

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



**Kia Motors America
Technical Assistance Center**

Case Number: T1340437

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23449

Model Code: 74222

VIN: KNDJD736875 [REDACTED]

Mileage: 651

Prod Date: 11/3/2006

Warranty Start Date: 7/19/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ030 Liberty Kia

Phone: 9287595600

FAX: 9287595601

Contact: Rick Byrd

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

7/30/2007 8:29:00P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 07/30/2007 12:49 PM Pacific Daylight Time DFinkelstein-TL
Tech states female customer seating in passenger seat won't make OCS light go out at times. Tech has tried swapping seats from another vehicle and still has the same problem. Customer has been told to sit according to the owner's manual .

Advised tech KIA is currently investigating OCS concerns of this nature on the 07 Sorento. Tech should have service manager contact DPSM on this customer and issue.

*** CASE AUTO CLOSE 02/15/2009 12:00:04 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1340807

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S24778

Model Code: 74202

VIN: KNDJD736175 [REDACTED]

Mileage: 1,297

Prod Date: 11/24/2006

Warranty Start Date: 7/11/2007 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: OCS validation

DTC:

7/31/2007 1:54:49P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 07/31/2007 05:54 AM clarify Action Type: Manager review

*** Performed by contact: RANDY PHILLIPS, 4238551166

ATTN PLATFORM ENGINEERING

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

*** PHONE LOG 07/31/2007 05:57 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Do you need assistance?

*** CASE CLOSE 01/07/2008 07:24 AM clarify

*** Performed by contact: RANDY PHILLIPS, 4238551166

NO UPDATES AV.



**Kia Motors America
Technical Assistance Center**

Case Number: T1341416

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21048

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 2,998

Prod Date: 9/20/2006

Warranty Start Date: 3/8/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TN026 Prebul Kia

Phone: 4238551022

FAX: 4235984841

Contact: Adam Babcock

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/1/2007 12:58:48PM

System: Restraints

Component:

Resolution:

Case History

*** NOTES 08/01/2007 04:58 AM clarify Action Type: Manager review

*** Performed by contact: Adam Babcock. 4238551166

AIR BAG LIGHT STAYING ON WITH SOMEONE IN SEAT

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

*** PHONE LOG 08/01/2007 05:13 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Can you duplicate the concern with the customer in another like vehicle? Is it setting codes? Are they sitting in the seat properly?

*** CASE CLOSE 08/09/2007 10:07 AM clarify

*** Performed by contact: Adam Babcock. 4238551166

WAS WORKING TO SPEC. AT THIS TIME



**Kia Motors America
Technical Assistance Center**

Case Number: T1341863

Vehicle Data

Model/Year: 2.007 SORENTO EX 4X4

Engine: G6S17332

Model Code: 74442

VIN: KNDJC736775 [REDACTED]

Mileage: 5,744

Prod Date: 6/16/2006

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

Dealer/Contact Data:

Dealer: CT016 Kia Motors of Old Saybrook

Phone: 8603881300

FAX: 8603951775

Contact: MIKE CHUBBUCK

Contact Title: TECH

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

8/1/2007 8:19:43PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** PHONE LOG 08/01/2007 12:29 PM Pacific Daylight Time MGoldwasser
The tech states the OCS light comes on intermittently with a passenger in the seat.

Advised the tech that we are aware of this concern and we are addressing it.

*** CASE AUTO CLOSE 02/15/2009 12:00:09 AM 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: T1342197

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25618

Model Code: 74222

VIN: KNDJD736875 [REDACTED]

Mileage: 3,947

Prod Date: 12/8/2006

Warranty Start Date: 5/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MS005 Johnson Kia

Phone: 6016936343

FAX: 6014821371

Contact: David Smith

Contact Title:

Service District: SO11

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/2/2007 3:37:57PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 08/02/2007 07:44 AM Pacific Daylight Time RLevy-TL

Tech states customer says the OCS light will not go out unless a 300 lbs person sits in the seat. Tech states when he is sitting in the seat the light goes out.

