

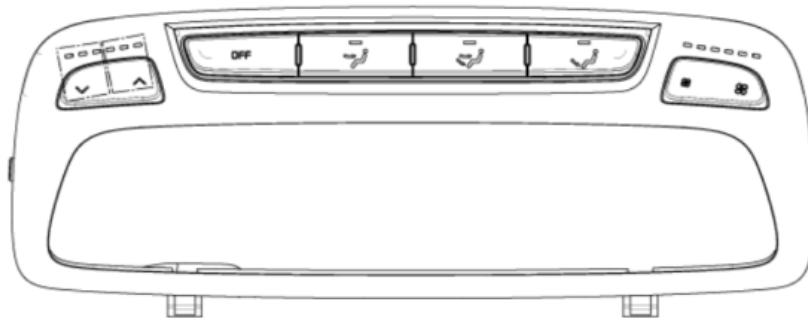


GROUP	MODEL
BOD	2022-2023MY Telluride (ON)
NUMBER	DATE
318	June 2023

TECHNICAL SERVICE BULLETIN

SUBJECT: **REAR HVAC CONTROL CLIP REPLACEMENT (SA534)**

This bulletin provides information to replace the rear Heating Ventilation and Air Condition (HVAC) control assembly retaining clips on some 2022-2023MY Telluride (ON) vehicles produced from August 1, 2022 through May 03, 2023. The affected vehicles are equipped with a metal retaining clip which can create a rattling sound while driving on rougher road conditions. New plastic retaining clips will be installed to help rectify this rattling noise concern. Follow the procedure outlined in this publication to replace the HVAC control assembly retaining clips. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



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 KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.


This issue number is SA534.

Replacement Procedure:

1. Verify a rattling noise is present around the rear HVAC control assembly as shown in the video below.

 For additional tips, information, click the icon or scan the QR code to watch SA534 noise video.

Click

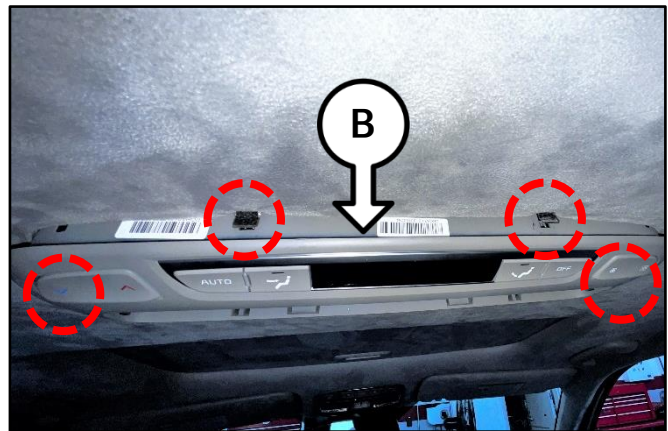
Scan 

2. Using a plastic trim tool, remove the plastic lens covers (A).



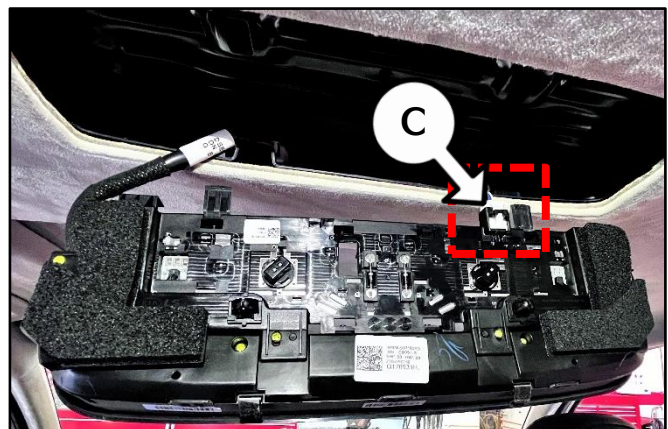
3. Using a plastic trim tool remover, lightly pry down to remove the rear HVAC control assembly (B).

Note: The location of the four (4) mounting clips are outlined in red.



