



GROUP	MODEL
ELE	2024MY Telluride (ON) w/Rear HVAC Control
NUMBER	DATE
308	October 2023

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: REAR HVAC OPERATION INSPECTION AND REPLACEMENT (SA544)

This bulletin provides information to inspect the rear heater control operation on certain 2024MY Telluride (ON) vehicles produced from June 13, 2023 through July 24, 2023, which may exhibit abnormal communication with the AVN head unit, causing the touchscreen controls to be inoperative when attempting to adjust the heating ventilation air conditioning (HVAC) settings. It is possible that during assembly, the affected vehicle may have a rear Heater & A/C Control Unit installed with the incorrect software. Follow the procedure outlined in this publication to confirm the rear heater control operation and if inoperative, replace the rear Heater & A/C Control Unit with a new part. 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 SA544.

Inspection Procedure:

1. Press the engine 'START/STOP' button to turn the vehicle 'ON' (engine running).

2. Select 'REAR' on the front heater controller (A) to display the rear HVAC controls on the AVN screen.

Note: Ensure you're adjusting the rear HVAC settings on the AVN head unit.



- 3a. On the AVN screen, drag the rear HVAC temperature controls left (cold) and then to the right (hot) to select the desired temperature.

- 3b. Confirm that the temperature sets where selected:

- If the **temperature sets (OK)** to the desired setting and controls operate normally, proceed to step 4.



Temperature set to 80 (Hot) from 'LO' (Cold).

- If the **temperature does not set (NG)**: reverts to the previous temperature setting when finger is removed from the AVN screen, or the control is inoperative, then record a KVID video starting from the VIN label on the door and then showing the NG condition on the AVN screen. Proceed to the 'Replacement Procedure' on page 4.



Temperature set to 'LO' (Cold) but returns to 80 (Hot) When the finger is released from the screen.

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REAR HVAC OPERATION INSPECTION & REPLACEMENT (SA544)

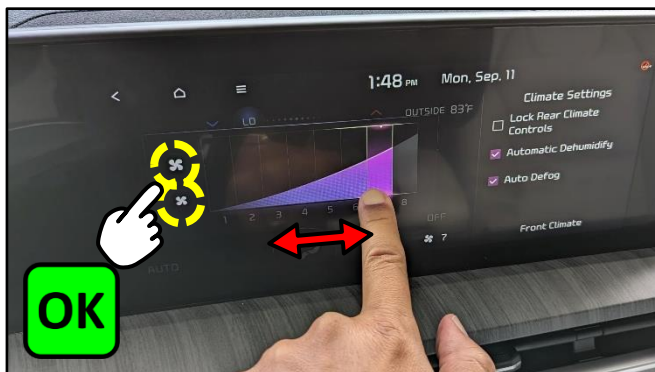
- On the AVN screen, select the 'fan' speed icon to enter the fan blower speed control.

Note: Ensure you're adjusting the rear HVAC settings on the AVN head unit.



- On the AVN screen change the 'fan' blower speed, drag the 'graph' bar to the left (low) and to the right (high). Also, confirm the fan speed icon(s) small (low) and right (high) control operation:

- If the 'fan' blower speed sets normally to the desired setting (OK), no further action is required.



Fan blower sets to desired speed using either fan icons & graph.

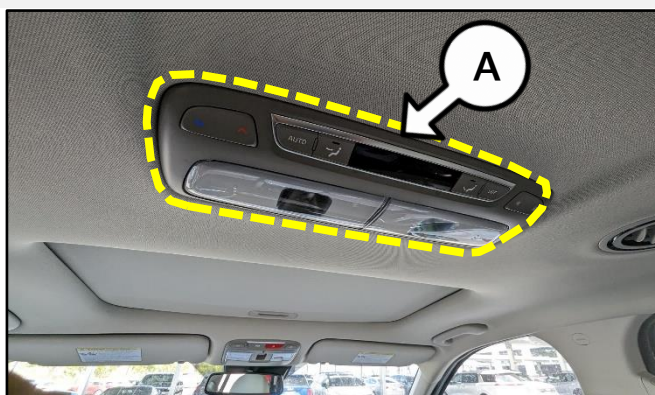
- If the 'fan' blower speed does not set to the desired setting (NG); reverts to the previous fan blower speed setting when finger is removed from the AVN screen, or the control is inoperative, then record a KVID video starting from the VIN label on the door and then showing the NG condition on the AVN screen. Proceed to the 'Replacement Procedure' on page 4.



Fan blower does not set to desired speed/reverts to old setting.

Replacement Procedure:

- Replace the rear heater controller (A) by referring to "Heating, Ventilation, and Air Conditioning → Controller → Heater & A/C Control Unit → Removal and Installation" in the applicable Shop Manual on KGIS.
- Confirm normal operation of the rear heater control selection on the new control unit and via the AVN head unit.




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REAR HVAC OPERATION INSPECTION & REPLACEMENT (SA544)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	June 13, 2023 to July 24, 2023

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Rear Heater Control	97950 S9800GYDQK		1
	97950 S9810WKQKQK		
	97950 S9810GYDQK		

Note: The replacement part number will require a VIN entry for parts ordering. This repair is an inspect and if necessary, replace. DO NOT order this part for stocking purposes, related to this Service Action. Supply is very limited. Until supply stabilizes, please confirm part availability before scheduling customers. Please be sure to expedite warranty claim filing.

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	97983 S9300WK	0	(SA544) Rear Heater Control Function Operation Inspection	230A04I0	0.2 M/H	N/A	0
			(SA544) Rear Heater Control Operation Function Inspection + Replacement	230A04R0	0.3* M/H	97950 S9800GYDQK	1
						97950 S9810WKQKQK	
						97950 S9810GYDQK	

*A KVID video recording showing the VIN label on the door and then showing the NG condition on the AVN screen is required for Rear Heater Control Replacement Labor Op 230A04R0. Claims will be subject to chargeback if a valid KVID video recording is not obtained as described in this TSB.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA544** when accessing the KDealer+ system.