Advised tech to tell customer to refer to owner manual for proper seating position.

*** CASE AUTO CLOSE 02/15/2009 12:00:15 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1342714

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S19848

Model Code: 74242

VIN: KNDJD736875 [REDACTED]

Mileage: 5,964

Prod Date: 8/22/2006

Warranty Start Date: 3/30/2007 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:

8/3/2007 2:27:15PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 08/03/2007 06:37 AM Pacific Daylight Time DJackson-TL

Tech states he can not duplicate with customer but the light comes on and off and there is no codes.
Advise to contact the DPSM.

*** CASE AUTO CLOSE 02/15/2009 12:00:17 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1343213

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S23304

Model Code: 74202

VIN: KNDJD736975 [REDACTED]

Mileage: 504

Prod Date: 11/2/2006

Warranty Start Date: 7/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL005 Coggin Kia

Phone: 9047233210

FAX: 9047254243

Contact: MIKE PEINSIPP

Contact Title:

Service District: SO04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/6/2007 12:17:58PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 08/06/2007 04:17 AM clarify Action Type: Manager review

*** Performed by contact: MIKE PEINSIPP, 9047233210

WHEN SOMEONE UNDER 180LBS IS SITTING IN PASSENGER SEAT THE AIR BAG SENSOR WILL NOT ACKNOWLEDGE SOMEONE IS THERE. IF SOMEONE OVER 180LBS SITS IN THE SEAT IT WORKS FINE. WE HAVE REPLACED THE SEAT BOTTOM AND THAT STILL DID NOT FIX PROBLEM

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

GDS, KGIS

*** PHONE LOG 08/06/2007 05:32 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Is there any codes?. Is there any after market items on this vehicle or change in upholstery? Can the customer get the light to act up on another Sorento?

*** NOTES 08/06/2007 06:23 AM clarify Action Type: Manager review

*** Performed by contact: MIKE PEINSIPP, 9047233210

NO THERE ISNT ANY CODES. NO MODIFICATIONS TO SEATS. WE HAVE TRYED 3 DIFFERENT SORENTOS WITH THE SAME TYPE OF INTERIOR AND THEY ALL WORKED CORRECTLY.

*** PHONE LOG 08/06/2007 06:28 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
You have the identical problem with the new seat?

*** NOTES 08/06/2007 06:40 AM clarify Action Type: Manager review
*** Performed by contact: MIKE PEINSIPP, 9047233210
YES SAME PROBLEM WITH NEW SEAT. WE LOOKED TO SEE IF THEY HAD ANY UPDATES BUT WE DONT SEE ANYTHING LISTED

*** PHONE LOG 08/06/2007 06:42 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
I will forward this on.

*** NOTES 08/07/2007 06:00 AM clarify Action Type: Manager review
*** Performed by contact: MIKE PEINSIPP, 9047233210
ANY NEWS ON WHAT WE CAN LOOK AT ?

*** PHONE LOG 08/07/2007 06:14 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
I know you puta new seat in this car what if you swap from a known good one?

*** NOTES 08/07/2007 09:02 AM clarify Action Type: Manager review
*** Performed by contact: MIKE PEINSIPP, 9047233210
WE WILL HAVE TO TRY THIS I WILL LOOK ON MY LOT TO SEE IF WE HAVE ONE WITH BEIGE INTERIOR

*** NOTES 08/18/2007 05:01 AM clarify Action Type: Manager review
*** Performed by contact: MIKE PEINSIPP, 9047233210
WE HAVE SWAPPED SEAT FROM ANOTHER VEHICLE AND THE OCS LIGHT DOESNT GO OFF. IS THERE A REFLASH FOR THIS LIKE THE EARLIER SORENTO FOR THE SAME ISSUE. ALL THE SORENTOS ON THE LOT DO THE SAME THING IT ALMOST SEEMS LIKE THE SEAT CUSHION IS SO FIRM IT DOESNT COMPRESS AND ACTIVATE AIRBAG WHEN SOMEONE UNDER 180LBS SITS ON IT.

