

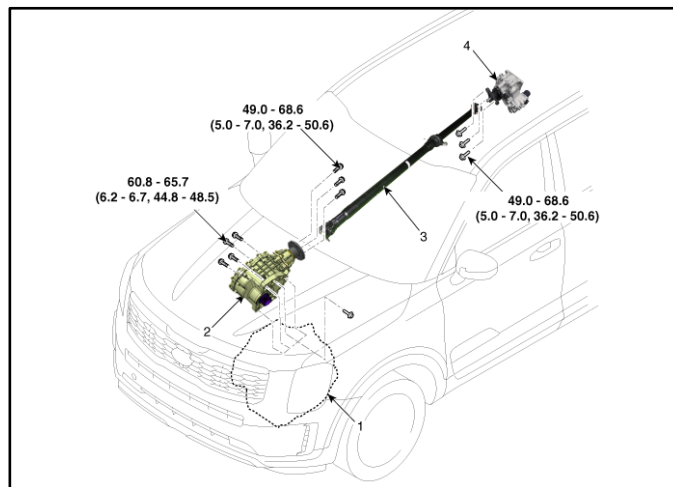


GROUP	MODEL
TRA	2020-2021MY Telluride (ON) w/AWD
NUMBER	DATE
099	January 2022

## TECHNICAL SERVICE BULLETIN

### SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION AND REPAIR

This bulletin provides information regarding some 2020-2021MY Telluride (ON) AWD vehicles produced from SOP through February 28, 2021, which may exhibit vibration at highway speeds between 60-75MPH. Follow the flowchart on page 2 to inspect the vehicle's tires (tire pressure and road force values) and adjust tire (RFV)/tire balance. If the vibration is still present, replacement of additional parts (propeller shaft and AWD coupling) may be required to correct the concern.

