

PE09-034  
HYUNDAI-KIA  
9/25/2009  
ATTACHMENT  
TECHNICAL  
ASSISTANCE CASE  
CENTER REPORTS 1  
OF 3, PART 1 OF 2



**Kia Motors America  
Technical Assistance Center**

Case Number: T1260763

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17684

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 256

se History 6/27/2006

Warranty Start Date: 12/5/2006 12:00:00AM

Dealer/Contact Data:

Dealer: FL021 Boniface-Hiers Kia

Phone: 3219519595

FAX: 3219517783

Contact: mark wilhelm

Contact Title:

Service District: SO03

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

12/26/2006 5:32:11P

System: Restraints

Component:

Resolution: Software Upgrade

Case History

\*\*\* NOTES 12/26/2006 09:32 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

Second time in. When an adult of approx weight of 180 lbs or more sits in RF seat in a normal manner the P air bag light remains on with seat belt buckled, back upright, sitting straight in seat, not leaning on anything. Have verified all possible concerns for slouching, leaning, weight etc. etc etc. Customer has gone as far as to grab seat base and pull himself down to get light to go off and he weighs 220 lbs. Something has to be wrong. DPSM says new type sensor with 1000's of pin sensors and you must sit perfectly straight in seat for light to shut off. I don't believe that should be necessary. Should be able to get comfortable. Let me know. Next time is lemon law! Thanks, Mark

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 12/26/2006 11:20 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call  
That is how the system was made. Does the vehicle have leather seats? Can you get any codes to appear.

\*\*\* NOTES 12/26/2006 11:28 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

No leather. No codes. Air bag "warning light" functions normally and has never stayed on.

\*\*\* PHONE LOG 12/26/2006 12:54 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Then that is when we swap a known good seat and see if it helps.  
Other then that there is not much you can do.

\*\*\* NOTES 01/09/2007 08:44 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: mark wilhelm, 3219519595  
We don't have a seat that matches. What do you want to do now?

\*\*\* PHONE LOG 01/09/2007 08:51 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Contact DPSM for new seat.

\*\*\* NOTES 03/28/2007 03:40 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: mark wilhelm, 3219519595  
To the best of my knowledge we STILL haven't been able to get a seat for this vehicle.

\*\*\* PHONE LOG 03/28/2007 05:24 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Ok, at this time you will have to get a complete seat.

\*\*\* NOTES 04/06/2007 05:52 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: mark wilhelm, 3219519595  
Seat bottom was replaced while I was in school on 3/01/07. Customer in this morning at 4:30am your time with light on and he was in seat with belt fastened. Wiggling in seat did not get light to go out. Key had to be cycled and then light remained out. Customer weighs over 200 lbs. and was sitting centered and upright in seat. No leaning. No slouching. No reclining. Customer is waiting for your response. Thanks, Mark

\*\*\* NOTES 04/06/2007 05:54 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: mark wilhelm, 3219519595  
No DTC's.

\*\*\* NOTES 04/06/2007 06:08 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: mark wilhelm, 3219519595  
My cell # is 1-321-544-9746 if you would like to call and speed up this process.

\*\*\* PHONE LOG 04/06/2007 06:17 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Again, a complete seat must be ordered. The seat bottoms are the incorrect one and the only way to get a correct match is to order a seat assembly. Tech line does not open until 6: am Pacific Standard Time.

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Technical Communications Manager

\*\*\* NOTES 04/16/2007 08:40 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Rick Wilson, 3219519595

FYI Due to a communication error, Don Stevens had customer in today to swap seats with new car. Customer is in rental. I informed him (Don) of what you said and what the problem actually is. He will be here tomorrow and inspect for himself and we expect to release vehicle back to customer with no repairs made. Don is going to investigate and see if there may be an expected due date for the software update. Thanks. Good to meet you guys last week. By the way I took 1st place. Again, Mark Wilhelm

\*\*\* PHONE LOG 04/16/2007 07:42 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call  
Congratulations.

\*\*\* NOTES 06/25/2007 05:44 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

Customer has filed for Lemon Law. When I spoke to Mark Horey by phone he advised me that Kia was aware of problem and was working on it. Has anything come up to fix this vehicle. DPSM meeting with customer on June 28th. Now is the time to fix this if we can before buying back vehicle. Thanks, Mark Wilhelm. My cell is 321-544-9746 if you need to speak to me.

\*\*\* EMAIL OUT ti\_ DJackson-TL Action Type: External email

Send to: [Horey, Mark [KMA]]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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\*\*\* NOTES 06/25/2007 02:07 PM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

Will Mark be responding to this? I was asked to print this case for the rep when he gets here on Thursday.

\*\*\* PHONE LOG 06/26/2007 06:09 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call  
Let me investigate.

\*\*\* NOTES 06/26/2007 12:14 PM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

Customer has to go in for surgery this week and so has cancelled Thursday's meeting. Appropriate parties have been informed.

\*\*\* NOTES 06/29/2007 06:50 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

FYI customer has rescheduled for July 12, 2007 to meet with DPSM.

\*\*\* PHONE LOG 07/02/2007 07:28 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Thank you for the update, let me know what happens please.

\*\*\* NOTES 07/05/2007 12:31 PM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

Never have heard anything from Mark about any possible repairs for this vehicle. Should we assume that there are none? I leave tomorrow morning on vacation. Customer will be in on July 12th. I won't be here. If there is anything else you want done please contact our service manager, Tom Meccariello at 321-951-9595. Thanks, Mark Wilhelm

\*\*\* PHONE LOG 07/05/2007 12:44 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Ok, have a nice time off!

\*\*\* NOTES 07/20/2007 12:04 PM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

DPSM requested replacement of seat cushion again as last chance effort to repair vehicle. Seat cushion ordered on emergency order but as of 4pm Friday afternoon 7/20/07 part never showed. Customer picking up vehicle today after sitting since 7/12/07.

\*\*\* NOTES 08/14/2007 04:14 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mark wilhelm, 3219519595

Ted Peters came by with an assistant and flashed seat. New vehicle here and delivered as replacement to customer. They spoke of taking seat out of original vehicle that was flashed and installing in new vehicle. Yikes! Thankfully we didn't have to do that.

\*\*\* CASE CLOSE 08/14/2007 04:15 AM clarify

\*\*\* Performed by contact: mark wilhelm, 3219519595

Flashed seat with experimental? program. Done by corporate employees.

\*\*\* CASE CLOSE 08/14/2007 08:18 AM Pacific Daylight Time DJackson-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Flashed seat with experimental? program. Done by corporate employees.



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1270345**

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**Vehicle Data**

**Model/Year:** 2,007 SORENTO 4X2 EX

**Engine:** G6S17415

**Model Code:** 74242

**VIN:** KNDJD736275 [REDACTED]

**Mileage:** 623

**Prod Date:** 6/19/2006

**Warranty Start Date:** 12/30/2006 12:00:00AM

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**Dealer/Contact Data:**

**Dealer:** FL034 King Kia

**Phone:** 9547642122

**FAX:** 9547606441

**Contact:** ronnie berggren

**Contact Title:**

**Service District:** SO02

---

**Case Details:**

**Case Title:** OCS - light on

**Create Date & Time**

**Symptom:** OCS validation

**DTC:**

1/23/2007 6:53:39P

**System:** Restraints

**Component:** Passenger Presences Sensor

**Resolution:** Auto Closed

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**Case History**

\*\*\* PHONE LOG 01/23/2007 11:01 AM Pacific Daylight Time DFinkelstein-TL

Customer states the OCS light doesn't always go out with a passenger seating in the seat. Tech tested the seat and 1 time only the OCS light didn't go out until tech bounced on the seat.

Advised tech to contact his DPSM and see if he wants to replace the seat bottom on this vehicle.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:54:05 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1276453

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18014

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 1,774

Prod Date: 6/29/2006

Warranty Start Date: 1/5/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: FL054 Daytona Kia

Phone: 3862550572

FAX: 3862550575

Contact: STEVEN SPAETH

Contact Title:

Service District: SO03

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**Case Details:**

Case Title: OCS - light on #

Create Date & Time

Symptom: Improper Operation

DTC:

2/9/2007 2:20:12PM

System: Restraints

Component:

Resolution:

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**Case History**

\*\*\* NOTES 02/09/2007 06:20 AM clarify Action Type: Manager review

\*\*\* Performed by contact: STEVEN SPAETH, 3862550572

PASSANGER AIR BAG LIGHT STAYS OFF 10-15 MI AFTER GETTING OUT OF GAR WONT GO OFF INTERMITENT  
What Reference Materials Have Been Used - What Has Already Been Tried?

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\*\*\* NOTES 02/09/2007 06:34 AM clarify Action Type: Manager review

\*\*\* Performed by contact: STEVEN SPAETH, 3862550572

CHECKER KGIS NO INFO INSPECTED WIRES AND CONECTORS

\*\*\* PHONE LOG 02/09/2007 07:21 AM Pacific Daylight Time GLeon-TL Action Type:Incoming call

Steven, I dont understand what you are trying to say...please be more descriptive? The Light Stays off after shutting the car off??

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\*\*\* CASE CLOSE 12/17/2007 07:31 AM clarify  
\*\*\* Performed by contact: STEVEN SPAETH, 3862550572  
REPLACED SEAT





**Kia Motors America  
Technical Assistance Center**

Case Number: T1278572

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21372

Model Code: 74202

VIN: KNDJD736575 [REDACTED]

Mileage: 326

Prod Date: 9/27/2006

Warranty Start Date: 2/6/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: nm010 Garcia Kia

Phone: 5052941455

FAX: 5052605074

Contact: chris cleland

Contact Title: Technician

Service District:

---

**Case Details:**

Case Title: OCS - light on #

Create Date & Time

Symptom: OCS validation

DTC:

2/15/2007 6:13:46P

System: Restraints

Component:

Resolution: Faulty Component

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**Case History**

\*\*\* PHONE LOG 02/15/2007 10:15 AM Pacific Daylight Time DJackson-TL  
Tech states a customer can not get the light to turn off on the OCS.  
Had tech put customer in another Sorento and compare and contact DPSM.

\*\*\* CASE CLOSE 09/07/2007 07:58 AM clarify  
\*\*\* Performed by contact: Garcia Kia Service. 505 294 1455  
replaced seat bottom

\*\*\* CASE CLOSE 09/07/2007 08:04 AM Pacific Daylight Time DJackson-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
Replaced seat bottom.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1279453

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S18555

Model Code: 74202

VIN: KNDJD736775 [REDACTED]

Mileage: 1,549

Prod Date: 7/11/2006

Warranty Start Date: 1/20/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: AZ028 Avondale Kia

Phone: 6232981200

FAX: 6236439605

Contact: Mike Mayers

Contact Title: Technician

Service District:

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**Case Details:**

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

2/19/2007 6:27:51P

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* NOTES 02/19/2007 10:27 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Mayers, 6232981200

this sorento is will periodicley not turn the air bag light off lihgt for the ocs. are we just replaceng seats for this  
What Reference Materials Have Been Used - What Has Already Been Tried?

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\*\*\* PHONE LOG 02/19/2007 10:45 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Tech states customer had verified the incident in front of him. OCS light came on and off intermittently.

-No code in SRS system.

-Recommend customer to seat in other vehicle.

-If the OCS light turn is not on in other vehicle, contact the dpsm for seat bottom replace and recheck

\*\*\* PHONE LOG 02/20/2007 08:59 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Tech states they swapped out the seat pre DPSM, and as of now it appears to be working ok. Tech was in passenger seat and light was out he would lift up and the light would come back on. Then sit back down and the light would go out. At

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times it would take its 30 seconds to go through self check but there is no codes and at this time appears to be working correctly. Tech states Customer states they pulled a P0100? but pulled the fuse and it is now gone. Unsure of customers work.

\*\*\* PHONE LOG 03/01/2007 08:16 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Tech stated that he installed the seat that was sent from Kia, and with a passenger in the seat, the OCS worked as designed, the vehicle was given back to the customer, tech stated the customer has called back stating the OCS light keeps coming on as in the previous concern, but has not brought the vehicle to the dealer to check/verify,

Could only advise to make attempt to get the customer to bring the vehicle in, and advised tech I would review with the platform engineer, the situation of the previous being sent back to Kia Irvine.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:54:34 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1282808

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18178

Model Code: 74422

VIN: kndjc736675

Mileage: 170

Prod Date: 7/3/2006

Warranty Start Date: 2/24/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: ME003 Van Syckle Kia

Phone: 2079474559

FAX: 2079476518

Contact: SHAWN ABBOTT

Contact Title:

Service District: EA11

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**Case Details:**

Case Title: OCS - light on #

Create Date & Time

Symptom: OCS validation

DTC:

2/27/2007 6:08:47P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

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**Case History**

\*\*\* NOTES 02/27/2007 10:08 AM clarify Action Type: Manager review

\*\*\* Performed by contact: SHAWN ABBOTT, 2079474559

Just sold vehicle, complaint of pass airbag off lamp on with passenger in seat. Put the general manager in the seat, he weighs over 200 pounds. If he uses the handle on the roof and lifts himself off the seat the lamp comes on, he puts himself back on the seat and the light will stay on. Doesn't happen everytime, probably 50% of the time. Scanned and no codes. Tried to monitor air bag system, only lists crash history. Used the online manual and went to "diagnostic troubleshooting flowchart" no codes takes me to "inspection chart for trouble symptoms" there is no inspection chart for trouble symptoms that I can find online.  
What Reference Materials Have Been Used - What Has Already Been Tried?

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Checked for codes, searched online for tsbs, checked connections

\*\*\* PHONE LOG 02/27/2007 10:22 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call  
Shawn, have the customer sit in two other Sorento's on the lot and see if they have the same concern. If they do not replace the seat bottom and if they do there is nothing further to do except to contact your DPSM and let him know about it.

\*\*\* CASE CLOSE 03/06/2007 09:02 AM clarify

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\*\*\* Performed by contact: SHAWN ABBOTT, 2079474559  
tried new vehicle on lot, does not do this, swapped seats, problem now gone, thanks

\*\*\* CASE CLOSE 03/06/2007 09:13 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced passenger seat.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1285738

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S19036

Model Code: 74202

VIN: KNDJD736375 [REDACTED]

Mileage: 1,247

Prod Date: 7/20/2006

Warranty Start Date: 2/10/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: AZ028 Avondale Kia

Phone: 6232981200

FAX: 6236439605

Contact: mike meyers

Contact Title:

Service District:

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**Case Details:**

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

3/7/2007 6:42:09PM

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 03/07/2007 10:52 AM Pacific Daylight Time JBrookes

Concern that the OCS light will stay on intermiitantly, tech stated he has confirmed this and has sat in the seat and the light will stay on,

(he is of sufficient weight ).