*** PHONE LOG 08/20/2007 05:50 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Please contact the DPSM.

*** CALL LOG 08/20/2007 05:50 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call



**Kia Motors America
Technical Assistance Center**

Case Number: T1343646

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22820

Model Code: 74202

VIN: kndjd736675 [REDACTED]

Mileage: 6,615

Prod Date: 10/26/2006

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

Dealer/Contact Data:

Dealer: GA060 Prebul Kia of Dalton

Phone: 7062262777

FAX: 7062708202

Contact: robert d tinsley

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light Inop

DTC:

8/6/2007 7:31:33PM

System: Restraints

Component:

Resolution:

Case History

*** NOTES 08/06/2007 11:31 AM clarify Action Type: Manager review

*** Performed by contact: robert d tinsley, 706 226 2777

passanger airbag off stays on with cust in seat installed new seat bottom.cust came back lite was on she is about 200lbs was setting straight in seat seat belt on.lite stayed on .no srs codes

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

*** PHONE LOG 08/06/2007 11:34 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

Robert,

Have we duplicate the light with customer?

*** NOTES 08/06/2007 11:37 AM clarify Action Type: Manager review

*** Performed by contact: robert d tinsley, 706 226 2777

yes cust came in setting in seat lite was on

*** PHONE LOG 08/06/2007 11:44 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Robert.

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

Mark Horey
Technical Communications Manager

*** CASE CLOSE 08/27/2007 10:14 AM clarify
*** Performed by contact: robert d tinsley, 706 226 2777
ted peters reflashed ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1346586

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S23711

Model Code: 74442

VIN: kndjc736775 [REDACTED]

Mileage: 3,498

Prod Date: 11/8/2006

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

Dealer/Contact Data:

Dealer: KS004 Olathe Kia

Phone: 9133906800

FAX: 9133909231

Contact: Curtis Darby

Contact Title:

Service District: CE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/13/2007 4:46:07P

System: Restraints

Component:

Resolution: Information Given

Case History

*** NOTES 08/13/2007 08:46 AM clarify Action Type: Manager review

*** Performed by contact: Curtis Darby, 9133906800

was curious if there is an update coming for the ocs light on 07 sorentos. light stays on with pass. in the seat. thanks.

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

*** PHONE LOG 08/13/2007 08:52 AM Pacific Daylight Time MKeiser Action Type: Incoming call

The current condition is under investigation by KMC. We are waiting for a counter measure.

Make sure the customer is sitting in the seat according to the manufacture recommendations outlined in the Owners manual

*** CASE CLOSE 09/04/2007 12:17 PM clarify

*** Performed by contact: Curtis Darby, 9133906800

customer has not returned

*** CASE CLOSE 09/04/2007 12:21 PM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1347171

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S24151

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 8,821

Prod Date: 11/15/2006

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

Dealer/Contact Data:

Dealer: MI015 Steelye Wright Kia of Battle Creek

Phone: 2694418800

FAX: 2694413821

Contact: Steve Schafer

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/14/2007 2:02:48P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 08/14/2007 06:25 AM Pacific Daylight Time DJackson-TL

Tech states original came in with a code and the seat was replaced, now customer states light is on and off but there is no codes.
Advise to contact DPSM for FTR help.