4. Disconnect HVAC control assembly connector (C).

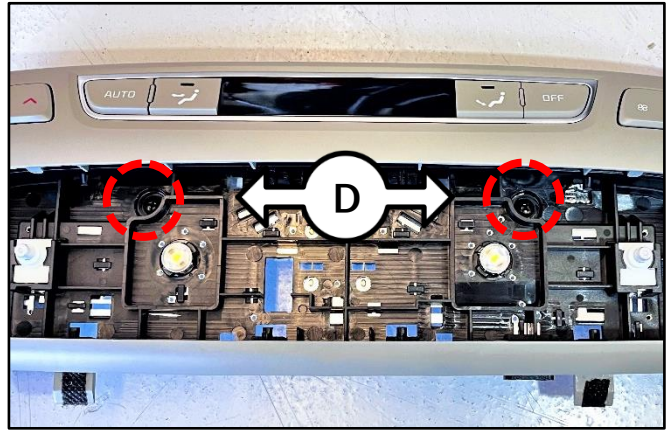
NOTICE
It is not necessary to disconnect the other connector.



SUBJECT:

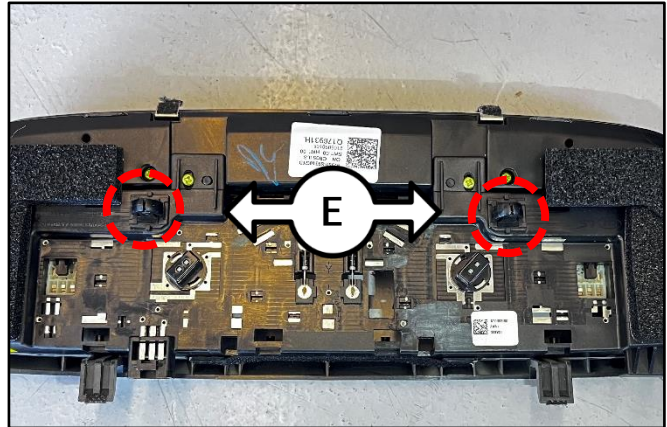
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- Loosen the two (2) metal retaining clip screws (D).



- Remove the two (2) retaining clips (E).

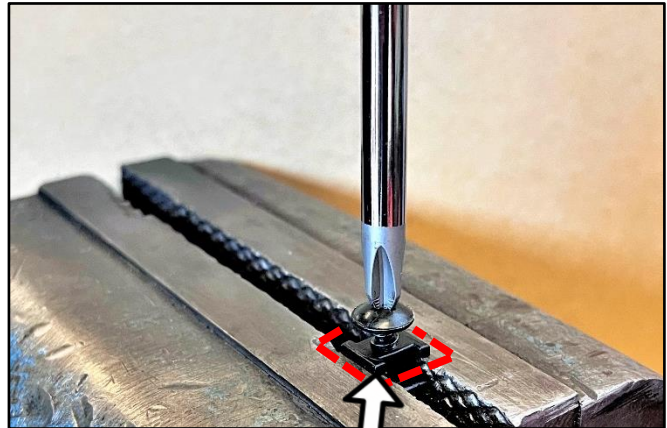
Note: When removing the HVAC control assembly, one (1) or both retaining clips may still be attached to the cross member.



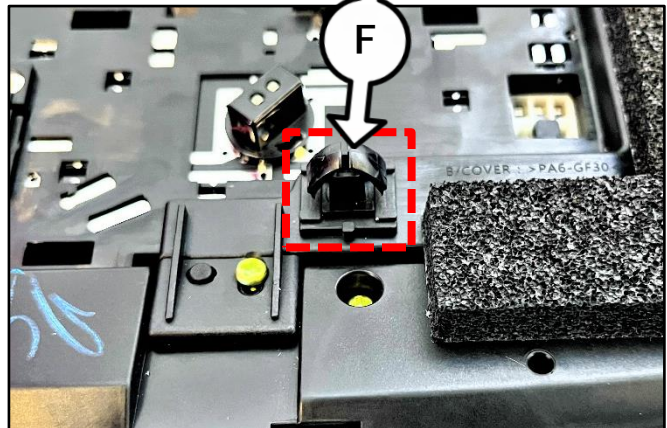
- Place the new retaining clips (F) into a vise and pre-thread the screws into the new clips.

CAUTION

Do NOT overtighten the vise jaws on the clip. Doing so may damage and/or break the clip.

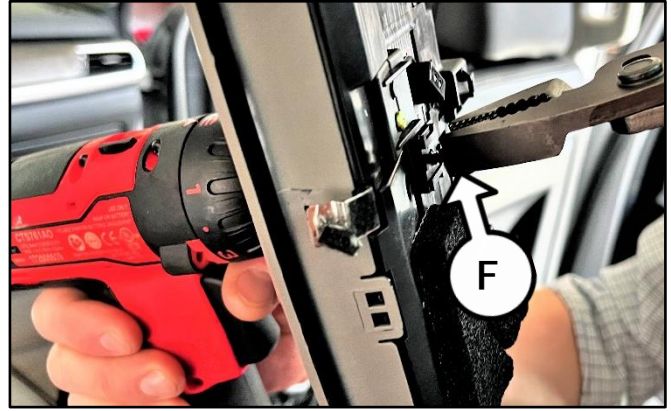


- Properly align the clips (F) with the markings on the HVAC control assembly.