Advised, as was this writer, and to let the DPSM know .

\*\*\* CASE AUTO CLOSE 02/14/2009 11:56:49 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1286697

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S19313

Model Code: 74242

VIN: KNDJD736175 [REDACTED]

Mileage: 933

Prod Date: 7/27/2006

Warranty Start Date: 2/11/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: FL018 Coral Springs Kia

Phone: 9547557400

FAX: 9547534955

Contact: Keith Allen

Contact Title:

Service District: SO02

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**Case Details:**

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

3/9/2007 7:15:54PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

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**Case History**

\*\*\* PHONE LOG 03/09/2007 11:22 AM Pacific Daylight Time JBrookes

Concern that the OCS light stays on, tech has confirmed this by sitting in the seat, and stated the light never goes out, Advised to order a new seat bottom, let the DPSM know.

\*\*\* CASE CLOSE 06/21/2007 11:36 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replace seat bottom.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1291637

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S18146

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 423

Prod Date: 7/1/2006

Warranty Start Date: 4/7/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: AZ028 Avondale Kia

Phone: 6232981200

FAX: 6236439605

Contact: Mike Mayers

Contact Title: Technician

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/23/2007 4:17:01P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

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**Case History**

\*\*\* NOTES 03/23/2007 08:17 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Mayers, 6232981200

what is the protical on the 07 ocs issue as of now, do we just order seat bottoms let me know. and yes person is sitting properly in seat and is above weight criteria

What Reference Materials Have Been Used - What Has Already Been Tried?

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\*\*\* PHONE LOG 03/23/2007 08:50 AM Pacific Daylight Time MGoldwasser Action Type: Incoming call  
Mike,

Make sure the customer is sitting correctly with no recline in the seat also direct the customer to see the owners manual for correct operation. If further concerns arise please contact you're DPSM.

\*\*\* CASE CLOSE 04/12/2007 07:25 AM clarify

\*\*\* Performed by contact: Mike Mayers, 6232981200

THANKYOU



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\*\*\* CASE CLOSE 04/12/2007 07:06 AM Pacific Daylight Time MGoldwasser

Resolution Code: Information Given

CLOSING COMMENTS

Supplied the tech with information.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1291725

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17731

Model Code: 74222

VIN: KNDJD736975 [REDACTED]

Mileage: 1,990

Prod Date: 6/24/2006

Warranty Start Date: 2/3/2007 12:00:00AM

**Dealer/Contact Data:**

Dealer: GA055 Kia Country of Savannah

Phone: 9129210555

FAX: 9129210544

Contact: Brad Fields

Contact Title:

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/23/2007 6:37:22P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

**Case History**

\*\*\* NOTES 03/23/2007 02:37 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Brad Fields, 9129210555

I HAVE 2 CUSTOMERS COMPLAINING ABOUT THEIR PASSENGER OCS LIGHT COMING ON WHILE DRIVING AND WHEN THEY TRY TO GET IT TO RESET PER THE OWNERS MANUAL THE LIGHT WILL NOT RESET AND ALLOW THE AIRBAG FUNCTION TO WORK. THEY BOTH SAY THAT THEY HAVE TO STOP AND TURN THE VEHICLE OFF AND RESTART IT BEFORE IT WILL TURN BACK ON. I KNOW WE HAD THIS SAME SORT OF PROBLEM IN 2005 AND WAS WONDERING IF YOU HAVE HAD ANY OTHER REPORTS OF THIS.

What Reference Materials Have Been Uscd - What Has Already Been Tried?

\*\*\* PHONE LOG 03/23/2007 12:03 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Brad,

This is under investigation. Do not attempt any repairs at this time.

Mark Horey  
Technical Communications Manager

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\*\*\* CASE CLOSE 03/26/2007 11:04 AM clarify

\*\*\* Performed by contact: Brad Fields, 9129210555

I HOPE THEY WILL LET US KNOW WHEN THEY HAVE RESOLVED ISSUE BECAUSE WERE ARE HAVING ALOT OF COMPLAINTS..



**Kia Motors America  
Technical Assistance Center**

Case Number: T1292859

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S20515

Model Code: 74222

VIN: knjdj736175 [REDACTED]

Mileage: 558

Prod Date: 9/19/2006

Warranty Start Date: 3/7/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: SC010 Good Kia

Phone: 8033286266

FAX: 8033286263

Contact: Jason Rogers

Contact Title: Technician

Service District: SO08

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Improper Indication

DTC:

3/27/2007 6:25:19P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

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**Case History**

\*\*\* NOTES 03/27/2007 10:25 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jason Rogers, 8033286266

i have a 07 sorento that even with someone in the passenger seat the airbag will not turn on. i could not find any publications on this. is there a reprogramm out like the new optimas with this problem??

What Reference Materials Have Been Used - What Has Already Been Tried?

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tech times, pitstops, gds, tsb's

\*\*\* PHONE LOG 03/27/2007 11:23 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Jason, review the seating positions positions from the owner's manual with the customer . Test the seat with several people sitting in it to verify their complaint. If there is a problem have your service manager contact your DPSM.

\*\*\* NOTES 04/12/2007 10:38 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jason Rogers, 8033286266

Dave, Please pass this case on to Dan Howells. He is asking for these to be reported to tech line.

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\*\*\* EMAIL OUT ti\_DFinkelstein-TL Action Type:External email

Send to:[Howells, Dan [KMA]]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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\*\*\* PHONE LOG 04/12/2007 09:42 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call done.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:57:15 PM sa

\*\*\* CASE CLOSE 09/02/2009 08:33 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1293464

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17830

Model Code: 74222

VIN: KNDJD736175 [REDACTED]

Mileage: 1,582

Prod Date: 6/27/2006

Warranty Start Date: 2/17/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: KS004 Olathe Kia

Phone: 9133906800

FAX: 9133909231

Contact: Curtis Darby

Contact Title:

Service District: CE05

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

3/28/2007 8:51:44P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

---

---

**Case History**

\*\*\* NOTES 03/28/2007 12:51 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Curtis Darby, 9133906800

customer complains that passenger air bag light does not extinguish while pass. seat is occupied.

Problem occurs intermittently. We were able to confirm the complaint one time. Is there a reprogram available for this anomaly?

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
None

\*\*\* PHONE LOG 03/28/2007 01:08 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

1. Please have the DPSM or Service Manager Review the following:

- a) Proper Seating posture and position as outlined in the 2007 MY Owners Manual)
- b) Is the event still duplicating?

2. Have the Customer sit in another 2007 BL Sorento

- a) Does the problem still exist?

3. What is the body dimensions / actual or estimated weight of the customer?

---

a) Can or will the Customer allow photos of seating posture and position?

\*\*\* CASE CLOSE 05/16/2007 01:12 PM clarify  
\*\*\* Performed by contact: matt schulz. 9133906800  
REPLACED PASSENGER SEAT BOTTOM

\*\*\* CASE CLOSE 05/16/2007 01:20 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
REPLACED PASSENGER SEAT BOTTOM

\*\*\* CASE CLOSE 09/02/2009 07:34 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1298841

---

**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S18109

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 1,991

Prod Date: 6/30/2006

Warranty Start Date: 2/17/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: PA011 Savage Kia

Phone: 6106780650

FAX: 6106780750

Contact: John Snyder

Contact Title:

Service District: EA04

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

4/12/2007 5:48:22P

System: Restraints

Component:

Resolution:

---

---

**Case History**

\*\*\* NOTES 04/12/2007 09:48 AM clarify Action Type: Manager review

\*\*\* Performed by contact: John Snyder, 6106780650

THE PASSENGER AIR BAG LIGHT COMES ON WHILE CUSTOMER IN SEAT, NO CODES, DOES GO OFF AT TIMES  
What Reference Materials Have Been Used - What Has Already Been Tried?

---

\*\*\* PHONE LOG 04/12/2007 09:44 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call

Hello John,

Please contact your DPSM for some guidance on this one. We have see some concerns with these - the problem is that if you order the OSC sensor for this car, you will get the wrong one. The whole seat is not available. So we are in a wait mode. See if your DPSM can help.

\*\*\* CASE CLOSE 05/04/2007 10:07 AM clarify

\*\*\* Performed by contact: John Snyder, 6106780650

FOUND TO BE NORMAL CONDITION





**Kia Motors America  
Technical Assistance Center**

Case Number: T1299155

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21711

Model Code: 74222

VIN: KNDJD736375 [REDACTED]

Mileage: 463

Prod Date: 9/30/2006

Warranty Start Date: 4/7/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: GA033 Kia AutoSport

Phone: 7065620400

FAX: 7065620419

Contact: Shane Parks

Contact Title: Technician

Service District: SO04

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

4/13/2007 3:20:05P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

---

---

**Case History**

\*\*\* PHONE LOG 04/13/2007 06:26 AM Pacific Daylight Time DFinkelstein-TL

Tech states the customer claims that the OCS light at times will not go out . Tech has tested the seat and found no problems with it at this time.

Advised tech to have service manager contact DPSM after reviewing the proper seating positions with the customer from the owner's manual. If customer still insists there is a problem then DPSM may have to either decide to try another seat or have an FTR inspect vehicle.

\*\*\* PHONE LOG 04/30/2007 07:54 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Tech stated that he spoke with the DPSM ,who instructed him not to replace the seat.

\*\*\* PHONE LOG 05/02/2007 06:17 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

The tech states the vehicle is back and the OCS light will not turn off with the tech in the seat, advised the tech that the complete passenger seat would have to be replaced in order to get the correct OCS sensor assembly, advised the tech that if he ordered just the lower seat cushion he would get the incorrect OCS sensor.

Advised the tech to contact his DPSM for prior authorization before performing any repairs.

---

\*\*\* EMAIL OUT ti\_MGoldwasser Action Type:External email

Send to:[Teasley, Clyde [KMA]]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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<<File Attachment:

\\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1299155\_MGoldwasser\_05-02-2007071538.doc>>

\*\*\* PHONE LOG 05/02/2007 09:55 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
Advised the tech to close some of his open case out.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:57:37 PM sa

\*\*\* CASE CLOSE 09/02/2009 07:33 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING GOLDWASSER



**Kia Motors America  
Technical Assistance Center**

Case Number: T1300740

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18276

Model Code: 74222

VIN: KNDJD736375 [REDACTED]

Mileage: 1,544

Prod Date: 7/6/2006

Warranty Start Date: 2/23/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: IL024 Kia of Ottawa

Phone: 8154344800

FAX: 8154341686

Contact: JIM SIMPSON

Contact Title:

Service District: CE07

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

4/18/2007 2:36:09P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

---

---

**Case History**

\*\*\* NOTES 04/18/2007 06:36 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JIM SIMPSON, 8154344800

pass air bag lite on with adult sitting in seat

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
no fault codes, verified concern. lite will go out initially when adult sits in seat then come on a short time later to indicate pass air bag of

\*\*\* PHONE LOG 04/18/2007 05:49 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Do you know how heavy is the person that can verify the incident? Can we duplicate the incident every time or only once?

-If we can duplicate it again, ask them if is possible if you can take the picture of the sitting and send it to us. E-mail address is ssilavong@kiausa.com.

-So I we can give this information to the engineer.

Thanks

\*\*\* NOTES 04/18/2007 07:28 AM clarify Action Type: Manager review

---

\*\*\* Performed by contact: JIM SIMPSON, 8154344800

yes we have duplicated concern, 260 lb service advisor, 200 lb master tech level 2, sitting correctly square in seat, don't have camera to send pic. looking to see if any concerns exist, or continue with sensor replacement

\*\*\* PHONE LOG 04/18/2007 06:45 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call  
-I will contact the engineer and let you know, if you did not hear from me in few hours please give us a call.  
Thanks

\*\*\* PHONE LOG 04/18/2007 07:39 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call  
Jim,

The engineer advice have the service adviser set in other 2007 Sorento and if the light did not come on replace the seat and recheck.

\*\*\* EMAIL OUT \_ AnitaMay-TL Action Type:External email

Send to:[Bauer, Don {KMA}]

CC List:[ssilavong@kiausa.com]

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\*\*\* CASE CLOSE 02/29/2008 09:19 AM clarify

\*\*\* Performed by contact: JIM SIMPSON, 8154344800

customer took vehicle. awaiting for advisement from tech assistance

\*\*\* PHONE LOG 02/29/2008 10:12 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call  
-Jim,

-Check with the DPSM and FTR for OCS logic update.

Thanks.

\*\*\* CASE CLOSE 12/09/2008 06:31 AM clarify

\*\*\* Performed by contact: JIM SIMPSON, 8154344800

unknown



**Kia Motors America  
Technical Assistance Center**

Case Number: T1301830

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S21385

Model Code: 74422

VIN: KNDJC736575 [REDACTED]

Mileage: 1,432

Prod Date: 9/27/2006

Warranty Start Date: 4/6/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: OH026 Hatfield Kia

Phone: 6144650002

FAX: 6144654698

Contact: Greg Nichols

Contact Title:

Service District: CE02

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

4/20/2007 8:05:54P

System: Restraints

Component:

Resolution: Cust Took Vehicle

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**Case History**

\*\*\* NOTES 04/20/2007 12:05 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Greg Nichols, 6144650002

C/S WHEN HER AND SOMEONE ELSE GETS INTO THE VEHICLE AT THE SAME TIME OCS LIGHT GOES OUT AND STAYS OUT. BUT IF SHES IN THE VEHICLE AND THEN SOMEONE GETS IN THE PASSENGER SIDE AT A LATER TIME THE OCS LIGHT WILL NOT GO OUT ALL THE TIME SOME TIMES AND SOMETIMES IT WILL ANY SUGGESTIONS?

What Reference Materials Have Been Used - What Has Already Been Tried?  
-----

\*\*\* PHONE LOG 04/20/2007 12:40 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Can we verify the incident, if not please verify with customer.

-If we can verify the incident with customer have them try on know good vehicle.

\*\*\* CASE CLOSE 05/17/2007 10:32 AM clarify

\*\*\* Performed by contact: Greg Nichols, 6144650002  
did not return

---

\*\*\* CASE CLOSE 05/17/2007 11:20 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Did not return



**Kia Motors America  
Technical Assistance Center**

Case Number: T1302299

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18132

Model Code: 74422

VIN: KNDJC736X75 [REDACTED]

Mileage: 1,630

Prod Date: 6/30/2006

Warranty Start Date: 4/2/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: WI014 Prestige Kia

Phone: 7158330177

FAX: 7158331569

Contact: Joe Wurm

Contact Title: Technician

Service District: CE08

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

4/23/2007 6:55:22P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

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**Case History**

\*\*\* PHONE LOG 04/23/2007 10:01 AM Pacific Daylight Time DFinkelstein-TL

Customer states at times the OCS light comes on and stays on. Tech has tested the seat and found it working ok for him.