*** CASE AUTO CLOSE 02/15/2009 12:00:32 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1347267

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S18102

Model Code: 74442

VIN: kndjc736375 [REDACTED]

Mileage: 4,819

Prod Date: 6/30/2006

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

Dealer/Contact Data:

Dealer: PA005 Brown-Daub Kia

Phone: 6102531601

FAX: 6105597570

Contact: Brown Daub Kia Technician

Contact Title:

Service District: EA04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/14/2007 3:54:41P

System: Restraints

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

Resolution: Faulty Component

Case History

*** NOTES 08/14/2007 07:54 AM clarify Action Type: Manager review

*** Performed by contact: Brown Daub Kia Technician Logon, 6102531601

customer states passenger air bag light stays on all time, could not duplicate customer's concern at this time, no codes present. replaced passenger seat base. Test drove vehicle several times with other technicians with GDS. Checked wiring below no bent wires or loose plugs. If any other concern that you know about please send reply.

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

*** PHONE LOG 08/14/2007 08:20 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

There is no repair for this concern at this time. Contact your DPSM so he is aware of this concern on this vehicle.

*** NOTES 08/17/2007 09:09 AM clarify Action Type: Manager review

*** Performed by contact: Brown Daub Kia Technician Logon, 6102531601

Found air bag controller was shorting out when it got warm. Which caused the seat belt chime going off every 30 seconds instead of 6 to 7 second on start up. Installed new controller retested air bag system no further problems

*** CASE CLOSE 08/17/2007 09:10 AM clarify
*** Performed by contact: Brown Daub Kia Technician Logon. 6102531601
Installed air bag control module due to internal fault

*** CASE CLOSE 08/17/2007 09:17 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced SRSCM.



**Kia Motors America
Technical Assistance Center**

Case Number: T1348721

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21761

Model Code: 74202

VIN: KNDJD736975 [REDACTED]

Mileage: 8,036

Prod Date: 9/30/2006

Warranty Start Date: 3/15/2007 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: OCS validation

DTC:

8/16/2007 9:32:51P

System: Please Specify

Component:

Resolution: Information Given

Case History

*** NOTES 08/16/2007 01:32 PM clarify Action Type: Manager review

*** Performed by contact: Jeff Cintron, 7724658589

AT TIMES WHEN SOMEONE SEATS IN THE PASSANGER FRONT SEAT THE AIR BAG DOSE NOT TURN ON. WHEN DRIVING UNDER 50MPH AND LETING OFF THE GAS AND GIVEING IT GAS AGIAN VEH SURGES.

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

*** PHONE LOG 08/16/2007 01:39 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Please contact the DPSM and confirm there is no codes.

*** CASE CLOSE 08/17/2007 06:39 AM clarify

*** Performed by contact: Jeff Cintron, 7724658589

NO ASSISTACE PROV.

*** CASE CLOSE 08/17/2007 06:44 AM Pacific Daylight Time DJackson-TL

Resolution Code: Information Given
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1349548

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6G6DA7H

Model Code: 74202

VIN: KNDJD736175 [REDACTED]

Mileage: 1,001

Prod Date: 4/12/2007

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

Dealer/Contact Data:

Dealer: NC051 Kia Country Of New Bern

Phone: 2526728755

FAX: 2526728757

Contact: Joe E. Metz

Contact Title: Tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

8/20/2007 4:20:15P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 08/20/2007 08:25 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS light comes on with passenger sitting in the seat. Tech has verified this problem with passenger sitting in the vehicle and test driving. Customer is in proper seating position.

Advised tech to have service manager contact DPSM and see if an FTR can come out and check the vehicle's OCS system.

*** CASE AUTO CLOSE 02/15/2009 12:00:42 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1350001

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21719

Model Code: 74202

VIN: knjd736275 [REDACTED]

Mileage: 9,548

Prod Date: 9/30/2006

Warranty Start Date: 4/11/2007 12:00:00AM

Dealer/Contact Data:

Dealer: GA060 Prebul Kia of Dalton

Phone: 7062262777

FAX: 7062708202

Contact: robert d tinsley

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/21/2007 11:45:14A

System: Restraints

Component:

Resolution: Need Countermeasure

Case History

*** NOTES 08/21/2007 03:45 AM clarify Action Type: Manager review

*** Performed by contact: robert d tinsley, 706 226 2777

ocs light stays on with someone in seat.i told svc manager it was under investagation. but he wants tac case.to see if seat needs to be replaced or wait for relash.