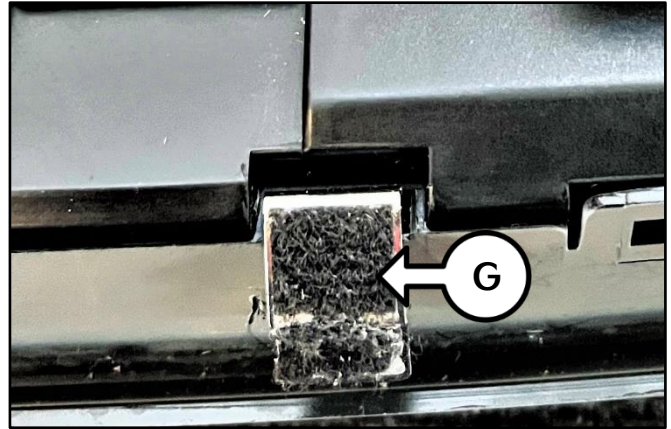


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9. With one hand, hold the new retaining clips (F) with a plier while using the other hand to tighten the retaining clip screws.



10. Verify the metal retaining clips (G) are not deformed.



11. Locate the rear HVAC control assembly bezel (H) between the headliner and the cross member. If any part of the bezel has detached from the headliner, apply a bead of hot glue between the bezel and headliner, as shown.

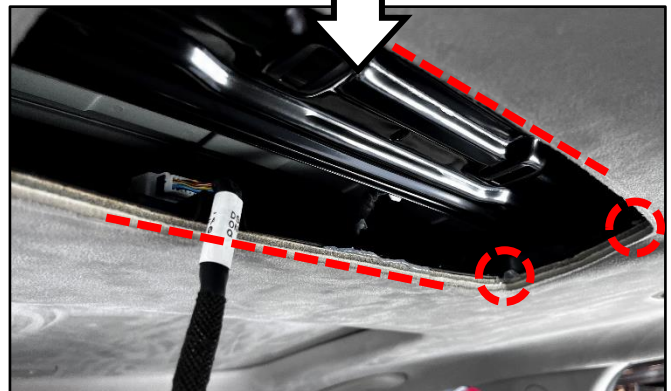


Note: It is recommended to use 7/16" or 1/2" glue sticks with a Medium/High or High adhesion level.

CAUTION

When applying hot glue, ensure that no glue comes in contact with the face of the headliner as it can permanently damage the headliner.

Place the hot glue gun atop a protective cover as to not damage the seats and/or carpet.



Hot glue application points.

Place a bead of hot glue in each corner and/or edge(s) that have detached from the headliner.

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Squeeze the bezel and headliner for approximately thirty (30) seconds to allow the hot glue to dry, as shown.

ⓘ IMPORTANT

Remove any hot glue 'strings' that may form while or after applying the hot glue.



12. Reinstall the rear HVAC control assembly.

📄 NOTICE

A clicking sound will be heard when the HVAC control assembly is properly seated into the cross member.

13. Reinstall the plastic lens covers by first sliding in the outer end and then pressing the inner end upward.

⚠ CAUTION

Use caution when installing lens covers. The aligning hooks may break if installed incorrectly or with too much force.




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AFFECTED VEHICLE RANGE:



Model	Production Date Range
Telluride (ON)	August 01, 2022 to May 03, 2023

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
Hot Glue Gun **	N/A		Locally Sourced

** Dealers will receive a one-time reimbursement for the purchase of a Hot Glue Gun via parts statement credit. The credit of \$30.00 will be issued in the June parts statement.

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Clips	92895 S9000FFF		2
Hot Glue	Locally Sourced		As Needed

Note: Initial parts supply for clips are very limited. Until supply stabilizes, please confirm parts are available before scheduling customers for a repair.

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	92850 S9000	0	(SA534) Rattle Noise Inspection Only	230A0810	0.2 M/H	N/A	0
			(SA534) Inspection + Clip Replacement	230A08R0	0.5 M/H	92895 S9000FFF	2

Note: Use sublet code 'X1' with a maximum of \$0.30 per vehicle for hot glue.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA534** when accessing the KDealer+ system.