Advised tech that he should review the proper seating positions from the owner's manual with the customer 1st. Advised tech that KIA is currently investigating this concern on this vehicle as well.

\*\*\* NOTES 07/05/2007 10:52 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Joe Wurm, 7158330177

Customer is back again with same concern. Have you come up with any new information?

\*\*\* PHONE LOG 07/05/2007 11:05 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Have Service manager contact your DPSM and see if he wants to try another seat bottom.

\*\*\* PHONE LOG 08/29/2007 06:47 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tech states vehicle is back for the same concern and the seat bottom has been replaced.

Advised tech to contact DPSM to request an FTR to come out and reflash this vehicles OCS system.

---

\*\*\* CASE CLOSE 11/14/2007 07:23 AM clarify  
\*\*\* Performed by contact: Joe Wurm, 7158330177  
ftr reprogrammed the ocs

\*\*\* CASE CLOSE 11/20/2007 03:49 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
ftr reprogrammed the ocs





**Kia Motors America  
Technical Assistance Center**

Case Number: T1302677

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21634

Model Code: 74202

VIN: kndjd736575 [REDACTED]

Mileage: 3,820

Prod Date: 9/29/2006

Warranty Start Date: 1/13/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: SC003 Stokes Kia

Phone: 8435727300

FAX: 8437976471

Contact: robert sebestyen

Contact Title:

Service District: SO07

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

4/24/2007 3:00:14P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

---

**Case History**

\*\*\* NOTES 04/24/2007 07:00 AM clarify Action Type: Manager review

\*\*\* Performed by contact: robert sebestyen, 8435727300

190lbs passenger in right front seat. light comes on intermitently, works fine most of the time

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 04/24/2007 06:10 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Robert, KIA is currently investigating this concern. Please review the proper seating positions and disclaimers in the owner's manual with the customer and make sure they are using the proper seating positions.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:57:48 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1303137

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S17761

Model Code: 74422

VIN: KNDJC736075 [REDACTED]

Mileage: 240

Prod Date: 6/29/2006

Warranty Start Date: 4/20/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: NH005 Bonneville & Son Kia

Phone: 6036249270

FAX: 6032960381

Contact: DEREK CINCEVICH

Contact Title:

Service District: EA11

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

4/25/2007 3:02:07P

System: Restraints

Component:

Resolution:

---

---

**Case History**

\*\*\* NOTES 04/25/2007 07:02 AM clarify Action Type: Manager review

\*\*\* Performed by contact: DEREK CINCEVICH, 6036249270

CUSTOMERS COMPLAINTS PASS AIR BAG LIGHT SOMETIME DOES NOT GO OUT WITH PASS IN SEAT. VEFIYED COMPLAINT FOUND WHEN SITTING CLOSE TO EDGE THEN MOVING TO THE INSIDE OF THE SEAT THAT IT DOESNT RECOGIZE ME IN THE SEAT AND THE LIGHT WITH STAY ON SAYING PASSENGER AIR BAG OFF. THE OTHER COMPLAINT IS THE BLOWER, WHEN YOU PUT THE BLOWER ON FACE AND FEET IT ONLY BLOWS OUT OF THE WINDSHEILD DEFROSTER AND FEET ,WHEN YOU MOVE IT TO FACE IT WORKS ON FACE, THEN WHEN YOU MOVE IT TO FEET IT STILL ONLY BLOWS OUT THE THE WINDSHIELD DEFROSTER.

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 04/25/2007 06:26 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call

Hello Derek,

Make sure the person is setting square in the before the key is turned on. If it turns out that you need to order a OCS pad or seat, contact the part hotline. We have had some problems getting the correct parts.

On the AC blower, looks like we should check out the blend door and actuator.

---

\*\*\* NOTES 04/25/2007 07:33 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: DEREK CINCEVICH, 6036249270  
FOR THE BLOWER I TRYED USING A CONTROL  
BLOCK FROM ANOTHER SORENTO AND THE BLOWER  
ACUTATOR STILL WORKS THE SAME AS IT DID BEFORE

\*\*\* NOTES 04/25/2007 07:40 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: DEREK CINCEVICH, 6036249270  
ILL CHECK THE ACUTATOR, START TO WONDERING IF THERE IS A POSSIBLITIY THAT THERE IS SOMETHING  
BLOCKING IT

\*\*\* PHONE LOG 04/25/2007 06:45 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call  
Ya, there may be someone's lunch bag setting in there. The door may be stuck or will not move far enough.

\*\*\* CASE CLOSE 06/16/2008 06:21 AM clarify  
\*\*\* Performed by contact: DEREK CINCEVICH, 6036249270  
INACTIVE



**Kia Motors America  
Technical Assistance Center**

Case Number: T1304167

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S18039

Model Code: 74242

VIN: KNDJD736X75 [REDACTED]

Mileage: 1,596

Prod Date: 6/29/2006

Warranty Start Date: 2/17/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: FL068 Alan Jay Kia

Phone: 8634024230

FAX: 8633861274

Contact: James Hull

Contact Title: Technician

Service District: SO02

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

4/27/2007 2:30:03P

System: Restraints

Component:

Resolution: Information Given

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**Case History**

\*\*\* NOTES 04/27/2007 10:30 AM clarify Action Type: Manager review

\*\*\* Performed by contact: James Hull, 8633821177

customer states airbag light will not shut off all the time with him in passenger seat.

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
tech has verified concern person weighs around 200 pounds.back was against rear bottom of the seat.and light would not shut off.  
used seat weights and scan tool,weight was verified and correct on scan tool.  
unable to go any further at this time.

\*\*\* PHONE LOG 04/27/2007 06:00 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

James, have the customer sit in 1 or 2 other new Sorento's on the lot and see if they have the same concern. If they don't replace the seat and if they do there is nothing further to do.

\*\*\* NOTES 04/27/2007 05:15 PM clarify Action Type: Manager review

\*\*\* Performed by contact: James Hull, 8633821177

customer came into dealership,sat in several other vehicles without having any problems.contactd rep. was told to get

---

back with techline for more or other possible repairs, before replacing complete seat.  
thanks

\*\*\* PHONE LOG 04/27/2007 12:40 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call  
James, there is no other check to do. If it was a connector or wire harness issue there would be a code stored in the air bag control unit.

\*\*\* NOTES 05/23/2007 11:09 AM clarify Action Type: Manager review

\*\*\* Performed by contact: James Hull, 8633821177

dpsm advised to replace seat bottom, replaced seat bottom. air bag light still has a problem with customer sitting in it. but light has no problem with service advisor or other techs in seat.  
i do believe customer's bottom is placing most of the weight on the outside edges of seat, and not on the weight sensor. was told to contact tech support about the problem and see if there is anything else to do for him.

\*\*\* PHONE LOG 05/23/2007 07:16 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call  
James, the only thing you can do is to refer to owner manual for proper seating position.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:57:52 PM sa

\*\*\* CASE CLOSE 09/02/2009 07:34 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1304874

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22481

Model Code: 74242

VIN: kndjd736775 [REDACTED]

Mileage: 2,270

Prod Date: 10/21/2006

Warranty Start Date: 2/17/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: CA132 Bosch Kia of Corona

Phone: 9518179500

FAX: 9517369536

Contact: mario salmon

Contact Title:

Service District: WE02

---

**Case Details:**

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

4/30/2007 7:32:25P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Taken

---

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**Case History**

\*\*\* NOTES 04/30/2007 11:32 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mario salmon, 9098179500

pass air bag light stays on with someone in seat. sat several people in seat one person 170lbs could consistently duplicate concern, while others it would operate properly not weight issue 145lbs-235lbs. advice on repair.

What Reference Materials Have Been Used - What Has Already Been Tried?  
-----

\*\*\* PHONE LOG 04/30/2007 11:16 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Contact the DPSM, and see if he will authorize replacing the seat assy.

\*\*\* NOTES 05/03/2007 01:39 PM clarify Action Type: Manager review

\*\*\* Performed by contact: mario salmon, 9098179500

called keith field tech advised to run sane test another sorento 07 we got the same results advise on next step

\*\*\* PHONE LOG 05/03/2007 02:56 PM Pacific Daylight Time JBrookes Action Type:Incoming call

---

Do as advised the first time, contact the DPSM ,not the FTR .

\*\*\* CASE CLOSE 05/21/2007 03:44 PM clarify  
\*\*\* Performed by contact: mario salmon, 9098179500  
system repair not avlable at this time no work done

\*\*\* PHONE LOG 05/22/2007 02:46 PM Pacific Daylight Time JBrookes Action Type:Incoming call  
PLease can you explain by your note, no repair available !

\*\*\* NOTES 05/31/2007 12:49 PM clarify Action Type: Manager review  
\*\*\* Performed by contact: mario salmon, 9098179500  
i was told not to do any repairs at this time that some would look into results to see if there was anything that can be done to resolve issue.

\*\*\* CASE CLOSE 05/31/2007 12:50 PM clarify  
\*\*\* Performed by contact: mario salmon, 9098179500  
additional research

\*\*\* CASE CLOSE 05/31/2007 02:30 PM Pacific Daylight Time JBrookes

Resolution Code: Information Taken  
CLOSING COMMENTS  
Cutomer has the vehicle .



**Kia Motors America  
Technical Assistance Center**

Case Number: T1305279

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18135

Model Code: 74422

VIN: KNDJC736975 [REDACTED]

Mileage: 1,896

Prod Date: 7/1/2006

Warranty Start Date: 3/3/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MO004 Jack Miller Kia

Phone: 8164742900

FAX: 8164744118

Contact: Jeff Walker

Contact Title: Technician

Service District: CE05

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

5/1/2007 3:57:13PM

System: Restraints

Component:

Resolution: Information Given

---

---

**Case History**

\*\*\* PHONE LOG 05/01/2007 07:01 AM Pacific Daylight Time DJackson-TL

Tech states the customer states the OCS light will come on with customer in the seat. Tech states there is no codes in the system. Advise to test out with cust. and with another car as well.

Please contact the DPSM.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:57:58 PM sa

\*\*\* CASE CLOSE 09/02/2009 07:35 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given

CLOSING COMMENTS





**Kia Motors America  
Technical Assistance Center**

Case Number: T1305541

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18158

Model Code: 74222

VIN: kndjd736775 [REDACTED]

Mileage: 2,435

Prod Date: 7/3/2006

Warranty Start Date: 3/7/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: VA039 Price Kia

Phone: 8882385550

FAX: 4348171863

Contact: Wayne Wilberger

Contact Title:

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/1/2007 8:55:21PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Repurchase

---

---

**Case History**

\*\*\* NOTES 05/01/2007 12:55 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Wayne Wilberger, 800 572 3158

customer states when sitting in pass.side front seat air bag light wont go off at times and comes on when riding and stays on  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
i have not been able to duplicate symptoms checked all connections at seat and srscm did not see problem installed complete seat assembly for customer to try customer called back after picking up passenger and problem reoccured

\*\*\* PHONE LOG 05/01/2007 12:05 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Wayne, if you have reviewed the correct seating positions , cautions, and other information in the owner's manual with the customer and the problem is still occurring . Then contact your DPSM and inform them that KIA is currently investigating this issue on the 07 Sorento's at this time.

\*\*\* PHONE LOG 06/19/2007 11:56 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Tech Mike, states that they have swapped the seat from a stock unit, replaced the SRSCM, still has the same issue, Advised, it would be best to replace the seat bottom new, the stock unit seat, seems to have the same problem, if there

---

are no bottoms available, replace the seat complete, get DPSM approval for repairs .

\*\*\* CASE CLOSE 09/14/2007 01:22 PM clarify

\*\*\* Performed by contact: Wayne Wilberger, 800 572 3158  
buy back

\*\*\* CASE CLOSE 09/14/2007 02:02 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Repurchase

CLOSING COMMENTS

Vehicle was repurchased .



**Kia Motors America  
Technical Assistance Center**

Case Number: T1305600

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S19803

Model Code: 74202

VIN: KNDJD736575 [REDACTED]

Mileage: 607

Prod Date: 8/18/2006

Warranty Start Date: 4/3/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: CA179 Kia of La Quinta

Phone: 7605645100

FAX: 7607778443

Contact: jerry torres

Contact Title: tech

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/1/2007 10:15:45PM

System: Restraints

Component:

Resolution: Auto Closed

---

---

**Case History**

\*\*\* PHONE LOG 05/01/2007 02:31 PM Pacific Daylight Time SSilavong-TL

\*\*\*\*\*Advise tech to close some off his old case out, look like he has more then 5 case open.

-Passenger side air bag light going on and off. (OCS light came on and off).

-If the other tech weights 160 lbs sitting on the seat the light stay on and the other tech weights 230 lbs the light would goes off.

-Advise the other tech sit on know good vehicle and verify if the light goes on or off.

-Tech will call back with update.

\*\*\* PHONE LOG 05/01/2007 02:33 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-The 160 lbs tech sit on know good vehicle and the OCS did not come on.

-Recommend tech replace the seat bottom and recheck.

---

\*\*\* PHONE LOG 08/14/2007 08:46 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
The tech states the vehicle is back with the OCS light coming on intermittently.

Advised the tech that we are aware of this concern and are working on a countermeasure.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:57:59 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1306617

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20631

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 5,245

Prod Date: 9/19/2006

Warranty Start Date: 2/9/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: Chad NOTTINGHAM

Contact Title: tech

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/4/2007 12:42:45PM

System: Restraints

Component:

Resolution:

---

**Case History**

\*\*\* NOTES 05/04/2007 08:42 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Chad NOTTINGHAM, 3042915090

CUSTOMER STATES THAT AIR BAG LIGHT STAYS ON  
WHILE THE CUSTOMER IS SITTING IN THE SEAT  
IS THERE A WAY TO FIS THIS PROBLEM.

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
ALREADY LET KNOW CUSTOMER KNOW HOW TO SIT IN THE  
SEAT SO THAT AIR BAG IS READING CORRECT.

\*\*\* PHONE LOG 05/04/2007 05:19 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call

Hello Chad,

Check with your DPSM to check for any new info on this issue. We have seen some concern, but up to this point the seat or seat parts are not available. You might also call the parts hotline to see about the parts. 800 542-5611

\*\*\* PHONE LOG 05/04/2007 06:46 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call  
Tech states the c/s the OCS light comes on with the passenger in the seat.