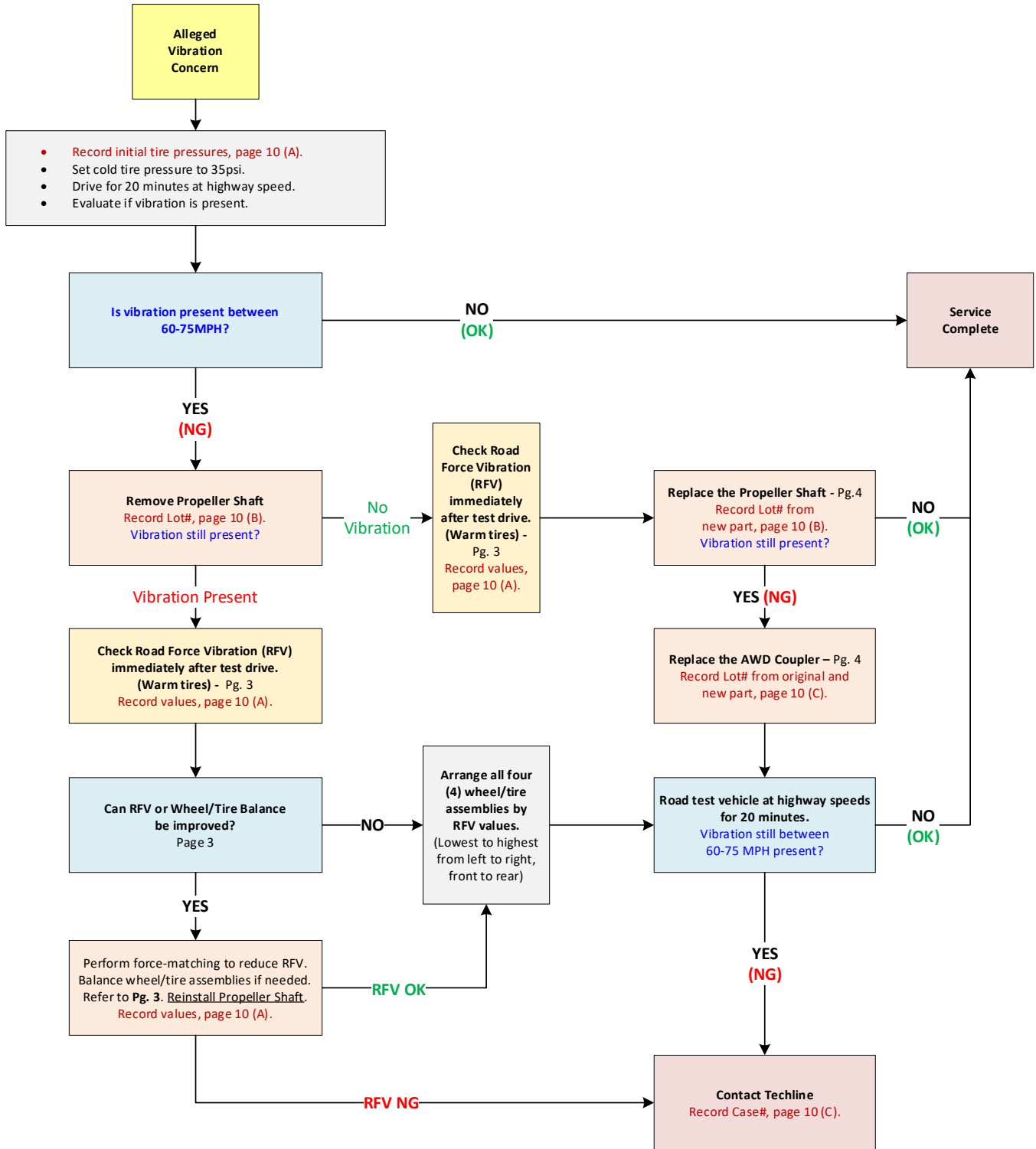


**Flowchart:**

Record the 'Vibration Repair Data' for required sections (A, B and/or C) on page 10 of this publication.



Take pictures of the LOT# from the Prop-Shaft and 4WD coupling and submit with claim.



## SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION &amp; REPAIR

## Tire RFV/Balancing Procedure:

**❗ IMPORTANT**

When performing the test drive, take care to evaluate the vibration under the following conditions:

- Take careful note of the customer's specific driving conditions (speed, throttle application, road condition, etc.) to evaluate as close to their experience as possible.
- Evaluate at constant speed by setting cruise control to customer specified MPH or KPH.
- Evaluate applying light throttle on and off starting at 60 mph (95 KPH), gradually reaching 75 mph (120KPH).

Tire RFV/Tire Balancing equipment information:

<https://www.hunter.com/wheel-balancers/road-force-elite/>

RFV Threshold:

- If RFV reads 30 lbs. or less → **(OK)**
- If RFV reads 31 lbs. or more → **(NG)** Contact Techline

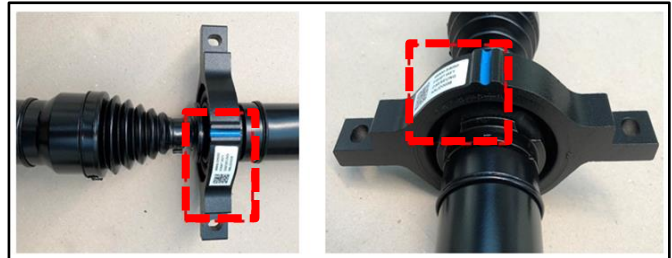
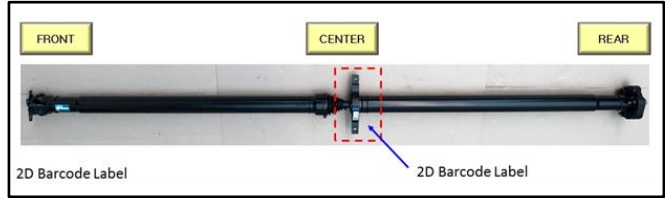


### Propeller Shaft Assy Replacement:

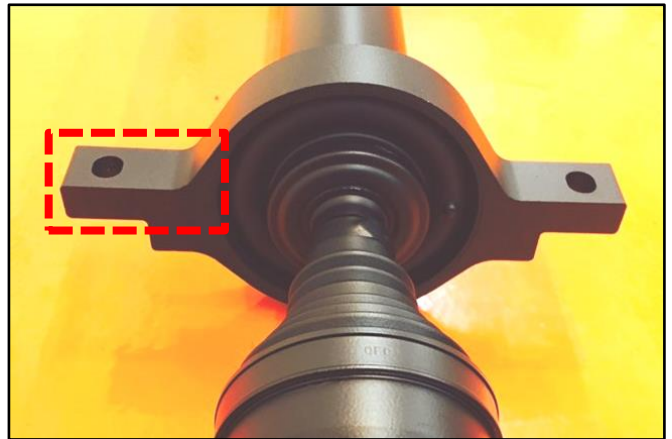
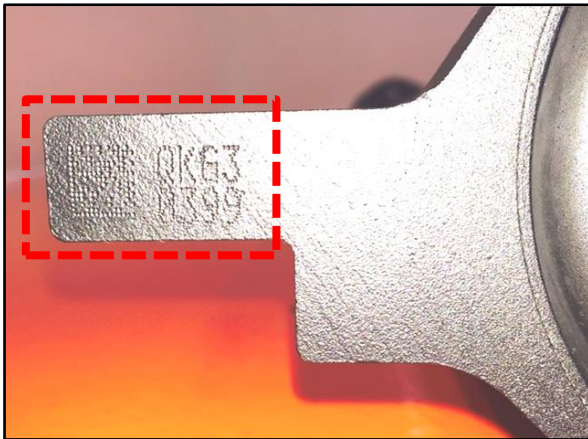
1. Replace the propeller shaft assembly by referring to the "4 Wheel Drive (AWD) System → Driveshaft and axle → Propeller Shaft Assembly → Repair procedures" in the applicable Shop Manual on KGIS.

