. Reinstall all removed trim parts in reverse order of removal.

8. Connect the negative battery cable and set audio pre-sets.

9. Test the SVM/AVM cameras.

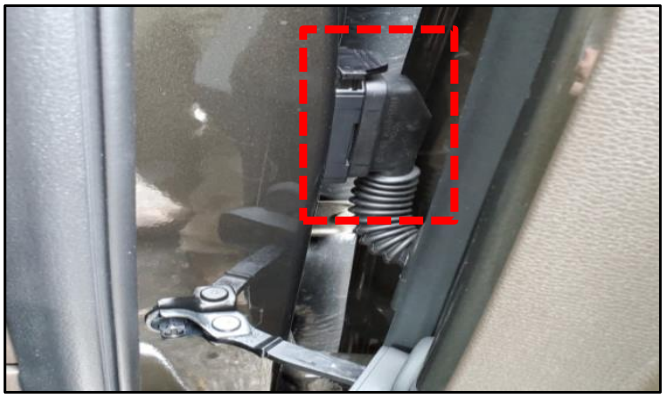
TPMS Light On or Error Message Inspection and Repair Procedure:

1. Turn vehicle on and confirm failure mode.

   Using KDS, monitor communication status of TPMS sensors as needed.

   Note: This Issue is an intermittent failure, if customer complains of TPMS lamp 'ON' and an issue does not present itself test drive vehicle for roughly 30 minutes to confirm failure.

2. Locate the **FD21** connector located between the passenger door and body



3. Refer to pages 5-7 (steps 9b through 15) for removing the coaxial terminal and improving the terminal tension.

SUBJECT: SVM/AVM CAMERA IMAGE FLICKERS

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	June 1, 2020 to September 2, 2020

WARRANTY INFORMATION:

N Code: I14 C Code: ZZ3

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	91600 S9010	0	SVM: Driver Door Harness- Repair	91600Q0A	0.3 M/H	N/A	0
	91610 S9010		SVM: Passenger Door Harness Repair	91610Q0A	0.3 M/H		
	91511 S9030		SVM: Rear Harness Repair	91511Q0A	1.0 M/H		
	91610 S9010		TPMS: Passenger FD21 connector repair	91610Q0B	0.3 M/H		