---

Advised to check with DPSM and to try setting the customer in another Sorento to see if it act the same.

\*\*\* CASE CLOSE 10/25/2007 01:13 PM clarify

\*\*\* Performed by contact: Chad NOTTINGHAM, 3042915090

CHECKED FOUND THAT OPERATION IS WRKING AS DESIGNED



**Kia Motors America  
Technical Assistance Center**

Case Number: T1307852

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22824

Model Code: 74242

VIN: KNDJD736975 [REDACTED]

Mileage: 1,817

Prod Date: 10/26/2006

Warranty Start Date: 2/9/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: FL083 Orlando Kia West

Phone: 4075322217

FAX: 4075322776

Contact: Bill Wilson

Contact Title: Technician

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/8/2007 2:40:36PM

System: Restraints

Component:

Resolution:

---

**Case History**

\*\*\* PHONE LOG 05/08/2007 06:51 AM Pacific Daylight Time BNelson-TL

Tech states the OCS light come on at times with a person in the seat.

Advised to make sure the person is in the seat before the key is turned on. Also - might try the person in another car to see if the light comes on.

\*\*\* CASE CLOSE 05/08/2007 08:23 AM clarify

\*\*\* Performed by contact: Bill Wilson, 4072075170

informed cust to bring back in to see paas seat position



**Kia Motors America  
Technical Assistance Center**

Case Number: T1309370

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22142

Model Code: 74202

VIN: kndjd736375 [REDACTED]

Mileage: 786

Prod Date: 10/12/2006

Warranty Start Date: 4/21/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: SC005 Kia of Greenville

Phone: 8642869990

FAX: 8642869159

Contact: Mark Lightner

Contact Title: Tech

Service District: S007

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

5/11/2007 2:36:08P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Need Countermeasure

---

---

**Case History**

\*\*\* NOTES 05/11/2007 06:36 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mark Lightner, 8435732300

the OCS lamp will sometimes not turn off on this vehicle. it acts identical to a 05 sorento before reflashing the seat. is this a known issue or should i begin diag on the seat bottom.

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 05/11/2007 06:50 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Mark. KIA is presently investigating this issue at this time. In the meantime make sure the customer has reviewed the proper seating positions and disclaimers in the owner's manual. If customer is very difficult have service manager contact DPSM to discuss vehicle.

\*\*\* CASE CLOSE 05/16/2007 04:26 AM clarify

\*\*\* Performed by contact: Mark Lightner, 8435732300  
waiting for repair



---

\*\*\* CASE CLOSE 05/16/2007 08:11 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Need Countermeasure

CLOSING COMMENTS

waiting for countermeasure



**Kia Motors America  
Technical Assistance Center**

Case Number: T1310761

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S19382

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 574

Prod Date: 7/28/2006

Warranty Start Date: 4/23/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA027 Parsons Kia

Phone: 5406678400

FAX: 5407223143

Contact: Lisa Hammons

Contact Title:

Service District: EA01

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/15/2007 6:00:02P

System: Restraints

Component:

Resolution: Normal Condition

Case History

\*\*\* NOTES 05/15/2007 10:00 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Lisa Hammons, 5406678400

no codes in system,had dsm inspect,working

as designed,weather condition was a

90 degree day on 5-15-07,on 05-08-07

was a cold day 65 degree

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
pulled codes,went to small ,large and light

went out,no trouble codes,customer set in

the set during the testing

\*\*\* PHONE LOG 05/15/2007 10:07 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Lisa, have the customer sit in 1 or 2 other 2007 Sorentos on the lot and see if the concern still exists. If the light goes out in the other vehicle replace the seat and if not refer them to the owner manual for proper seating position.

\*\*\* CASE CLOSE 08/17/2007 06:49 AM clarify

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\*\*\* Performed by contact: Lisa Hammons, 5406678400  
normal no trouble found

\*\*\* CASE CLOSE 08/17/2007 08:22 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition  
CLOSING COMMENTS  
Normal Condition.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1310783

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18509

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 998

Prod Date: 7/11/2006

Warranty Start Date: 3/23/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA027 Parsons Kia

Phone: 5406678400

FAX: 5407223143

Contact: Lisa Hammons

Contact Title:

Service District: EA01

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/15/2007 6:24:39P

System: Restraints

Component:

Resolution: Normal Condition

Case History

\*\*\* NOTES 05/15/2007 10:24 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Lisa Hammons, 5406678400

passenger side air bag light comes on and

off on a 90degree day 5-15-07

dsm inspected the vehicle normal condition

What Reference Materials Have Been Used - What Has Already Been Tried?

no history of air bag light no repairs has been done

\*\*\* PHONE LOG 05/15/2007 10:32 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Lisa, have the customer sit in 1 or 2 other 2007 Sorentos on the lot and see if the concern still exists. If the light goes out in the other vehicle replace the seat and if not refer them to the owner manual for proper seating position.

---

\*\*\* CASE CLOSE 08/17/2007 06:47 AM clarify  
\*\*\* Performed by contact: Lisa Hammons, 5406678400  
no repairs due to no trouble found

\*\*\* CASE CLOSE 08/17/2007 08:27 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition  
CLOSING COMMENTS  
Normal Condition.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1312158

Vehicle Data

Model/Year: 2.007 SORENTO LX 4X2

Engine: G6S17916

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 1,749

Prod Date: 6/28/2006

Warranty Start Date: 3/19/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA006 Greenbrier Kia

Phone: 7574246380

FAX: 7574242116

Contact: MARK CHEW

Contact Title: TECH

Service District: EA03

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/18/2007 3:18:45P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

\*\*\* PHONE LOG 05/18/2007 07:25 AM Pacific Daylight Time MGoldwasser

The tech states the OCS light stays illuminated with a 130 pound passenger in the seat, the tech states the OCS seat worked correctly with him in the seat 180 pounds.

Advised the tech to have the customer look at the owners manual for correct OCS operation instructions, advised the tech to contact his DPSM if further assistance is needed.

\*\*\* CASE CLOSE 05/24/2007 01:05 PM clarify

\*\*\* Performed by contact: MARK CHEW, 7574246380

REPLACED SEAT BOTTOM AND WRONG ID CODE CAME UP AFTER REPLACING WHOLE SEAT CLEARED CODES AND AIRBAG LIGHT STAYED OUT AND CODE DID NOT COME BACK

\*\*\* CASE CLOSE 05/24/2007 01:29 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component

CLOSING COMMENTS

The tech replaced the PPD and the concern has been resolved.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1312390

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17734

Model Code: 74222

VIN: KNDJD736675

Mileage: 1,952

Prod Date: 6/23/2006

Warranty Start Date: 4/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ019 Tempe Kia

Phone: 4805982300

FAX: 4805982388

Contact: RYAN MOON

Contact Title:

Service District: WE06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/18/2007 10:08:42P

System: Restraints

Component:

Resolution: No Problem Found

Case History

\*\*\* PHONE LOG 05/18/2007 02:18 PM Pacific Daylight Time SSilavong-TL

-Customer states Intermittently when the passenger sitting on the seat and light stay on.

-Tech states he had duplicated the incident once. Tech weight about 170 lbs. But other times the light will goes off normal.

-Recommend tech siting in other vehicle.

-If the light stay off, have the service manager contact the dpsm for authorization seat bottom replace.

\*\*\* CASE CLOSE 05/25/2007 10:41 AM clarify

\*\*\* Performed by contact: RYAN MOON, 4805982300

SAT IN SEAT AND FOUND THAT THE LIGHT WENT OFF EVERY TIME

\*\*\* CASE CLOSE 05/25/2007 12:17 PM Pacific Daylight Time SSilavong-TL

Resolution Code: No Problem Found

CLOSING COMMENTS

SAT IN SEAT AND FOUND THAT THE LIGHT WENT OFF EVERY TIME

SAT IN SEAT AND FOUND THAT THE LIGHT WENT OFF EVERY TIME

---





**Kia Motors America  
Technical Assistance Center**

Case Number: T1312970

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S18903

Model Code: 74242

VIN: kndjd736075 [REDACTED]

Mileage: 587

Prod Date: 7/15/2006

Warranty Start Date: 4/30/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: FL091 Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: Robert J Radgowski

Contact Title: Tech

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

5/21/2007 8:38:47P

System: Restraints

Component:

Resolution:

---

---

**Case History**

\*\*\* NOTES 05/21/2007 12:38 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Robert J Radgowski, 3523651228

sometime airbags light works like it should sometimes airbag light will not go off.don my dspm said i should e mail you to see if there is something new on this problem.

What Reference Materials Have Been Used - What Has Already Been Tried?  
-----

\*\*\* PHONE LOG 05/21/2007 12:48 PM Pacific Daylight Time MKeiser Action Type:Incoming call

This condition is presently under investigation if the customer is upset you will need to contact the DPSM for further instructions

\*\*\* CASE CLOSE 06/08/2007 06:39 AM clarify

\*\*\* Performed by contact: Robert J Radgowski, 3523651228

talk dspm



# Kia Motors America Technical Assistance Center

Case Number: T1313162

### Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22794

Model Code: 74202

VIN: KNDJD736575 [REDACTED]

Mileage: 3,679

Prod Date: 10/25/2006

Warranty Start Date: 3/31/2007 12:00:00AM

### Dealer/Contact Data:

Dealer: TN026 Prebul Kia

Phone: 4238551022

FAX: 4235984841

Contact: Johnny Walling

Contact Title: Tech

Service District:

### Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

5/22/2007 1:36:41P

System: Please Specify

Component:

Resolution:

### Case History

\*\*\* NOTES 05/22/2007 05:36 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Johnny Walling, 4238551166

CUSTOMER HAD HAD VEHICLE IN A COUPLE OF TIMES COMPLAING THAT THE PASSENGER AIRBAG LIGHT IS STAYING ON WHEN SOMEONES IN THE SEAT. WE EXPLAINED ABOUT CORRECT SEATING AND WEIGHT. WE COULD NOT DUPLICATE. ALSO CHECKED OCS WITH SCAN TOOL AND FOUND IT OPERATING CORRECTLY AT THE TIME. SHES STILL SAYING THAT 7 OUT OF TEN TIMES THE LIGHT WILL NOT GO OUT WHEN SOMEONE IS SITTING CORRECTLY IN SEAT.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 05/22/2007 05:57 AM Pacific Daylight Time MKeiser Action Type:Incoming call

The concern is being investigated at this times. If the customer is upset have your service manager get ahold of the DPSM for further instructions on what to do next

\*\*\* CASE CLOSE 05/28/2007 05:34 AM clarify

\*\*\* Performed by contact: Johnny Walling, 4238551166

REPORTED TO CUST THAT ISSUE IS BEING INVESTIGATED

---

REPORTED TO CUST THAT ISSUE IS BEING INVESTIGATED



**Kia Motors America  
Technical Assistance Center**

Case Number: T1313710

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S22266

Model Code: 74422

VIN: kndjc736175 [REDACTED]

Mileage: 1,172

Prod Date: 10/17/2006

Warranty Start Date: 4/27/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH026 Hatfield Kia

Phone: 6144650002

FAX: 6144654698

Contact: james mcdowell

Contact Title:

Service District: CE02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/23/2007 1:54:56P

System: Restraints

Component:

Resolution:

Case History

\*\*\* NOTES 05/23/2007 05:54 AM clarify Action Type: Manager review

\*\*\* Performed by contact: james mcdowell, 6144650002

customer complains that the air bag off light comes on while driving down the road and hitting a bump, yes we have confirmed this

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 05/23/2007 06:36 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Will the light goes off again or stay off?

-Have we check the current data and monitor OC Real-Time Status? If so what is the status?

-Please compare to know good vehicle.

\*\*\* NOTES 05/24/2007 06:46 AM clarify Action Type: Manager review

\*\*\* Performed by contact: james mcdowell, 6144650002

the light will go off when you move from the seat and sit down again, and yes the cutomer drove another o7 sorento and

did not do it

\*\*\* PHONE LOG 05/24/2007 07:03 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call  
James,  
Call in to Kia tech line and ask for Souri. So we can talk about this case. 800-494-4542.

\*\*\* EMAIL OUT \_ AnitaMay-TL Action Type:External email  
Send to:[Bauer, Don [KMA]]  
CC List:[ssilavong@kiausa.com]  
You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:

\\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1313710\_\_AnitaMay-TL\_06-20-2007155306.doc>>

\*\*\* CASE CLOSE 07/09/2007 01:15 PM clarify  
\*\*\* Performed by contact: james mcdowell, 6144650002  
no ocs reprogram yet

\*\*\* CASE CLOSE 08/20/2007 06:41 AM clarify  
\*\*\* Performed by contact: james mcdowell, 6144650002  
could not duplicate



**Kia Motors America  
Technical Assistance Center**

Case Number: T1313979

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S20938

Model Code: 74202

VIN: KNDJD736375 [REDACTED]

Mileage: 3,178

Prod Date: 9/20/2006

Warranty Start Date: 2/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC024 Folger Kia

Phone: 7045369635

FAX: 7045358204

Contact: Tim Bridges

Contact Title:

Service District: SO08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/23/2007 8:22:25P

System: Restraints

Component:

Resolution: Software Upgrade

Case History

\*\*\* NOTES 05/23/2007 12:22 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Tim Bridges, 7045369635

My field tech rep and my service manager wanted a case started on this vehicle Attn Dan Howells. The ocs stays illuminated with an adult sitting in the passenger seat.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 05/23/2007 12:25 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Tim, have the customer sit in a few other new Sorento's on the lot to see if they have the same concern. If they do not replace the seat.

\*\*\* CASE CLOSE 11/15/2007 10:52 AM clarify

\*\*\* Performed by contact: Tim Bridges, 7045369635

ltr performed reflash

\*\*\* CASE CLOSE 11/20/2007 05:31 AM Pacific Daylight Time RLevy-TL

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Resolution Code: Software Upgrade

CLOSING COMMENTS

ftr performed reflash



**Kia Motors America  
Technical Assistance Center**

Case Number: T1315011

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17434

Model Code: 74242

VIN: kndjd736975 [REDACTED]

Mileage: 3,203

Prod Date: 6/19/2006

Warranty Start Date: 4/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC025 Folger Kia South

Phone: 7045228422

FAX: 7045227975

Contact: Dana Woodrome

Contact Title: Tech

Service District: SO08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/28/2007 5:15:37P

System: Restraints

Component: A/Bag Diag. Unit (ADU) (SRSCM)

Resolution: Software Upgrade

Case History

\*\*\* NOTES 05/28/2007 09:15 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Dana Woodrome, 7045228422

AN 07 SORENTO CAME IN SAYING THE OCS LIGHT STAYS ON EVEN WHEN THERE IS AN ADULT IN THE SEAT. I KNOW THERE ARE SOME REPROGRAMS OUT THERE FOR OTHER CARS. DOES THIS 07 SORENTO HAVE AN UPDATE FOR THE PASSENGER AIRBAG OFF LIGHT? THANKS FOR YOUR HELP!

