



GROUP

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NUMBER

044 (Rev 2, 08/19/2021)

MODEL

All Applicable
EV/HEV/PHEV Models
w/High-Voltage Battery

DATE

January 2013

TECHNICAL SERVICE BULLETIN

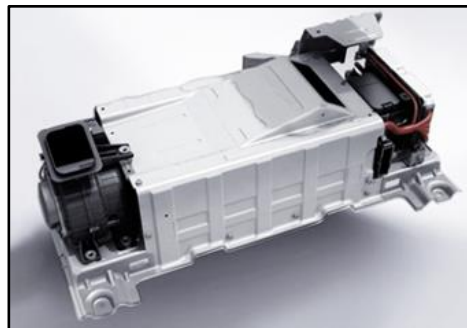
SUBJECT:

HIGH-VOLTAGE BATTERY ORDERING AND RETURN PROCEDURE

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 outlines the ordering and return procedure for high-voltage Lithium-ion batteries equipped on EV/hybrid vehicles (hereafter referred to as "high-voltage batteries" or HVBs). Every Kia-approved EV/hybrid dealership's Parts and Service departments should follow these procedures to ensure the fastest handling time and to minimize the possibility of chargebacks.



Limitations on High-Voltage Battery (HVB) Orders

- Non-approved EV/hybrid dealerships cannot order HVBs or be paid by warranty for repairs performed on hybrid components.
- HVBs cannot be ordered except as direct replacements for damaged or failed HVBs.
- In the case of out-of-warranty or collision-damaged HVBs, evidence of the failure or damage must be submitted via a Techline case. **A core return is required in all cases.**

Shipping and Handling Regulations

- Pursuant to federal law, all shipments of HVBs, to or from the dealer, must be shipped by ground service. Air shipments are not allowed.
- Anyone who receives, packs, ships, or otherwise handles HVBs may need to be hazardous materials (HazMat) certified, as required by the U.S. Department of Transportation.
- It is the dealership's responsibility to ensure that its team members are appropriately certified and follow all laws and regulations related to this and other HazMat components on Kia vehicles.

A printed copy is for reference only; publication information can be updated at any time.

Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

Ordering Procedure:

The Service department should follow this procedure when requesting a high-voltage battery.

NOTICE

A Techline case number and Battery Management System (BMS) screenshots are required when ordering/returning a high-voltage battery.

1. Use KDS to scan for DTCs.
 - a) If any HVB DTC (P1B70, P1B74, P1B96, etc.) is found, save screenshots of the DTC search results. This can be achieved with one (1) or two (2) screenshots.
 - b) Save the screenshots of each DTC's Freeze-Frame Data. This can be done with two (2) screenshots per DTC.
 - c) Select the BMS system and save screenshots of Current Data. (Number of screenshots will vary by model.) **Screenshots are required for core return.**
- Note:** Screenshot examples are provided later in this bulletin in the "KDS Screen Capture Process".*
2. Create a Techline web case, and include the following items in the initial message:
 - a) Describe the customer complaint and what portion of the complaint was duplicated or confirmed.
 - b) Identify (in the case notes) the problem cells from the FFD or BMS Current Data.
 - c) Upload all screenshots to the case.
3. A Techline representative will review these details and recommend either HVB replacement or another action.
4. If Techline recommends a HVB then they will create/approve a PWA case for DSA-B dealers. DSA-A dealers will only require a Techline case in order to validate data screenshots for part order and core return. The case number and BMS screenshots **will be required** for core returns. Any other components that are recommended by Techline must be listed on the parts order. (For all repairs, including non-warranty repairs, evidence of battery failure or damage must be submitted via the Techline case.)

NOTICE

HVB packs are shipped from California, and transit times will vary from 1 to 5 business days from shipment date in the contiguous United States. Transit time of shipments to dealers in Hawaii or Alaska will require additional time.

NOTICE

The Battery Management System (BMS) is no longer required to be replaced at the same time as the High Voltage Battery (HVB) and is only to be replaced when directed by Techline.

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The Parts department should follow this procedure when receiving a replacement HVB and when returning the original (core) HVB.

NOTICE

A Techline case number and Battery Management System (BMS) screenshots are required when ordering/returning a high-voltage battery.

1. When the replacement HVB ships, Kia America (KUS) Warranty Department will supply instructions, including a bill of lading and the emergency response document via email to the dealership Parts department.
2. When receiving the replacement HVB, inspect the wooden shipping crate of the replacement HVB for damage. If it was damaged in shipment, be certain to note this on the receiving document, and contact the Parts Hotline to request a new crate for the HVB.
3. Care must be taken when unpacking the replacement HVB to not damage the wooden crate. Damage caused by the dealer will be the dealership's responsibility. Make sure to retain all packaging materials for reuse.
4. Package the return HVB in the same manner as the replacement HVB was received.
5. Follow all federal requirements for preparing the HazMat shipment. KUS cannot legally accept inappropriately packaged, marked, or mislabeled HazMat shipments. Situations arising from these and other errors are time-consuming to resolve and may result in fines to the dealer by various government entities. In addition, if these situations cause financial losses to KUS, KUS may seek reimbursement for any added processing costs or delays.

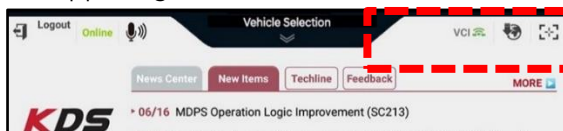
Note: See next section for examples of the KDS screen capture process.