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

*** PHONE LOG 08/21/2007 05:17 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Please contact the DPSM.

*** CASE CLOSE 08/27/2007 10:13 AM clarify

*** Performed by contact: robert d tinsley, 706 226 2777

ted peters reflashed ocs

*** CASE CLOSE 08/27/2007 10:17 AM Pacific Daylight Time DJackson-TL

Resolution Code: Need Countermeasure
CLOSING COMMENTS
ted peters reflashed ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1350028

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17414

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 6,016

Prod Date: 6/19/2006

Warranty Start Date: 2/7/2007 12:00:00AM

Dealer/Contact Data:

Dealer: GA047 Kia at Arbor Place Mall

Phone: 6787155399

FAX: 6787155380

Contact: Stephen Harrison

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/21/2007 1:28:21P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 08/21/2007 05:28 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Harrison, 6787155399

when there is a weight applied to the pass. side seat pressure pad that is above 200lbs the pass side air bag lamp will not go out 40percent of the time only at weights above 200lbs ... i believe it is going to be the pad in the seat.. supervisor request me to open a case .

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

searched thru tsbs campaigns and pit stop

*** NOTES 08/21/2007 05:49 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Harrison, 6787155399

new contact # is 4048672091 for tech stephen harrison

*** PHONE LOG 08/21/2007 06:00 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Stephen.

-Have we duplicates this? If so have we seating in other 2007 Sorento and will the light come on?

-Have we reviewed the seating procedure in the owner manual with customer?

*** NOTES 08/21/2007 09:52 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Harrison, 6787155399

tested know good sorento ex with sensor same miles and conditons with same passanger no problem found ...

*** NOTES 08/21/2007 10:13 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Harrison, 6787155399

attempted to swap seat with known good seat issue still occurs ..

*** PHONE LOG 08/21/2007 10:16 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

Stephen.

Did you says the customer seating in other vehicle and light still come on?

*** NOTES 08/21/2007 10:55 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Harrison, 6787155399

i removed a seat from a know good sorento and installed it in the veh with the complaint and the issue is still there ..i removed a seat from a 07 ex sorento with cloth. the seat out of the known good had one extra plug on it the wires going into that plug are a blue wire and a black wire both cars have the plug in the floor board but only the known good seat has the the female . in current data when you sit in the seat gently it goes to oc real time stats small oc with 190lbs in it if i sit down with more force it goes to large and the lamp goes out

*** PHONE LOG 08/21/2007 12:45 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

Stephen.

-I had spoke to the engineer and he will look at the case and will contact you for more information.

-Possible he will send one of the Kia Rep to look at the vehicle.

Thanks.

*** EMAIL OUT tj_ SSilavong-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.

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_T1350028_SSilavong-TL_08-21-2007124313.doc>>

*** CASE CLOSE 09/28/2007 08:21 AM clarify

*** Performed by contact: Stephen Harrison, 6787155399

EMAIL SENT NO REPLY AND CUSTOMER HAS NOT RETURNED



**Kia Motors America
Technical Assistance Center**

Case Number: T1350080

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S24638

Model Code: 74242

VIN: KNDJD736X75 [REDACTED]

Mileage: 5,332

Prod Date: 11/21/2006

Warranty Start Date: 5/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: GA062 Riverside Kia

Phone: 4787572002

FAX: 4787574715

Contact: Paul Smith

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/21/2007 2:32:09P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 08/21/2007 06:35 AM Pacific Daylight Time DJackson-TL
Tech states the OCS light comes on and off for the customer.
Advise tech to contact the DPSM.