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 05/29/2007 05:28 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Dana, have the customer sit in 1 or 2 other new Sorentos on the lot to see if they have the same concern. If they do not replace the seat. If they do have customer refer to owner manual for proper seating position. There is no reflash for 2007 Sorento at this time.

\*\*\* CASE CLOSE 09/14/2007 10:40 AM clarify

\*\*\* Performed by contact: Dana Woodrome, 7045228422

FTR came and reprogrammed passenger OCS like the old ones.



---

\*\*\* CASE CLOSE 09/14/2007 12:58 PM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

FTR came and reprogrammed passenger OCS like the old ones.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1315352

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19339

Model Code: 74422

VIN: KNDJC736675 [REDACTED]

Mileage: 1,779

Prod Date: 7/27/2006

Warranty Start Date: 3/27/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA207 Roseville Kia

Phone: 9167831000

FAX: 9167831030

Contact: Bret Blackburn

Contact Title:

Service District:

Case Details:

Case Title: MIL - OCS

Create Date & Time

Symptom: Warning Light On

DTC:

5/29/2007 6:38:10P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 05/29/2007 10:47 AM Pacific Daylight Time JBrookes  
OCS light stays on. service director stated that with the 130 lb test weight in the seat the light does stay on.  
Advised .if al the connections are good, seek DPSM authorization to replace the seat cushion assy .

\*\*\* CASE AUTO CLOSE 02/14/2009 11:58:37 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1315759

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17707

Model Code: 74222

VIN: kndjd736675 [REDACTED]

Mileage: 3,336

Prod Date: 6/23/2006

Warranty Start Date: 2/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC024 Folger Kia

Phone: 7045369635

FAX: 7045358204

Contact: Tim Bridges

Contact Title:

Service District: SO08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

5/30/2007 3:17:53P

System: Restraints

Component: A/Bag Diag. Unit (ADU) (SRSCM)

Resolution: Software Upgrade

Case History

\*\*\* NOTES 05/30/2007 07:17 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Tim Bridges, 7045369635

This customer is complaining about an adult sitting in the passenger seat and ocs light reading airbag off.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 05/30/2007 07:27 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Tim, have the customer sit in for 2 other of the same vehicle on the lot to see if the light goes out. If it does replace the seat and if not refer them to the owner manual for proper seating position.

\*\*\* CASE CLOSE 11/15/2007 10:52 AM clarify

\*\*\* Performed by contact: Tim Bridges, 7045369635

fr performed reflash

\*\*\* CASE CLOSE 11/20/2007 05:32 AM Pacific Daylight Time RLevy-TL

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Resolution Code: Software Upgrade  
CLOSING COMMENTS  
ftr performed reflash



**Kia Motors America  
Technical Assistance Center**

Case Number: T1316924

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S21892

Model Code: 74242

VIN: KNDJD736075 [REDACTED]

Mileage: 2,460

Prod Date: 10/10/2006

Warranty Start Date: 3/25/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL087 Bob Dance Kia

Phone: 3214528282

FAX: 3214538991

Contact: Everett Cavell

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/1/2007 8:09:09PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

\*\*\* NOTES 06/01/2007 04:09 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Everett Cavell, 3214528282

This is the second time in for this customer. The complaint is that the light will go on and off while driving with a passenger. I have been unable to verify any problems. Do we have any updates or fixes for these issues?

Everett

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/01/2007 12:28 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call

No, have the customer sit in 1 or 2 Sorento's on the lot to see if they have the same concern. If they do not replace the seat. If they do there is nothing else you can do at this time.

\*\*\* NOTES 06/25/2007 02:25 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Everett Cavell, 3214528282

I have now replaced the passenger seat bottom on this vehicle(RO# 25669). The customer now has a variation of the same

complaint. The passenger will be sitting in the seat with the OCS light off. They can then shift their weight and the light will come on and not go back off until the ignition key is cycled. My service manager has verified this, and it does not seem to happen in the other vehicles we have had them sit in. Where should I go from here.  
Everett.

\*\*\* PHONE LOG 06/25/2007 11:19 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Everett, there is nothing further that you can do except to contact your DPSM and let him know what going on with this vehicle.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:58:42 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1318371

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18303

Model Code: 74222

VIN: KNDJD736875 [REDACTED]

Mileage: 2,811

Prod Date: 7/12/2006

Warranty Start Date: 3/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: IN016 Kia of Clarksville

Phone: 8122884200

FAX: 8122187120

Contact: CRAIG KRAMER

Contact Title:

Service District: CE03

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light Inop

DTC:

6/6/2007 1:59:56PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Vehicle Repaired

Case History

\*\*\* NOTES 06/06/2007 05:59 AM clarify Action Type: Manager review

\*\*\* Performed by contact: CRAIG KRAMER, 8122884200

This is the second time in for this concern. The customer states the pass. air bag light does not read adults at times while sitting correctly in the seat. I have not duplicated the problem but our service writer has sit in it and it did not read him, and he is 205 lbs. I do not want to put a seat bottom on it yet. Thanks

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/06/2007 06:15 AM Pacific Daylight Time SSilavong-TL Action Type: Incoming call

-Ask the service adviser did the light goes on and off or stay on?

-Have him sit in know good vehicle.

-Do we have any code in the SRS or OCS system.

\*\*\* CASE CLOSE 09/06/2007 04:42 AM clarify

\*\*\* Performed by contact: CRAIG KRAMER, 8122884200  
replaced seat bladder

---

\*\*\* CASE CLOSE 09/06/2007 05:47 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Vehicle Repaired  
CLOSING COMMENTS

\*\*\* CASE CLOSE 09/06/2007 04:42 AM clarify  
\*\*\* Performed by contact: CRAIG KRAMER, 8122884200  
replaced seat bladder





**Kia Motors America  
Technical Assistance Center**

Case Number: T1320484

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18276

Model Code: 74222

VIN: knjd736375 [REDACTED]

Mileage: 2,540

Prod Date: 7/6/2006

Warranty Start Date: 2/23/2007 12:00:00AM

Dealer/Contact Data:

Dealer: IL024 Kia of Ottawa

Phone: 8154344800

FAX: 8154341686

Contact: JIM SIMPSON

Contact Title:

Service District: CE07

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/12/2007 3:37:36P

System: Restraints

Component:

Resolution: Information Given

Case History

\*\*\* NOTES 06/12/2007 07:37 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JAMES MOLNAR, 8144675591

pass air bag lite on with 200 lb adult sitting squarely in seat, reposition and lite still on, exit vehicle, enter sit down and lite goes out.

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
no fault codes, has had seat assy replaced 800 miles ago

\*\*\* PHONE LOG 06/12/2007 07:44 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call

Hello James,

Please contact your DPSM for some guidance on this one.

\*\*\* CHNG CONTACT 06/12/2007 08:17 AM Pacific Daylight Time MGoldwasser

Contact changed from JAMES MOLNAR at Alvin's Kia to JIM SIMPSON at Kia of Ottawa. Former primary phone: (814) 467-5591. Former alternate phone: .

\*\*\* PHONE LOG 06/13/2007 05:38 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Tech called in and I told him that KIA is currently investigating OCS concerns on this vehicle and to contact his DPSM.

\*\*\* EMAIL OUT \_ AnitaMay-TL Action Type:External email

Send to:[Bauer, Don [KMA]]

CC List:[mgoldwasser@kiausa.com]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:

\\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1320484\_AnitaMay-TL\_06-20-2007161905.doc>>

\*\*\* CASE CLOSE 02/29/2008 09:17 AM clarify

\*\*\* Performed by contact: JIM SIMPSON. 8154344800

customer took vehical. waiting for advise from tewch assistance

\*\*\* CASE CLOSE 02/29/2008 10:54 AM Pacific Daylight Time MGoldwasser

Resolution Code: Information Given

CLOSING COMMENTS

customer took vehical. waiting for advise from tewch assistance



**Kia Motors America  
Technical Assistance Center**

Case Number: T1321150

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S17770

Model Code: 74422

VIN: KNDJC736675 [REDACTED]

Mileage: 100

Prod Date: 6/29/2006

Warranty Start Date: 6/12/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: NY076 Smithtown Kia

Phone: 6317248008

FAX: 6313606779

Contact: robert baker

Contact Title:

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/13/2007 6:41:05P

System: Restraints

Component:

Resolution:

---

---

**Case History**

\*\*\* NOTES 06/13/2007 10:41 AM clarify Action Type: Manager review

\*\*\* Performed by contact: robert baker, 631 724 8008

INTERMITTANTLY WHILE DRIVING PASSENGER AIRBAG LIGHT SHOWS NOBODY IN SEAT EVENTHOUGHT THE PERSON WEIGHTS ATLEAST 200 LBS ANY IDEAS?

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 06/13/2007 12:43 PM Pacific Daylight Time BNelson-TL Action Type:Incoming call

Hello Robert,

Let's contact your DPSM for some guidance on this. You can set the customer in another Sorento to see if the seat acts the same. If not, we may have to replace the seat pad.

\*\*\* CASE CLOSE 08/15/2007 07:41 AM clarify

\*\*\* Performed by contact: robert baker, 631 724 8008

CUSTOMER HASNT RETURNED



**Kia Motors America  
Technical Assistance Center**

Case Number: T1321477

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S20425

Model Code: 74242

VIN: knjdj736475 [REDACTED]

Mileage: 2,139

Prod Date: 9/13/2006

Warranty Start Date: 4/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: Robert J Radgowski

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/14/2007 1:30:38P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

\*\*\* NOTES 06/14/2007 05:30 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Robert J Radgowski, 3523651228

pass side air bag will go off for 2 sec. then come back on when seating in seat. with key start up. seating in seat with both feet on floor and seating back in the seat.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/14/2007 05:40 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Robert. have you duplicated the concern? How big is the customer that is having the concern? If the customer is adult size have them sit in 1 or 2 other Sorentos on the lot to see if they have the same concern. If they do not replace the seat and if they do there is nothing further to do.

\*\*\* NOTES 06/14/2007 07:02 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Robert J Radgowski, 3523651228

the light went off with me sitting in it. but went right back on. i am 5/8 about 200 pounds. yes the cust is shorter and is lighter then i am. but see wanted to see if the light would stay off with me in the seat. light come back on. thanks robert

---

\*\*\* PHONE LOG 06/14/2007 07:07 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Robert, lets go ahead and replace the seat and then retest. Also apply Stabilant22a to the connectors under the seat.

\*\*\* CASE CLOSE 06/20/2007 11:55 AM clarify  
\*\*\* Performed by contact: Robert J Radgowski, 3523651228  
part order

\*\*\* CASE CLOSE 06/20/2007 01:11 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
Ordered seat.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1321585

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22125

Model Code: 74202

VIN: KNDJD736X75 [REDACTED]

Mileage: 4,764

Prod Date: 10/13/2006

Warranty Start Date: 3/22/2007 12:00:00AM

**Dealer/Contact Data:**

Dealer: FL084 Century Kia of Wesley Chapel

Phone: 8133223000

FAX: 8133223007

Contact: JASON ANDERS

Contact Title: TECH

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/14/2007 3:52:33P

System: Restraints

Component:

Resolution: Auto Closed

**Case History**

\*\*\* PHONE LOG 06/14/2007 07:57 AM Pacific Daylight Time RLevy-TL  
Tech states OCS light stays on when sitting in the passenger seat. States has duplicated concern.  
Advised tech to replace the seat.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:00 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1322322

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18326

Model Code: 74222

VIN: KNDJD736175 [REDACTED]

Mileage: 2,562

Prod Date: 7/7/2006

Warranty Start Date: 3/13/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX021 Dennis Eakin Kia

Phone: 2546992909

FAX: 2549532430

Contact: Tim Garvey

Contact Title: Tech

Service District: SO06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/15/2007 4:16:08P

System: Restraints

Component:

Resolution:

Case History

\*\*\* PHONE LOG 06/15/2007 08:22 AM Pacific Daylight Time SSilavong-TL

-Customer states passenger OC light will goes on and off.

-Tech cannot duplicate the OC light going on and off.

-No code in the system.

-Tech likes to know who will pay him for his time.

-Recommend tech contact the dpsm for warranty authorization.

- If the concern cannot be duplicated customer should be contact to explain or demonstrate the concern.

\*\*\* PHONE LOG 06/15/2007 08:42 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Recommend tech compare the incident to know good vehicle.

-If the light goes out contact the dpsm for seat bottom replace and recheck.

[!<For Internal Use Only

-Note: Tech calls back to update the case in min. >!] ]

---

\*\*\* PHONE LOG 06/15/2007 08:51 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call  
-Tech states customer sitting in the seat a light stay on. The customer weight about 160 lbs.

-Recommend tech compare the incident to know good vehicle.  
-If the light goes out contact the dpsm for seat bottom replace and recheck.  
[!<For Internal Use Only  
Note: Tech calls back to update the case in min.>!]

\*\*\* PHONE LOG 07/02/2007 09:21 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
tech states the seat bottom was replaced and customer states the OCS light still doesn't go out intermittently. Customer weighs approx. 170 lbs. Tech tested the seat and same thing happened to him.

Advised tech to have service manager contact his DPSM and be informed that KIA is currently investigagating this concern at this time.

\*\*\* CASE CLOSE 08/31/2007 11:43 AM clarify  
\*\*\* Performed by contact: MIKE RASK. 2546903636  
NPF

\*\*\* PHONE LOG 08/31/2007 12:12 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call  
Are we still working on the vehicle or customer took the vehicle and will return later?

\*\*\* CASE CLOSE 08/31/2007 01:18 PM clarify  
\*\*\* Performed by contact: MIKE RASK. 2546903636  
NPF





**Kia Motors America  
Technical Assistance Center**

Case Number: T1323244

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22107

Model Code: 74202

VIN: kndjd736875 [REDACTED]

Mileage: 2,815

Prod Date: 10/11/2006

Warranty Start Date: 4/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: SC025 Kia of Anderson

Phone: 8643280542

FAX: 8643280547

Contact: Douglass Smith

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Improper Indication

DTC:

6/18/2007 7:48:50P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Need Countermeasure

Case History

\*\*\* NOTES 06/18/2007 11:48 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Douglass Smith, 8643280542

OCS lamp comes on and goes off even if someone is in passenger seat, this is 3rd vehicle in 4 days, scan system no codes.  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* NOTES 06/19/2007 03:03 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Douglass Smith, 8643280542

Good gentlemen, did not receive an answer yesterday. I have another vehicle for today with same problem. I assume KIA has a problem, what do I need to do today?

