	GROUP	MODEL
	BOD	2024MY Telluride (ON)
	NUMBER	DATE
	325	April 2024

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: RADIATOR GRILLE EMBLEM INSPECTION AND REPLACEMENT (SA566)

This bulletin provides information to inspect and if necessary, replace the front grille emblem on certain 2024MY Telluride (ON) vehicles, produced from November 27, 2023 through February 15, 2024, which may have an improperly adhered (partially detached) or missing front grille emblem. Follow the procedure outlined in this publication to inspect and, if necessary, replace the front grill emblem on the applicable vehicle. 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.

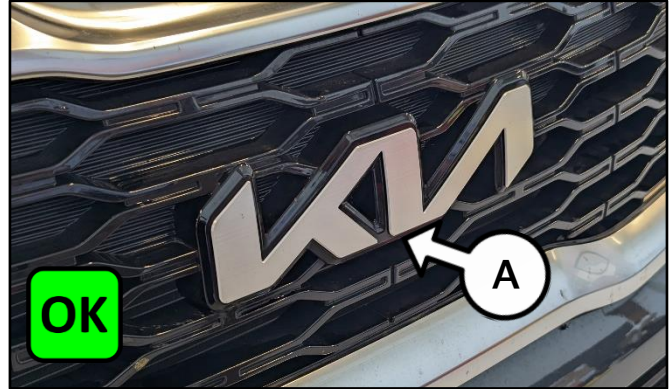
This issue number is SA566.

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.

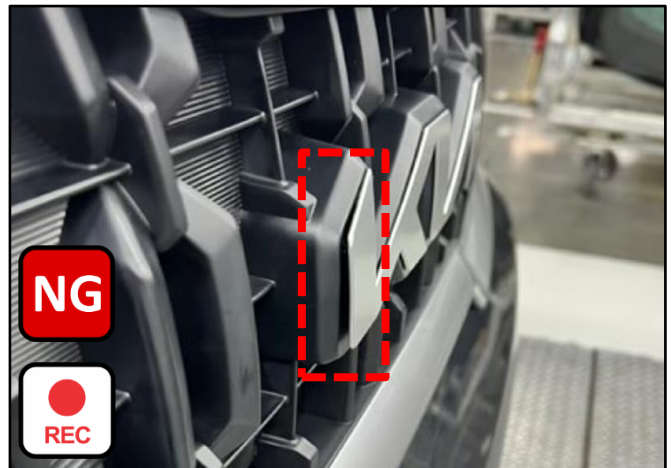
Inspection Procedure:

1. Locate the front Kia emblem and confirm that the emblem (A) on the front grille is properly adhered flat against the mounting surface.

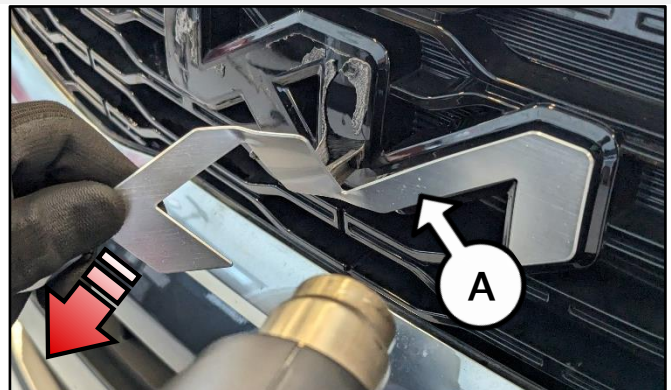
- If the emblem (A) is properly adhered to the front grille (OK), then no further action required. This action is complete (inspection only).



- If the emblem (A) is not properly adhered to the front grille (or is found to be detached/missing) (NG); take a KVID video starting from the VIN label and show the partially adhered, detached, or missing emblem, and then proceed to the 'Replacement Procedure' below.

**Replacement Procedure:**

1. Using a heat gun, carefully apply heat to the surface of the emblem to help break down the existing adhesive.
2. Gently remove the emblem by pulling out and away from the surface. Apply additional heat if needed during removal.

**⚠ WARNING**

Heat enough to allow fingers to touch the emblem (latex/rubber gloves may be used if available). Allow surface to cool down as needed before handling.

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3. Remove any remaining adhesive residue from the mounting surface:

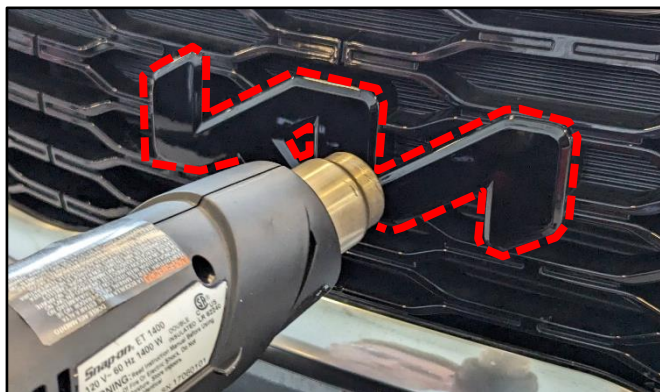
- If using thick latex/rubber gloves, the residue may be removed from the mounting surface by pressing/pulling away while applying light heat with the heat gun.
- If needed, apply adhesive remover directly onto a soft/microfiber cloth and wipe off with light pressure to remove any residue from the mounting surface.

Note: Be sure to remove ALL adhesive residue from the emblem mounting surface area. Any remaining adhesive residue can prevent the new emblem from properly adhering to the radiator grille.



4. Using a heat gun, apply light heat to the emblem mounting surface area of the front grille.
5. Peel off the new emblem's adhesive backing and apply light heat to the back of the new emblem for ten (10) seconds.

Note: Be sure to place the emblem on a clean cloth when handling. Do not scratch/damage.



6. Evenly align and place the new emblem to the front grille mounting surface as shown.
7. Carefully apply gentle/even pressure using the palm of your hand (do not apply finger pressure). Ensure it is adhered flat to the grille surface.

Note: Ensure there are no visible gaps between the emblem and radiator grille.





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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	November 27, 2023 to February 15, 2024

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
KIA Emblem	86300 S9000QQK		1
Adhesive Remover	UM019 CH189		1

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	86300 S9000	0	(SA566) Front 'KIA' Emblem Inspection (OK)	240A11IO	0.2 M/H	N/A	0
			(SA566) Front 'KIA' Emblem Inspection (NG) + Replacement	240A11R0*	0.3 M/H	86300 S9000QQK	1

*A KVID Video recording of the **NG** condition is required for labor op 240A11R0. If a KVID video for the **NG** condition is not created as described in this TSB, Warranty claim submission issues will occur. All claims are subject to review and Warranty chargeback. Use sublet code 'X1' with a maximum allowed amount of \$0.90 per vehicle for locally sourced adhesive remover.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA566** when accessing the KDealer+ system.