*** PHONE LOG 02/27/2008 01:45 PM Pacific Daylight Time JBrookes Action Type:Incoming call
Tech stated he was sent a reflash box from Crane KIA, he stated it did not come with the instructiond , but he did the reflash,
and stated the lights kept going from red to green to red. a few times ,he thought the reflash was completed but stated tha
now the OCS light stays on all the time .
Advised, the seat module may have suffered, contact the DPSM .

*** CASE AUTO CLOSE 02/15/2009 12:00:43 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1350472

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24239

Model Code: 74222

VIN: KNDJD736075 [REDACTED]

Mileage: 1,761

Prod Date: 11/16/2006

Warranty Start Date: 7/15/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ030 Liberty Kia

Phone: 9287595600

FAX: 9287595601

Contact: Bill Carpluk

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/21/2007 9:31:00P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE I.LOG 08/21/2007 01:59 PM Pacific Daylight Time SSilavong-TL

-OCS light came on while driving.

-The passenger weight was about 195 lbs.

-Check with engineer and he likes to ask some question please refer to below.

-This incident is under KMA investigation.

1)-VIN number: In the case.

2)-Type of Seat: Cloth and no heater.

3)-Date in service: in the case.

4)-Mileage: in the case.

5)-Occupant information: Name: Bill Carpluk (service manager), Age: 52, Height: 6 foot 1 inch.

6)-Frequency of problem: Constant, about 50% of driving.

7)-Special conditions for when the problem occurs: none.

8)-Other applicable information per service report or customer comments.

*** EMAIL OUT ti_ SSilavong-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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*** CASE AUTO CLOSE 02/15/2009 12:00:45 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1350588

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17861

Model Code: 74242

VIN: KNDJD736275 [REDACTED]

Mileage: 7,633

Prod Date: 6/28/2006

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

Dealer/Contact Data:

Dealer: FL072 Family Kia

Phone: 9048080542

FAX: 9047979541

Contact: clive delaphena

Contact Title: tech

Service District: SO04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/22/2007 12:11:11P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 08/22/2007 04:11 AM clarify Action Type: Manager review

*** Performed by contact: clive delaphena, 9048080542

C/C THAT WHEN THEY SIT IN PASSENGER SIDE SEAT THE AIR BAG LIGHT OFF IS STAYLING ILLUMINATED
What Reference Materials Have Been Used - What Has Already Been Tried?

CHECK FOR CODE INSPECTED WIRE HARNESS AND ALL CONNECTERS NO CODE ALL PARTS ARE WITEIN
FACTORY DESIGN ALL. SO CHECK GDS FOR UPDATE NOT DUPLICATE AT THIS TIME CUSTOMER WARNT US TO
PUT ON FILE ALSO TO KIA TECH CENTER THANK YOU

*** PHONE LOG 08/22/2007 05:24 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Please contact the DPSM for instruction.

*** CASE CLOSE 10/31/2007 07:05 AM clarify

*** Performed by contact: CARL DAVIS, 9048080542

NOTHING CAN BE DONE ON DEALERS END, DEALER ADVISED BY DPSM/KIA CUSTOMER NEEDS TO
REPOSTION THEMSELVES, RESTART VEHICILE,ETC



**Kia Motors America
Technical Assistance Center**

Case Number: T1351013

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17861

Model Code: 74242

VIN: KNDJD736275 [REDACTED]

Mileage: 7,633

Prod Date: 6/28/2006

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

Dealer/Contact Data:

Dealer: FL072 Family Kia

Phone: 9048080542

FAX: 9047979541

Contact: CARL DAVIS

Contact Title:

Service District: SO04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/22/2007 8:16:04P

System: Restraints

Component:

Resolution: Need Countermeasure

Case History

*** NOTES 08/22/2007 12:16 PM clarify Action Type: Manager review

*** Performed by contact: CARL DAVIS, 9048080542

customer concern of pass sitting in passenger side seat and airbag off light is staying illuminated, vehicle has been shown to DPSM and shown that light stayed illuminated for airbag off, customer then changed seat with passenger in vehicle and light still stayed illuminated showing airbag off, no codes etc, customer wanted documented with KMA of concern . Have any update etc come out?