\*\*\* PHONE LOG 06/19/2007 05:58 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Doug, I thought I answered you yesterday but maybe it slipped through the cracks, Sorry. KIA is currently investigating this concern on the 07 Sorento. At this time there is nothing that can be done except contact your DPSM and let him know about the vehicles. We expect something like a recalibration procedure like on previous Sorentos, Spectras, etc. to come down the road for this concern but presently its still being looked at.

---

\*\*\* NOTES 06/22/2007 04:26 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Douglass Smith, 8643280542  
customers are being notified.

\*\*\* CASE CLOSE 06/22/2007 04:27 AM clarify  
\*\*\* Performed by contact: Douglass Smith, 8643280542  
customers being notified of KIA concern

\*\*\* CASE CLOSE 06/22/2007 05:17 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Need Countermeasure  
CLOSING COMMENTS  
Need countermeasure



**Kia Motors America  
Technical Assistance Center**

Case Number: T1323270

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S18024

Model Code: 74242

VIN: KNDJD736775 [REDACTED]

Mileage: 3,826

Prod Date: 6/30/2006

Warranty Start Date: 4/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX040 Classic Kia

Phone: 8174671234

FAX: 8177843365

Contact: Umberto Garcia

Contact Title: tech

Service District: SO06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

6/18/2007 8:09:51P

System: Restraints

Component:

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 06/18/2007 12:25 PM Pacific Daylight Time MKeiser  
Tech states that the only way he can get the light to come on is to shift his body weight on the seat  
advised tech to go over the seating requirements in the owners manual with the customer

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:04 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1323679

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22323

Model Code: 74242

VIN: kndjd736x75 [REDACTED]

Mileage: 189

Prod Date: 10/17/2006

Warranty Start Date: 6/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia

Phone: 4808137729

FAX:

Contact: Eric Barnes

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

6/19/2007 3:08:31P

System: Restraints

Component:

Resolution:

Case History

\*\*\* NOTES 06/19/2007 08:08 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Eric Barnes, 4808137729

customer states ocs light staying on with a full size adult sitting in passenger seat ocs system is working fine now. Keith F. FTR requested case should be opened on all 2007 sorentos with ocs issues.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/19/2007 08:38 AM Pacific Daylight Time MKeiser Action Type: Incoming call

The condition is currently under investigation. Please make sure the Customer is sitting the seat properly according to the owners manual

\*\*\* CASE CLOSE 06/19/2007 04:06 PM clarify

\*\*\* Performed by contact: Eric Barnes, 4808137729

no work performed



**Kia Motors America  
Technical Assistance Center**

Case Number: T1323831

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17333

Model Code: 74442

VIN: KNDJC736675 [REDACTED]

Mileage: 2,903

Prod Date: 6/16/2006

Warranty Start Date: 4/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA051 South Hills Kia

Phone: 7249414300

FAX: 7249412504

Contact: Ken Lafrenie

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/19/2007 5:31:02P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 06/19/2007 01:31 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Ken Lafrenie, 7249414300

CUST STATES PASSENGER AIRBAG LIGHT DOESNT GO OFF  
WHEN SOMEONE IS SITTING IN SEAT

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
CHECKED FOR CODES NONE-WATCHED SENSOR TURN ON AND OFF WITH SOMEONE SITTING IN SEAT.

\*\*\* PHONE LOG 06/19/2007 10:36 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Ken,

The only thing you can do here is review the proper seating position section in the owners manual. We don't have anything else for this.

Mark Horey  
Technical Communications Manager

\*\*\* CASE CLOSE 06/28/2007 11:48 AM clarify  
\*\*\* Performed by contact: Ken Lafrenie, 7249414300  
ADVISED AND SHOWED CUSTOMER HOW AIRBAG WORKS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1324026

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18412

Model Code: 74422

VIN: KNDJC736775 [REDACTED]

Mileage: 1,096

Prod Date: 7/7/2006

Warranty Start Date: 4/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA006 Northeast Kia

Phone: 2158240800

FAX: 2158241258

Contact: Edward Dumer

Contact Title: Technician

Service District: EA05

Case Details:

Case Title: MIL - OCS LIGHT ON

Create Date & Time

Symptom: Warning Light On

DTC:

6/19/2007 9:34:13P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Normal Condition

Case History

\*\*\* PHONE LOG 06/19/2007 01:52 PM Pacific Daylight Time JBrookes

Concern that the OCS light will come on at times, tech stated that the connections and the harness to the SRSCM have been checked to be good, and he has never seen the OCS light come on, but customer insists it does. Advised to seek DPSM approval to replace the seat bottom.

\*\*\* PHONE LOG 07/25/2007 06:48 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Tech states he still cannot duplicate the incident, but customer insists it does.

-Passenger seat pad replaced with no change.

-Recommend tech review the seating position and facts about OCS to customer.

-Show the customer seating procedure in the owner manual and give customer OCS hand out.

\*\*\* CASE CLOSE 09/25/2007 07:25 AM clarify

\*\*\* Performed by contact: Edward Dumer, 2158240800

ADV CUSTOMER OF PROPER OPERATION OF PASS SEAT AIRBAG

---

\*\*\* CASE CLOSE 09/25/2007 12:10 PM Pacific Daylight Time JBrookes

Resolution Code: Normal Condition  
CLOSING COMMENTS





**Kia Motors America  
Technical Assistance Center**

Case Number: T1325111

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18132

Model Code: 74422

VIN: KNDJC736675 [REDACTED]

Mileage: 857

Prod Date: 6/30/2006

Warranty Start Date: 5/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA004 Murray Kia

Phone: 6102600800

FAX: 6102600816

Contact: Steve Farrell

Contact Title:

Service District: EA05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/21/2007 8:05:05P

Faulty CRestraints

Component: Passenger's Air Bag

Resolution:

Case History

\*\*\* PHONE LOG 06/21/2007 12:16 PM Pacific Daylight Time SSilavong-TL

-Customer states OCS light will not go off with her husband seat on the passenger seat.

-Tech states the light will goes off for him in few sec and came back on if he stand up.

-No code in the system.

- If the concern cannot be duplicated customer should be contact to explain or demonstrate the concern. If possible compare to know good vehicle

\*\*\* CASE CLOSE 12/18/2008 11:31 AM clarify

\*\*\* Performed by contact: Steve Farrell, 6102395900



**Kia Motors America  
Technical Assistance Center**

Case Number: T1325570

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S18363

Model Code: 74202

VIN: kndjd736875 [REDACTED]

Mileage: 4,430

Prod Date: 7/13/2006

Warranty Start Date: 4/12/2007 12:00:00AM

**Dealer/Contact Data:**

Dealer: NC009 Bob King Kia

Phone: 3367243866

FAX: 3367143350

Contact: MICHAEL BROWN

Contact Title:

Service District: SO08

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/22/2007 6:18:47P

System: Restraints

Component:

Resolution: Need Countermeasure

**Case History**

\*\*\* NOTES 06/22/2007 10:18 AM clarify Action Type: Manager review

\*\*\* Performed by contact: MICHAEL BROWN, 3367242861

ocs light stays on with passanger in seat some times

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/22/2007 10:23 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Michael, have the customer sit in 1 or 2 other Sorento's on the lot to see if they have the same concern. If they don not replace the seat and if they do there is nothing further to do except to refer to owners manual for proper seating positioin.

\*\*\* CASE CLOSE 07/12/2007 06:04 AM clarify

\*\*\* Performed by contact: MICHAEL BROWN, 3367242861

check 2 other,same as this vech.

\*\*\* CASE CLOSE 07/12/2007 09:35 AM Pacific Daylight Time RLevy-TL

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Resolution Code: Need Countermeasure

CLOSING COMMENTS

Need countermeasure.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1325586

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20631

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 8,281

Prod Date: 9/19/2006

Warranty Start Date: 2/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: Eric NICHOLSON

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Information Given

DTC:

6/22/2007 6:40:17P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 06/22/2007 02:40 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Eric NICHOLSON, 3042915090

CUSTOMER STATED THAT WHEN SHE SAT IN PASSENGER SEAT OCS LIGHT INDICATED THAT THE SEAT WAS NOT OCCUPIED. WAS NOT ABLE TO VERIFY COMPLAINT. CUSTOMER STATES THAT PROBLEM DOESN'T ACCURE ALL THE TIME. HAVE YOU SEEN ANY SIMILAR CONCERNS OR DO YOU HAVE ANY SUGGESTIONS. THANKS.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/22/2007 12:02 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Eric,

The only thing you can do is review the proper seating position in the owners manual. Do not attempt any repairs for this.

Mark Horey  
Technical Communications Manager

---

\*\*\* CASE CLOSE 07/09/2007 09:23 AM clarify  
\*\*\* Performed by contact: Eric NICHOLSON, 3042915090  
DID AS INSTRUCTED, EXPLAINED TO CUSTOMER. THANKS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1326128

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22789

Model Code: 74202

VIN: KNDJD736575 [REDACTED]

Mileage: 526

Prod Date: 10/25/2006

Warranty Start Date: 5/22/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TN026 Prebul Kia

Phone: 4238551022

FAX: 4235984841

Contact: RANDY PHILLIPS

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/25/2007 5:30:44P

System: Restraints

Component:

Resolution: Information Given

Case History

\*\*\* NOTES 06/25/2007 09:30 AM clarify Action Type: Manager review

\*\*\* Performed by contact: RANDY PHILLIPS. 4238551166

ATTN: DAN HOWELS

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/25/2007 09:35 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Randy, I will forward this to Mr Howells. have the customer sit in 1 or 2 other Sorento's on the lot to see if they have the same concern. If they do not replace the seat bottom and if they do there is nothing further to do except to refer to owners manual for proper seating position.

\*\*\* CASE CLOSE 07/31/2007 05:52 AM clarify

\*\*\* Performed by contact: RANDY PHILLIPS. 4238551166

NO REPAIR HAS BEEN MADE

---

\*\*\* CASE CLOSE 07/31/2007 06:11 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given  
CLOSING COMMENTS  
Information given.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1326937

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19519

Model Code: 74422

VIN: kndjc736375 [REDACTED]

Mileage: 3,129

Prod Date: 8/9/2006

Warranty Start Date: 2/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA061 Ertley Kia

Phone: 5704576600

FAX: 5707740036

Contact: John Cardona

Contact Title: Technician

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/26/2007 8:03:29P

System: Restraints

Component:

Resolution: Information Given

Case History

\*\*\* NOTES 06/26/2007 04:03 PM clarify Action Type: Manager review

\*\*\* Performed by contact: John Cardona, 5704576600

customer complaint of pass. air bag light not shutting off when seat is occupied.problem is intermittant.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
tried to verify complaint.could not duplicate at this time.checkrd for loose connections.scanned for any possible codes.no problem  
found.advised customer to review owners manual on correct seating positions.

\*\*\* PHONE LOG 06/26/2007 12:23 PM Pacific Daylight Time BNelson-TL Action Type:Incoming call  
Hello John,

That is about all we can do - If the car comes back, contact your DPSM for help and guidance on this.

\*\*\* CASE CLOSE 04/10/2008 03:56 PM clarify

\*\*\* Performed by contact: John HEADMAN snr, 5704576600  
contacted dpsm



\*\*\* CASE CLOSE 04/10/2008 12:07 PM Pacific Daylight Time RLevy-TL

---

Resolution Code: Information Given

CLOSING COMMENTS

Information given.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1327150

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18266

Model Code: 74422

VIN: KNDJC736975 [REDACTED]

Mileage: 5,000

Prod Date: 7/5/2006

Warranty Start Date: 4/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA011 Savage Kia

Phone: 6106780650

FAX: 6106780750

Contact: glenn keehn

Contact Title:

Service District: EA04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/27/2007 12:05:13P

System: Restraints

Component:

Resolution:

Case History

\*\*\* NOTES 06/27/2007 04:05 AM clarify Action Type: Manager review

\*\*\* Performed by contact: glenn keehn, 6106780650

PASS AIR BAD LIGHT ON WHEN IN SEAT.NEED ROBERT JOYCE TO COME OUT

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 06/27/2007 04:59 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call  
Hello Glenn,

Go ahead and contact Robert and I will e-mail him from this end.

\*\*\* EMAIL OUT ti\_ BNelson-TL Action Type:External email

Send to:[Joyce, Robert [KMA]]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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\*\*\* PHONE LOG 06/27/2007 08:12 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call

Hello Glenn.

I am told that there is not anything Robert can do if he comes out to your shop. You might want to cover the setting instructions in the owner's manual.

\*\*\* CASE CLOSE 07/24/2007 04:51 AM clarify

\*\*\* Performed by contact: glenn keehn. 6106780650

EXPLAINED PROCEDURE TO CUSTOMER



**Kia Motors America  
Technical Assistance Center**

Case Number: T1327396

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17456

Model Code: 74442

VIN: KNDJC736X75 [REDACTED]

Mileage: 4,342

Prod Date: 6/19/2006

Warranty Start Date: 3/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WA018 Wenatchee Kia

Phone: 5096643200

FAX: 5096641851

Contact: Michael Simmonds

Contact Title:

Service District: WE08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

6/27/2007 5:27:41P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

\*\*\* PHONE LOG 06/27/2007 09:36 AM Pacific Daylight Time DFinkelstein-TL  
Tech states the OCS light goes out with a 175 tech sitting in the seat but not with a 260 lb . tech.

Advised tech KIA is currently investigating this concern at this time. Advised tech to have service manager contact their DPSM for this concern if needed.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:22 PM sa

\*\*\* CASE CLOSE 09/02/2009 07:35 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1327408

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S18109

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 5,292

Prod Date: 6/30/2006

Warranty Start Date: 2/17/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA011 Savage Kia

Phone: 6106780650

FAX: 6106780750

Contact: John Snyder

Contact Title:

Service District: EA04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

6/27/2007 5:44:04P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 06/27/2007 09:44 AM clarify Action Type: Manager review

\*\*\* Performed by contact: John Snyder, 6106780650

PASSENGER AIR BAG OFF LIGHT ON AT TIMES WHEN SEAT OCCUPIED,SEAT BOTTOM WAS REPLACED PREVIOUSLY PER TECH LINE SUGGESTION.

What Reference Materials Have Been Used - What Has Already Been Tried?