#### NOTICE

Use a non-marring trim removal tool (such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.

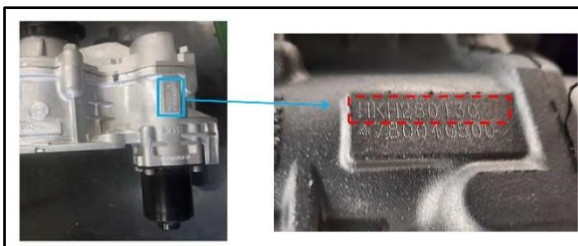


Propeller Shaft Lot# label or stamp locations.

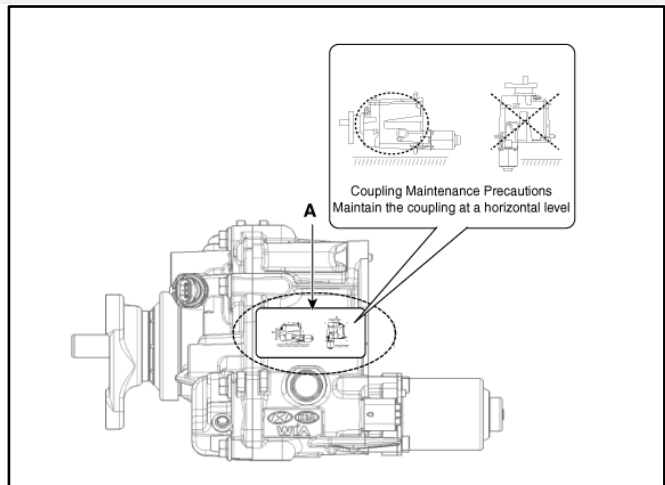


### AWD Coupling Replacement:

1. Replace the Direct Electro Hydraulic Actuator Coupling by referring to the "4 Wheel Drive (AWD) System → Coupling Assembly → Direct Electro Hydraulic Actuator Coupling → Repair procedures" in the applicable Shop Manual on KGIS.



AWD Coupling Lot# location.



**SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION & REPAIR**
**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Telluride (ON)	SOP to February 28, 2021

**REQUIRED TOOL:**

Tool Name	Figure	Comments
Tire RFV/Balance Machine	N/A	Recommended Hunter Diagnostic Wheel Balancing

**REQUIRED PART:**

Part Name	Part Number	Figure	Qty.
Propeller Shaft	49300 S8050		1
AWD Coupling	47800 4G500		1



## WARRANTY INFORMATION:

N Code: V91 C Code: ZZ1

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	49300 S8050	0	Drive → OK	49300F01	0.5	N/A	0
	49300 S8050	1	Drive → Not OK → Uninstall Prop-shaft → Drive → No Vibration → Check RFV → Prop-Shaft Replacement → Drive → Ok	49300F02	1.9		
	49300 S8050	1	Drive → Not OK → Uninstall Prop-shaft → Drive → No Vibration → Check RFV → Prop-Shaft Replacement → Drive → Not Ok → AWD Coupling Replacement → Drive → OK	49300F03	3.0	47800 4G500	1
		1	Drive → Not OK → Uninstall Prop-shaft → Drive → No Vibration → Check RFV → Prop-Shaft Replacement → Drive → Not Ok → AWD Coupling Replacement → Drive → Not Ok (Contact Techline)	49300F04	3.0		1

**Note:** The following items must be attached to the claim:

1. Vibration Repair Data form on page 10 (A)
2. Photo of the LOT# from the Prop-Shaft and 4WD coupling.

Refer to 'Claim Attachments' in section 2.6 of the WCPM for details on how to include attachments.