KDS Screen Capture Process:

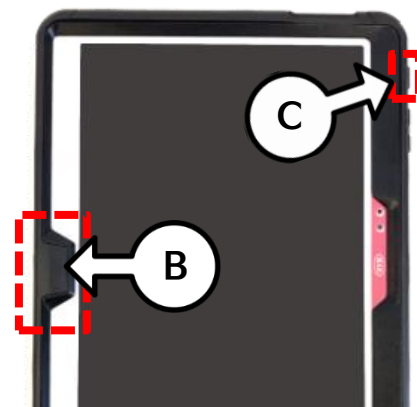
There are two (2) ways to take a screen capture.

1a. KDS screen:

Take a screenshot using the capture icon (A) in the upper-right corner of the KDS screen.

**1b. Tablet buttons:**

Use the tablet screen capture feature by simultaneously pressing and holding the Home button (B) and the Power button (C).



- 1c. Refer to the "KDS - Attaching Files to Techline Cases" publication under "Diagnostic Tools → KDS & GDS Information" on KGIS for instructions on how to attach the screenshots to the Techline case.

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2. Drag the scroll bar (D) down to scroll to the next segment of uncaptured data.

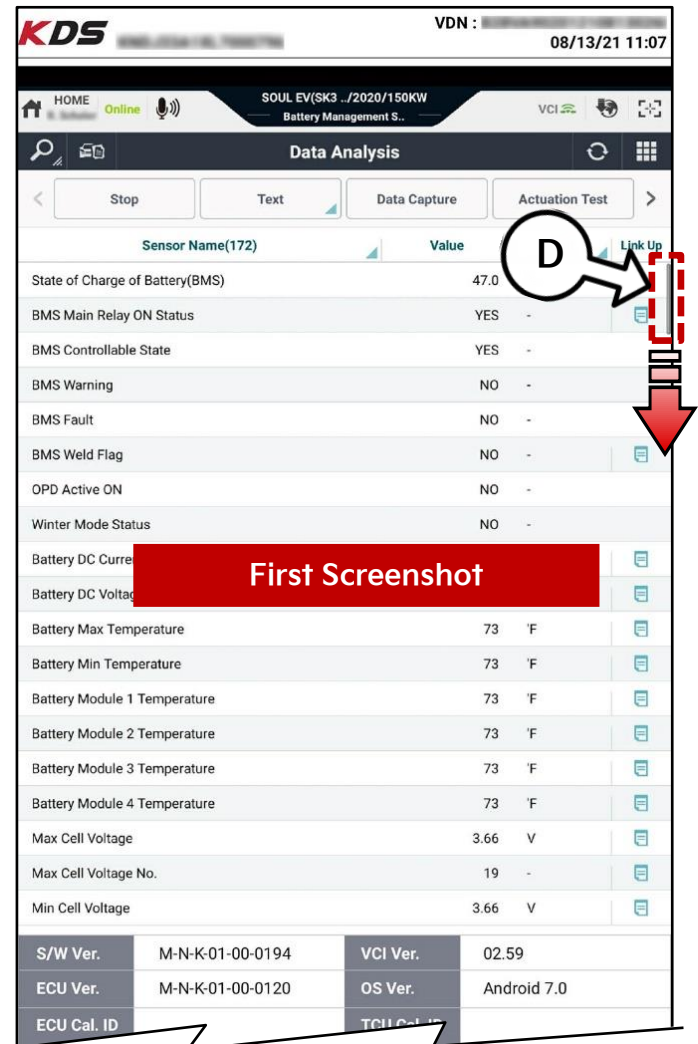
Note: BMS Current Data shown as example only.

NOTICE
 Be sure to take enough screenshots so that no lines of data are missed. It is OK to capture a few lines of data more than once.

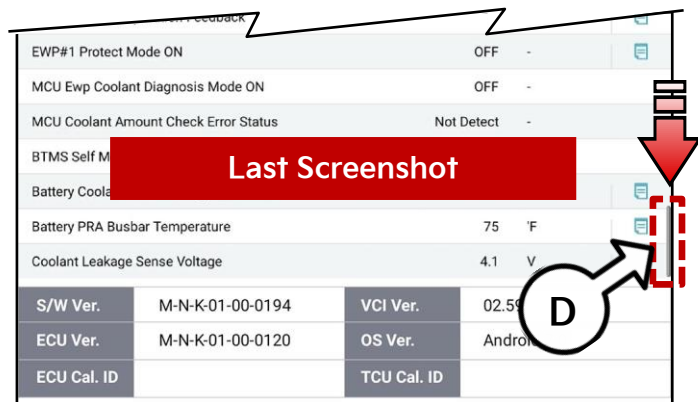
Continue scrolling and taking screenshots as many times as necessary until all lines of data have been captured, down to the end of the scrollable area.

Note: The number of screenshots will vary depending on model.

NOTICE
 Intermediate screenshots are not shown in the example at right, but are still required.



Intermediate Screenshots



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3. When completed, you should have multiple screenshot images that comprise ALL of the data. These image files must be attached to your Techline case to ensure efficient processing of the case.

Note: In the example shown at right, it took nine (9) screenshots to capture all of the BMS Current data for this vehicle.

NOTICE

Screenshot files should be saved as **JPG** or **PNG** (preferred formats). Other file types may be unreadable and may delay processing.

Use this same method for saving screenshots of DTC search results and each DTC's Freeze Frame Data.