NO CODES PRESENT,INTERMITTANT CONCERN,SEAT BOTTOM REPLACED PREVIOUSLY REPLACED

\*\*\* PHONE LOG 06/27/2007 09:48 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call John,

All you can do is review the correct seating position in the owners manual. There is no other repair.

Mark Horey  
Technical Communications Manager

\*\*\* CASE CLOSE 07/02/2007 09:17 AM clarify

\*\*\* Performed by contact: John Snyder, 6106780650  
EXPLAINED SEATING POSITION PER TECHLINE RESPONSE



**Kia Motors America  
Technical Assistance Center**

Case Number: T1328946

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S20298

Model Code: 74242

VIN: KNDJD736575 [REDACTED]

Mileage: 4,136

Prod Date: 9/8/2006

Warranty Start Date: 4/21/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TN026 Prebul Kia

Phone: 4238551022

FAX: 4235984841

Contact: RANDY PHILLIPS

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Information Given

DTC:

7/2/2007 3:48:27PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: No Problem Found

Case History

\*\*\* NOTES 07/02/2007 07:48 AM clarify Action Type: Manager review

\*\*\* Performed by contact: RANDY PHILLIPS, 4238551166

ATTN: DAN HOWELS

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/02/2007 07:56 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Randy.

I will forward to Dan. Do not attempt any repair for this condition. review seating position information in owners manual is all we can do at this time.

Mark Horey  
Technical Communications Manager

\*\*\* EMAIL OUT ti\_ MHorey-TL Action Type:External email

Send to:[Howells, Dan [KMA]]

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\*\*\* CASE CLOSE 07/31/2007 05:51 AM clarify  
\*\*\* Performed by contact: RANDY PHILLIPS, 4238551166  
NO REPAIR HAS BEEN MADE

\*\*\* CASE CLOSE 08/20/2007 12:32 PM Pacific Daylight Time MKeiser

Resolution Code: No Problem Found  
CLOSING COMMENTS





**Kia Motors America  
Technical Assistance Center**

Case Number: T1330091

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25199

Model Code: 74422

VIN: kndjc736x75 [REDACTED]

Mileage: 4,845

Prod Date: 12/1/2006

Warranty Start Date: 3/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA040 Sunbury Motors Kia

Phone: 5702867746

FAX: 5702869389

Contact: Mike Traister

Contact Title: Tech

Service District: EA04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/5/2007 3:20:57PM

System: Restraints

Component:

Resolution: Normal Condition

Case History

\*\*\* NOTES 07/05/2007 11:20 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Traister, 5702867746

hello, got an issue with the ocs not working as it should checked no codes in system. no real info in shop manual. customer states lamp stays on with different size persons in seat. lamps goes out for me but with a smaller woman it did not. customer says it stays on for him he is my (adult) size

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/05/2007 07:33 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Mike, have the customer sit in 1 or 2 other Sorento's on the lot to see if they have the same concern. If they do not replace the seat bottom and if they do there is nothing further to do except to refer to owners manual for proper seating position.

\*\*\* CASE CLOSE 07/18/2007 09:57 AM clarify

\*\*\* Performed by contact: Mike Traister, 5702867746

seemed ok once customer was shown how it works

---

\*\*\* CASE CLOSE 07/18/2007 06:22 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition  
CLOSING COMMENTS  
Normal condition.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1330218

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25988

Model Code: 74222

VIN: KNDJD736575 [REDACTED]

Mileage: 254

Prod Date: 12/15/2006

Warranty Start Date: 6/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL052 Kia AutoSport

Phone: 8505762116

FAX: 8505744331

Contact: Victor Prieto

Contact Title:

Service District: SO04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/5/2007 6:01:08PM

System: Restraints

Component:

Resolution: Faulty Component

Case History

\*\*\* NOTES 07/05/2007 10:01 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Victor Prieto, 8505762116

AT TIMES THE PASSENGER AIR BAG LIGHT  
WILL NOT TURN OFF WITH A PASSENGER ON IT.  
WE PUT A 270 POUND MAN AND THE LIGHT WENT OFF  
AND THEN WE PUT IN A 147 POUND MAN AND THE LIGHT  
STAYED ON AND THE READING ON THE GDS WAS  
SMALL OCCUPANT. ANY IDEAS?

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/05/2007 10:29 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call  
Is there any codes?

\*\*\* NOTES 07/05/2007 11:11 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Victor Prieto, 8505762116

NO TROUBLE CODES

---

\*\*\* PHONE LOG 07/05/2007 11:58 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Contact DPSM please. have customer sit in another Sorento and compare.

\*\*\* CASE CLOSE 09/17/2007 05:33 AM clarify  
\*\*\* Performed by contact: Victor Prieto, 8505762116  
A NEW SEAT BOTTOM TOOK CARE OF IT

\*\*\* CASE CLOSE 09/17/2007 05:34 AM Pacific Daylight Time DJackson-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
seat bottom.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1330524

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20534

Model Code: 74422

VIN: KNDJC736875 [REDACTED]

Mileage: 261

Prod Date: 9/15/2006

Warranty Start Date: 6/30/2007 12:00:00AM

**Dealer/Contact Data:**

Dealer: NC052 Kia of Gastonia

Phone: 7048235010

FAX: 7048235011

Contact: JEFFERY PADGETT

Contact Title: TECH

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/6/2007 11:43:38AM

System: Restraints

Component:

Resolution: Software Upgrade

**Case History**

\*\*\* NOTES 07/06/2007 03:43 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JEFFERY PADGETT, 7048235010

WHEN THE CUSTOMER SETS IN THE SEAT THE AIR BAG WILL NOT COME ON. I HAVE DUPLICATED THE CONCERN. IS THERE ANYTHING I CAN DO TO TRY AND RESOLVE THIS ISSUE. THANKS

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/06/2007 06:22 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Please contact the DPSM and have the customer sit in his/her car and then in a known good one.

\*\*\* CASE CLOSE 09/12/2007 03:50 AM clarify  
\*\*\* Performed by contact: JEFFERY PADGETT, 7048235010  
FIELD TECH FIX

\*\*\* PHONE LOG 09/12/2007 07:03 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Did he perform reflash?

---

\*\*\* NOTES 09/20/2007 05:04 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: JEFFERY PADGETT. 7048235010  
YES HE PROFROMED THE REFLASH

\*\*\* CASE CLOSE 09/20/2007 05:46 AM Pacific Daylight Time DJackson-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
OCS reflash.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1331466

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S20425

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 3,304

Prod Date: 9/13/2006

Warranty Start Date: 4/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: Robert J Radgowski

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light On #

Create Date & Time

Symptom: Warning Light On

DTC:

7/9/2007 7:09:27PM

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 07/09/2007 11:09 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Robert J Radgowski, 3523651228

SEAT IN PASS SEAT. LIGHT GOES OFF THEN BACK ON. TIRED FOUR DIFF PEOPLE IN SEAT. TECH LINE SAID TRY SEAT BOTTOM. LIGHT STILL GOING OFF THEN COMING BACK ON. MY SRV MGR. SAID TO ASK FOR PLATFORM ENGINEER DAN HOWELLS. TO SEE IF HE CAN HELP US WITH THIS PROLEM. OR IS THERE SOMETHING I AM MISSING THANKS ROBERT FLO91

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/09/2007 11:31 AM Pacific Daylight Time MHorey-TL Action Type: Incoming call Robert.

If we have already tried a seat cushion, I don't know that there is anything else we can do here. I will check with Dan and let you know if he has any suggestions.

Mark Horey  
Technical Communications Manager

---

\*\*\* NOTES 07/09/2007 11:57 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Robert J Radgowski, 3523651228  
THANKS FOR YOUR HELP .LET ME KNOW IF DAN HAS ANY IDEAS. ROBERT FLO91

\*\*\* NOTES 07/20/2007 04:00 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Robert J Radgowski, 3523651228  
PER VAN DEREEST INSTALLED SECOND SEAT BOTTOM FAILED . OUR DPSM DON STEVENS WOULD LIKE YOU  
TO CONTACT PLAFORM ENGINEER DAN HOWELLS TO SEE IF HE HAS ANY IDEAS. THANKS ROBERT FL091

\*\*\* PHONE LOG 07/20/2007 09:36 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Robert,

We have no where to go for this at this time.

Mark H.

\*\*\* CASE CLOSE 10/29/2007 05:06 AM clarify  
\*\*\* Performed by contact: Robert J Radgowski, 3523651228  
traded cust out of vech





**Kia Motors America  
Technical Assistance Center**

Case Number: T1332419

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25547

Model Code: 74222

VIN: KNDJD736175 [REDACTED]

Mileage: 3,414

Prod Date: 12/6/2006

Warranty Start Date: 5/3/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC052 Kia of Gastonia

Phone: 7048235010

FAX: 7048235011

Contact: JEFFERY PADGETT

Contact Title: TECH

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/11/2007 11:44:01A

System: Restraints

Component:

Resolution:

Case History

\*\*\* NOTES 07/11/2007 03:44 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JEFFERY PADGETT, 7048235010

THE OSC LIGHT WILL NOT GO OFF WHEN SOMEONE SETS IN THE SEAT. I DUPLICATE THE CONCERN. IS THERE ANYTHING I CAN DO?

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/11/2007 06:03 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Contact the DPSM please. Compare to a known good car and see if same condition is present. Review proper operation in owners manual.

\*\*\* CASE CLOSE 09/12/2007 03:50 AM clarify

\*\*\* Performed by contact: JEFFERY PADGETT, 7048235010

FIELD TECH FIX



**Kia Motors America  
Technical Assistance Center**

Case Number: T1332660

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23763

Model Code: 74222

VIN: KNDJD736575 [REDACTED]

Mileage: 1,967

Prod Date: 11/8/2006

Warranty Start Date: 6/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX079 Westside Kia

Phone: 2813923200

FAX: 2813923896

Contact: JIM BLACKBURN

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/11/2007 5:43:47P

System: Restraints

Component:

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 07/11/2007 09:47 AM Pacific Daylight Time DJackson-TL  
Tech states the OCS light comes on with customer is seat and there is no codes.  
Have customer sit in another 07 Sorento and contact the DPSM.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:38 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1333037

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21722

Model Code: 74202

VIN: KNDJD736875 [REDACTED]

Mileage: 5,633

Prod Date: 9/30/2006

Warranty Start Date: 2/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TN026 Prebul Kia

Phone: 4238551022

FAX: 4235984841

Contact: Johnny Walling

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/12/2007 12:44:34P

System: Restraints

Component:

Resolution: Auto Closed

Case History

\*\*\* NOTES 07/12/2007 04:44 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Johnny Walling, 4238551166

HAVE ANOTHER SORENTO WITH THE SAME COMPLAINT. PASSENGER AIRBAG LIGHT NOT OPERATING WITH OCCUPANT IN THE SEAT

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/12/2007 05:51 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call  
Contact DPSM please, also as normal review the owners manual with customer.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:40 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1333068

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19265

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 4,613

Prod Date: 7/26/2006

Warranty Start Date: 3/12/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NY023 Dorschel Kia

Phone: 5853349440

FAX: 5853342057

Contact: John Passamonte

Contact Title:

Service District: EA07

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/12/2007 1:44:40P

System: Restraints

Component:

Resolution: Cant Duplicate

Case History

\*\*\* NOTES 07/12/2007 05:44 AM clarify Action Type: Manager review

\*\*\* Performed by contact: John Passamonte, 5853349440

Customer states the Passenger air bag light does not always go off when there is an adult sitting in the seat.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
This customer has been in for this concern before and states this is intermittent. We have been through the correct seating position with them and have asked them to show us when it happens and we have not been able to duplicate the concern. I have been asked to contact you to see if there is anything we may have missed. Any suggestions?? Thanks.

\*\*\* PHONE LOG 07/12/2007 05:59 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call  
John, this is a common concern and as of right now there is nothing you can do.

\*\*\* CASE CLOSE 11/15/2007 06:11 AM clarify

\*\*\* Performed by contact: John Passamonte, 5853349440  
unable to duplicate concern

\*\*\* CASE CLOSE 11/20/2007 05:36 AM Pacific Daylight Time RLevy-TL

---

Resolution Code: Cant Duplicate  
CLOSING COMMENTS  
Can't duplicate.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1333150

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17684

Model Code: 74222

VIN: kndjd736475 [REDACTED]

Mileage: 2,909

Prod Date: 6/27/2006

Warranty Start Date: 12/5/2006 12:00:00AM

**Dealer/Contact Data:**

Dealer: FL021 Boniface-Hiers Kia

Phone: 3219519595

FAX: 3219517783

Contact: Enrique Torres

Contact Title:

Service District: SO03

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/12/2007 3:37:21P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

**Case History**

\*\*\* NOTES 07/12/2007 07:37 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Enrique Torres, 3219519595

Vehicle is in for final repair attempt. Per dpsm conversation with neem vander reest. Was told to order new right front seat cushion. Dpsm also wanted us to reopen case it is T1260763. customer complaint is air bag light on. If you need any more info. Please let me know. Thank You

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/12/2007 08:59 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
OK. No promises that you are going to change anything here.

Mark H.

\*\*\* CASE CLOSE 09/24/2007 04:20 AM clarify

\*\*\* Performed by contact: Enrique Torres, 3219519595

flased seat vehicle being bought back



**Kia Motors America  
Technical Assistance Center**

Case Number: T1333153

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24880

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 2,786

Prod Date: 11/27/2006

Warranty Start Date: 6/11/2007 12:00:00AM

Dealer/Contact Data:

Dealer: GA064 Carriage Kia

Phone: 6787172150

FAX: 6787172155

Contact: YOHANNAS MURRAY

Contact Title: TECH

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/12/2007 3:36:52P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 07/12/2007 07:41 AM Pacific Daylight Time MGoldwasser

The customer states the OCS light will not turn off intermittently, the tech has not been able to duplicate this concern.

Advised the tech to have the customer come in and try to duplicate the concern, advised the tech that the concern will need to be duplicated before any repairs can be made.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:41 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1333252

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19259

Model Code: 74422

VIN: KNDJC736075 [REDACTED]

Mileage: 3,865

Prod Date: 7/27/2006

Warranty Start Date: 3/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NY023 Dorschel Kia

Phone: 5853349440

FAX: 5853342057

Contact: TODD DUGAN

Contact Title:

Service District: EA07

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/12/2007 5:35:05P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 07/12/2007 09:35 AM clarify Action Type: Manager review

\*\*\* Performed by contact: TODD DUGAN, 5853349440

CUST. STATES PAS. AIR BAG OFF LAMP WILL STAY ON EVEN WITH ADULT IN SEAT. WHEN I CHECKED TO  
DUPLICATE I FOUND THAT IN CERTAIN POSITIONS THAT IT WOULD OBVIOUSLY STAY ON BUT WHEN I WENT  
TO REPOSITION MYSELF CORRECTLY THAT THE LIGHT WOULD NOT GO OFF UNTILL I COMPLETELY  
REMOVED MY WEIGHT. IS THIS NORMAL OR DO YOU HAVE A WAY TO MAKE THE SEAT MORE SENSITIVE. IN  
ANY CASE WHAT SHALL I TELL THE CUST?