**Note:** Vibration Repair Data form on page 10 (Sections A/B/C) and photo images of the Lot# for replaced part(s) must be submitted with claim.

## SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION &amp; REPAIR

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	49300 S8050	0	Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> No force match, Arrange tires -> Drive -> OK	49300F05	2.3	N/A	0
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 1, Arrange tires -> Drive -> OK	49300F06	2.5	N/A	
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 2, Arrange tires -> Drive -> OK	49300F07	2.7	N/A	
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 3, Arrange tires -> Drive -> OK	49300F08	2.9		
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 4, Arrange tires -> Drive -> OK	49300F09	3.1	N/A	

Note: Repair Data form on page 10 (A) must be attached to the claim. Refer to 'Claim Attachments' in section 2.6 of the WCPM for details on how to include attachments.

Note: Vibration Repair Data form on page 10 (A) must be submitted with claim.



**SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION & REPAIR**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	49300 S8050	0	Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> No force match, Arrange tires -> Drive -> Not Ok (Contact Techline)	49300F10	2.3	N/A	0
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 1, Arrange tires -> Drive -> Not Ok (Contact Techline)	49300F11	2.5		
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 2, Arrange tires -> Drive -> Not Ok (Contact Techline)	49300F12	2.7		
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 3, Arrange tires -> Drive -> Not Ok (Contact Techline)	49300F13	2.9		
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 4, Arrange tires -> Drive -> Not Ok (Contact Techline)	49300F14	3.1		

Note: Repair Data form on page 10 (A) must be attached to the claim. Refer to 'Claim Attachments' in section 2.6 of the WCPM for details on how to include attachments.

Note: Vibration Repair Data form on page 10 (A) must be submitted with claim.





## SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION &amp; REPAIR

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	49300 S8050	0	Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 1, RFV NG (Contact Techline)	49300F15	2.0	N/A	0
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 2, RFV NG (Contact Techline)	49300F16	2.2		
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 3, RFV NG (Contact Techline)	49300F17	2.4		
			Drive -> Not OK -> Uninstall Prop-shaft -> Drive -> Vibration Present-> Install Original Prop-shaft -> Check RFV -> Force match 4, RFV NG (Contact Techline)	49300F18	2.6		

Note: Repair Data form on page 10 (A) must be attached to the claim. Refer to 'Claim Attachments' in section 2.6 of the WCPM for details on how to include attachments.

Note: Vibration Repair Data form on page 10 (A) must be submitted with claim.



SUBJECT: TELLURIDE (AWD) VIBRATION AT HIGHWAY SPEED INSPECTION &amp; REPAIR

**VIBRATION REPAIR DATA**

(Refer to flowchart and instructions on Pg. 2)

A. TIRE INFORMATION			
VIN#:		Tire Manufacturer:	
		Tire Size:                    /                    -	
TIRE PRESSURE (IN)			
LF:	LR:	RF:	RR:
TIRE ROAD FORCE VALUE (RFV) (IN)			
LF:	LR:	RF:	RR:
TIRE PRESSURE (OUT)			
LF:	LR:	RF:	RR:
TIRE ROAD FORCE VALUE (RFV)* (OUT)			
LF:	OK <input type="checkbox"/> NG <input type="checkbox"/>	LR:	OK <input type="checkbox"/> NG <input type="checkbox"/>
		RF:	OK <input type="checkbox"/> NG <input type="checkbox"/>
			RR:
			OK <input type="checkbox"/> NG <input type="checkbox"/>

\*If the tire(s) RFV value is still high after adjustment, contact Techline for further assistance.

**Note:** RFV adjustment is not necessary if vibration is no longer present with the propeller shaft removed.

B. PROPELLER SHAFT INFORMATION
ORIGINAL AWD Coupling LOT#:
ORIGINAL Propeller Shaft LOT#:
PROPELLER SHAFT REPLACEMENT**
NEW Propeller Shaft LOT#:

\*\* If the vibration is still present (after replacing propeller shaft), proceed to AWD Coupling replacement.

C. AWD COUPLING INFORMATION
AWD COUPLING REPLACEMENT***
NEW AWD Coupling LOT#:
VIBRATION CONCERN CORRECTED?    OK <input type="checkbox"/> NG <input type="checkbox"/>

\*\*\* If the vibration is still present (NG) after replacing the AWD coupling, contact Techline.

Techline Case Number #: \_\_\_\_\_

**Note:** This Vibration Repair Data form must be submitted with claims requiring tire(s) RFV adjustment, propeller shaft replacement and/or AWD coupling replacement.