



GROUP	MODEL
CHA	2020-2022MY Telluride (ON) AWD
NUMBER	DATE
128	March 2025

TECHNICAL SERVICE BULLETIN

SUBJECT: **4WD COUPLING NOISE/VIBRATION LOGIC IMPROVEMENT**

This bulletin provides information to upgrade the 4-Wheel Drive (4WD) system software on certain 2020-2022MY Telluride (ON) vehicles produced from January 01, 2020, through September 01, 2022. The affected vehicles may exhibit a noise and/or a vibration, shudder, jacking, rattle, or chattering while turning at low speeds (10MPH - 15MPH) located at the front of the vehicle. This is caused by a decrease in the oil friction of the 4WD coupling due to contamination of the oil. This issue may occur in high conditions (high/low ambient temperature, long time/distance traveling) and may be intermittent. The symptoms described in this publication for the 4WD system on the applicable vehicle AFTER the repair may occur. If a vibration, shudder, jacking, rattle, or chattering while turning at low speeds (10MPH - 15MPH) has been diagnosed to the 4WD system, refer to [SST081](#) for software upgrade instructions using Kia Diagnostic System (SDS) and confirm the Upgrade Event Number/Name, ROM ID, Infotainment, and Marine Module versions (if applicable) on the applicable vehicle.

CHA128
SUPERSEDED TO
CHA129



IMPORTANT

DO NOT replace the AWD Coupler or related components for this concern. Any associated claims for AWD Coupler replacement or related components are subject to Warranty review and chargeback.

NOTICE

A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