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

Dealer has checked all material available and has been advised in past to tell customer to reposition themselves, turn vehicle off etc to make passenger airbag operate.

*** PHONE LOG 08/22/2007 12:28 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Have the dpsm verify this with customer?

-Please answer question below for the engineer.

1)-VIN number: In the case.

2)-Type of Seat: Cloth and no heater.

-
- 3)-Date in service: in the case.
 - 4)-Mileage: in the case.
 - 5)-Occupant information: Name: (service manager), Age: . Height:
 - 6)-Frequency of problem: Constant, about
 - 7)-Special conditions for when the problem occurs:
 - 8)-Other applicable information per service report or customer comments.

*** NOTES 08/23/2007 12:28 PM clarify Action Type: Manager review

*** Performed by contact: CARL DAVIS, 9048080542

Hello, the following information as requested.vin #KNDJD736275 [REDACTED] 2. type of seat material is leather. 3. RO date is 08/21/07. 4. mileage is 7633 miles. 5. Carl Davis (service manager) 37 age, height 5"8". 6. customer claims happens very frequently. DPSM was at dealer one day and was shown light staying illuminated with passenger in it. 7. no special conditons mentioned. 8. Dealer has numerous customers with either Sorento or Spectras complaining of same concern, dealer per DPSM and kia has advised if no codes , that customers concern is a normal operation.

*** PHONE LOG 08/23/2007 01:15 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Please tell customer that KMA is investigating on this incident.

-I will send this information to the engineer.

Thanks.

*** EMAIL OUT ti_ SSilavong-TL Action Type:External email

Send to:[Howells, Dan [KMA]]

CC List:[Silavong, Sourivadeth [KMA]]

This is the case with the OCS light on (Sorento 2007) In the case was the question you want us too answer.

Souri.

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 08/24/2007 05:10 AM clarify Action Type: Manager review

*** Performed by contact: CARL DAVIS, 9048080542

will do, please notify dealer should a repair/solution to ocs incidents become available.

*** CASE CLOSE 08/24/2007 05:11 AM clarify

*** Performed by contact: CARL DAVIS, 9048080542

DEALER WAS ADVISED KIA WORKING ON SITUATION AND WILL NOTIFY DEALER WHEN REPAIR BECOMES AVAILABLE

*** CASE CLOSE 08/24/2007 05:54 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Need Countermeasure

CLOSING COMMENTS

*** CASE CLOSE 08/24/2007 05:11 AM clarify

*** Performed by contact: CARL DAVIS, 9048080542

DEALER WAS ADVISED KIA WORKING ON SITUATION AND WILL NOTIFY DEALER WHEN REPAIR BECOMES AVAILABLE



**Kia Motors America
Technical Assistance Center**

Case Number: T1351310

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S19295

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 8,956

Prod Date: 7/26/2006

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

Dealer/Contact Data:

Dealer: MI009 Dick Scott Kia

Phone: 7343979900

FAX: 7343972684

Contact: SAMUEL FREEMAN

Contact Title:

Service District: CE06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/23/2007 2:40:54P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 08/23/2007 06:40 AM clarify Action Type: Manager review

*** Performed by contact: SAMUEL FREEMAN, 7343979900

CUSTOMER STATES THAT WHEN THIER IS A PASS IN PASS SEAT AT TIMES THE AIRBAG LIGHT OFF STAYS ON I TRIED IT SEVERAL TIMES AND HAD ANOTHER TECH TRIED IT TESTED WITH SCAN TOOL NO PROBLEMS FOUND IS THERE A MIN. AND MAX. SPECS FOR WEIGHT IN OCS SYSTEM?