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/12/2007 09:42 AM Pacific Daylight Time MHorey-TL Action Type: Incoming call  
Todd,

There is no adjustment or change that can be made to this. The best thing to do is review the seating position section of the owners  
manual with the customer.

Mark Horey



Technical Communications Manager

---

\*\*\* CASE CLOSE 07/12/2007 01:18 PM clarify  
\*\*\* Performed by contact: Brett Hackett, 5853349440  
ADVISED CUSTOMER



**Kia Motors America  
Technical Assistance Center**

Case Number: T1333375

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S20161

Model Code: 74202

VIN: KNDJD736375 [REDACTED]

Mileage: 8,922

Prod Date: 9/7/2006

Warranty Start Date: 1/27/2007 12:00:00AM

**Dealer/Contact Data:**

Dealer: AL018 Crown Kia

Phone: 2565465276

FAX: 2565471723

Contact: Kem Jackson

Contact Title:

Service District: SO01

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/12/2007 8:21:28P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* PHONE LOG 07/12/2007 12:28 PM Pacific Daylight Time MGoldwasser

The customer states the OCS light does not turn off with a passenger in the seat. The tech has not been able to duplicate the customers concern.

Advised the tech to have the customer come in a duplicate the concern and then compare it against another known good vehicle.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:42 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1334360

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23446

Model Code: 74222

VIN: KNDJD736875 [REDACTED]

Mileage: 6,800

Prod Date: 11/3/2006

Warranty Start Date: 4/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ032 Mark Kia

Phone: 4809940026

FAX: 4809945711

Contact: Jeff Ross

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/16/2007 4:48:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 07/16/2007 08:48 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jeff Ross. 4809940026

customer is back for the 4th time.complains that sometimes the passenger air bag warning that says passenger side air bag is off.stays on with someone sitting in the seat.we have explained to him many times that if a light person sits ther and leans it will come on.we have told him that you must sit squarly in the seat for this to function properly.he weighs 200 lbs and says sometimes when he is in the passenger seat sitting properly the indicator will come on telling him that the passenger air bag is off.we can not duplicate this,although i beleive that he would not come back 4 times for nothing.we have scanned this for faults and there are none.any input on this ? thank you jeff

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/16/2007 09:47 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
Jeff.

We are aware of this concern, please contact you're DPSM for more information.

\*\*\* EMAIL OUT ti\_ MGoldwasser Action Type:External email

Send to:[Steinwinter, Tom [KMA];Fritzinger, Keith [KMA]]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

GENTLEMEN THIS ONES GOING TO NEED A RE FLASH WHEN IT BECOMES AVAILABLE, JUST GIVING YOU A HEADS UP!

<<File Attachment:

\\copubs\ClarifyOBJTL\_Attachments\SendHistory\Case\_T1334360\_MGoldwasser\_07-16-2007104541.doc>>

\*\*\* CASE CLOSE 07/23/2007 01:07 PM clarify

\*\*\* Performed by contact: Jeff Ross, 4809940026

waiting for reflash to become available



**Kia Motors America  
Technical Assistance Center**

Case Number: T1334579

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S17820

Model Code: 74422

VIN: KNDJC736275 [REDACTED]

Mileage: 9,276

Prod Date: 6/29/2006

Warranty Start Date: 1/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: IL053 Ward Kia

Phone: 6184578155

FAX: 6184572912

Contact: Tom Smith

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/16/2007 8:38:33P

System: Restraints

Component: Passenger's Air Bag

Resolution: Software Upgrade

Case History

\*\*\* PHONE LOG 07/16/2007 12:48 PM Pacific Daylight Time DFinkelstein-TL  
Tech states customer is complaining that the OCS light comes on intermittently while driving. The occupant in question weighs approx 140-150 lbs. Tech has not been able to duplicate the concern at this time. All connections to the passenger seat have been inspected.

Advised tech to have service manager contact their DPSM and see what actions he wants taken at this time.

\*\*\* CASE CLOSE 07/02/2008 12:27 PM clarify  
\*\*\* Performed by contact: Tom P Smith, 6184578155  
DPSM flashed ocs module

\*\*\* CASE CLOSE 07/02/2008 01:36 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
FTR reflashed OCS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1334640

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S21215

Model Code: 74422

VIN: KNDJC736775 [REDACTED]

Mileage: 732

Prod Date: 9/26/2006

Warranty Start Date: 7/1/2007 12:00:00AM

**Dealer/Contact Data:**

Dealer: CA157 Braley & Graham Kia

Phone: 9164812200

FAX: 9164847024

Contact: Victor Alfaro

Contact Title: Tech

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/16/2007 9:48:33P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* PHONE LOG 07/16/2007 01:56 PM Pacific Daylight Time DFinkelstein-TL

Customer states the OCS light doesn't work correctly at times. Tech has tested the seat and found the OCS lamp will not go out after changing seat positions.

Advised tech that KIA is currently investigating this concern. Advised tech to have service manager contact their DPSM to see what actions he wants taken at this time.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:45 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1334875

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S26123

Model Code: 74202

VIN: KNDJD736975 [REDACTED]

Mileage: 2,973

Prod Date: 12/16/2006

Warranty Start Date: 5/19/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC052 Kia of Gastonia

Phone: 7048235010

FAX: 7048235011

Contact: JEFFERY PADGETT

Contact Title: TECH

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On\_OCS

DTC:

7/17/2007 2:35:19P

System: Restraints

Component:

Resolution:

Case History

\*\*\* NOTES 07/17/2007 06:35 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JEFFERY PADGETT, 7048235010

THE LIGHT ON THE DASH WILL NOT GO OUT WHEN THE CUSTOMER SITS IN THE SEAT. WE TRIED ANOTHER CAR AND IT WENT OUT

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/17/2007 07:19 AM Pacific Daylight Time MKeiser Action Type: Incoming call  
Make sure the customer is sitting in the seat according to the owners manual directions

We are currently waiting on a countermeasure for this condition. you will want to contact the DPSM for further instructions

\*\*\* CASE CLOSE 09/12/2007 03:49 AM clarify

\*\*\* Performed by contact: JEFFERY PADGETT, 7048235010

FIELD TECH FIX



**Kia Motors America  
Technical Assistance Center**

Case Number: T1334920

**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17241

Model Code: 74442

VIN: kndjc736175 [REDACTED]

Mileage: 6,907

Prod Date: 6/15/2006

Warranty Start Date: 12/28/2006 12:00:00AM

**Dealer/Contact Data:**

Dealer: OH054 Van Devere Kia

Phone: 3302538800

FAX: 3302535553

Contact: Roger Runion

Contact Title: Tech

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/17/2007 3:28:30P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

**Case History**

\*\*\* NOTES 07/17/2007 07:28 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Roger Runion, 3302535000

customer states that the ocs light will come on with a normal size person in the seat. have road tested the vehicle several miles, and so far have not had it happen. What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
scanned for codes with the gds, no codes, road tested the vehicle with a person in the seat. checked for bullitans, none found. wondering if there has been a patern with this concern

\*\*\* PHONE LOG 07/17/2007 07:35 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call  
Roger - KIA is currently investigating this concern. Review the correct seating positions with customer 1st . If the problem is still occurring then contact your DPSM and see what actions he wants taken at this time.

\*\*\* CASE CLOSE 01/25/2008 05:42 PM clarify  
\*\*\* Performed by contact: Roger Runion, 3302535000  
Reprogramed the computer when it came out



Reprogramed the computer when it came out



**Kia Motors America  
Technical Assistance Center**

Case Number: T1335206

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17518

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 796

Prod Date: 6/21/2006

Warranty Start Date: 6/5/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA008 Pomoco Kia

Phone: 7578257252

FAX: 7572620147

Contact: John Glock

Contact Title:

Service District: EA03

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/17/2007 9:11:52P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 07/17/2007 01:20 PM Pacific Daylight Time MGoldwasser  
The tech states the OCS light is on, the tech has replaced the OCS seat cushion.

Advised the tech that we addressing this concern and to contact his DPSM for any further information.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:47 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1335522

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S22138

Model Code: 74222

VIN: KNDJD736675 [REDACTED]

Mileage: 447

Prod Date: 10/13/2006

Warranty Start Date: 7/6/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX040 Classic Kia

Phone: 8174671234

FAX: 8177843365

Contact: Umberto Garcia

Contact Title: tech

Service District: SO06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/18/2007 4:16:25P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 07/18/2007 08:20 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS light doesn't always seem to go out when sitting in the passenger seat according to customer.  
Tech has verified that it doesn't always go out .

Advised tech that KIA is currently investigating this concern at this time. Service manager should contact their DPSM for any actions to be taken at this time.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:48 PM sa



# Kia Motors America Technical Assistance Center

Case Number: T1337089

## Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17624

Model Code: 74242

VIN: KNDJD736975 [REDACTED]

Mileage: 1,857

Prod Date: 6/23/2006

Warranty Start Date: 5/22/2007 12:00:00AM

## Dealer/Contact Data:

Dealer: IL035 Napleton's Kia of Elmhurst

Phone: 6307829300

FAX: 6308331668

Contact: Jesus Payabyab

Contact Title:

Service District:

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/23/2007 1:51:07P

System: Restraints

Component:

Resolution: Auto Closed

## Case History

\*\*\* PHONE LOG 07/23/2007 05:59 AM Pacific Daylight Time SSilavong-TL  
-Customer allege Passenger OCS off light is on.

-Tech cannot duplicate the incident.

- If the concern cannot be duplicated customer should be contact to explain or demonstrate the concern.  
-Check the customer seating posture refer to owner manual.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:52 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1337285

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22980

Model Code: 74242

VIN: KNDJD736075 [REDACTED]

Mileage: 2,205

Prod Date: 10/29/2006

Warranty Start Date: 2/10/2007 12:00:00AM

Dealer/Contact Data:

Dealer: GA051 Gwinnett Place Kia

Phone: 6788042100

FAX: 6789571788

Contact: Jason Reynolds

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Information Given

DTC:

7/23/2007 4:55:02P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 07/23/2007 08:55 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jason Reynolds, 6788042100

THE CUSTOMER SAYS THAT OCC. THE PASSENGER SEAT WILL NOT DETECT IF ANYONE IS SITTING IN THE SEAT. EVERYTIME WE HAVE LOOKED AT IT, IT IS WORKING PROPERLY. I WAS WONDERING IF YOU GUYS HAVE HEARD ANYTHING ABOUT THAT ON THE NEW SORENTO.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/23/2007 09:03 AM Pacific Daylight Time MHorey-TL Action Type: Incoming call  
Jason,

This is under investigation at this time. All you can do is review the seating position section in the owners manual. Do not attempt any repair at this time.

Mark Horey  
Technical Communications Manager

---

\*\*\* CASE CLOSE 07/31/2007 04:39 AM clarify  
\*\*\* Performed by contact: Jason Reynolds. 6788042100  
INFORMED OWNER THERE IS NO RESOLUTION AT THIS TIME.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1337494

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S20425

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 3,602

Prod Date: 9/13/2006

Warranty Start Date: 4/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: LONNIE W PRESSLEY

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Information Given

DTC:

7/23/2007 8:13:42P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* NOTES 07/23/2007 12:13 PM clarify Action Type: Manager review

\*\*\* Performed by contact: LONNIE W PRESSLEY, 352 365-1228

CUSTOMER STATES THE PASSENGER AIR BAG OFF LIGHT STAYS ON WHILE DRIVING.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
WE HAVE INSTALLED THE SEAT BOTTOM AND THE LIGHT WILL STAY ON WITH ANYONE LESS THAN APPROX.  
200 LBS. SEE CASE T1331466.

\*\*\* PHONE LOG 07/23/2007 12:41 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Lonnie.

You can stop opening cases on this on this car. There is nothing that can be done at this time except review teh seating position  
section oof the owners manual.

Mark Horey  
Technical Communications Manager

---

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:54 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1337970

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17582

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 1,312

Prod Date: 6/22/2006

Warranty Start Date: 5/17/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589

FAX: 7724659462

Contact: Jeff Cintron

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

7/24/2007 5:53:16P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

\*\*\* NOTES 07/24/2007 09:53 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jeff Cintron, 7724658589

THE PASS AIR BAG LIGHT WILL NOT TURN OFF WHEN PASSENGER IS IN SEAT. IS THERE A FIX FOR THIS YET? PLEASE ADVISE.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/24/2007 10:19 AM Pacific Daylight Time MHorey-TL Action Type: Incoming call  
Jeff,

We have nothing for this at this time. Please review correct seating position from the owners manual.

Mark Horey  
Technical Communiactions Manager

\*\*\* CASE CLOSE 08/17/2007 06:43 AM clarify

\*\*\* Performed by contact: Jeff Cintron, 7724658589  
NO ASSISTANCE PROV.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1339167

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25734

Model Code: 74222

VIN: KNDJD736575 [REDACTED]

Mileage: 2,960

Prod Date: 12/13/2006

Warranty Start Date: 6/3/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH028 Ricart Kia

Phone: 6148365321

FAX: 6148366555

Contact: MICHAEL D SANDERSON

Contact Title:

Service District: CE02

Case Details:

Case Title: OCS Light On #

Create Date & Time

Symptom: Information Given

DTC:

7/26/2007 7:53:34P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* NOTES 07/26/2007 11:53 AM clarify Action Type: Manager review

\*\*\* Performed by contact: MICHAEL D SANDERSON, 6148365321

CUSTOMER STATES LIGHT FOR PASS SIDE AIR BAG STAYS ON EVEN IF THERE IS A PERSON SEATING ON SEAT.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
HAVE DROVE WITH SOMEONE SITTING IN PASS SEAT LIGHT DOES NOT STAY ON. HAVE YOU HEARD THIS  
PROBLEM BEFORE.

\*\*\* PHONE LOG 07/26/2007 12:20 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call  
Michael,

We are seeing a bit of this. The only action you can take at this time is nreviewing the seating position section in the owners  
manual.

Mark Horey  
Technical Communications Manager

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\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:59 PM sa