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

SCAN TOOL AND LOOKED UP INFO ON ON-LINE SHOP MANUAL

*** PHONE LOG 08/23/2007 06:52 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Samuel , the owner's manual covers a lot of this information . The seat sensors are designed to detect whether an adult size person is sitting in the seat or a child. There are a lot of adults that maybe the size of children in weight especially smaller women. Most complaints for this type of problem are women passengers that border on a child's weight , therefore the OCS light stays on. There isn't a clear cut weight that shuts off the light. It takes several different factors to determine whether its a child or adult. We have had some new information available on this concern . Have your service manager contact your DPSM to discuss the customer and vehicle . See what actions your DPSM wants taken at this time. Before calling him make sure the customer is sitting correctly in the seat as per owner's manual.

*** CASE CLOSE 08/23/2007 07:39 AM clarify
*** Performed by contact: SAMUEL FREEMAN. 7343979900
thanks for the info will inform manager and let them handle it from here

*** CASE CLOSE 08/23/2007 09:54 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Information Given
CLOSING COMMENTS
information given



**Kia Motors America
Technical Assistance Center**

Case Number: T1351369

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18048

Model Code: 74222

VIN: KNDJD736675 [REDACTED]

Mileage: 3,399

Prod Date: 6/30/2006

Warranty Start Date: 4/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL098 Williams Kia of Naples

Phone: 2397328910

FAX: 2397321105

Contact: Julio Rentas

Contact Title: Service

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Oil Leak

DTC:

8/23/2007 3:39:03P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 08/23/2007 07:51 AM Pacific Daylight Time SSilavong-TL

-Customer alleges OCS light come on at times.

-Dealer personnel cannot duplicate the incident.

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

-Give the customer information about OCS. Refer to KGIS>Glove box hand out.

*** CASE AUTO CLOSE 07/15/2009 12:00:49 AM ea



**Kia Motors America
Technical Assistance Center**

Case Number: T1352634

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24461

Model Code: 74222

VIN: knjd736475 [REDACTED]

Mileage: 2,618

Prod Date: 11/20/2006

Warranty Start Date: 7/7/2007 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: Warning Light On

DTC:

8/27/2007 6:41:03P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/27/2007 11:41 AM clarify Action Type: Manager review

*** Performed by contact: Eric Barnes, 4808137729

customer states ocs light is irratic goes on and off while driving with 150 lb passenger scanned for codes none present light operates fine for me. keith f fir said to open a case when there are ocs concerns on 07 sorrentos. thanks

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

*** PHONE LOG 08/27/2007 11:06 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Eric,

This is under investigation. Do not attempt any repairs at this time. KMC is working on a reflash No ETA.

Mark Horey
Technical Communications Manager

*** CASE CLOSE 08/28/2007 08:57 AM clarify

*** Performed by contact: Eric Barnes, 4808137729
no repairs performed



**Kia Motors America
Technical Assistance Center**

Case Number: T1353136

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17456

Model Code: 74442

VIN: kndjc736x75 [REDACTED]

Mileage: 6,457

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: PAUL CLEMENS

Contact Title: TECH

Service District: WE08

Case Details:

Create Date & Time

Case Title: OCS - light on

Symptom: Warning Light On

DTC:

8/28/2007 4:57:43P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Vehicle Repaired

Case History

*** NOTES 08/28/2007 08:57 AM clarify Action Type: Manager review

*** Performed by contact: PAUL CLEMENS, 5096643200

I have an 07 sorento that will not turn on the pass side airbag most of the time. have checked for updates on gds and found none. have you seen this before and what should I try next?

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

*** PHONE LOG 08/28/2007 09:12 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Paul we are told there is a reflash for this, the the FTR can do .

*** NOTES 08/28/2007 09:41 AM clarify Action Type: Manager review

*** Performed by contact: PAUL CLEMENS, 5096643200

What is the fr and I tried updating with GDS and it would not find one for this problem do I need to use the same update module as the spectra.

*** PHONE LOG 08/29/2007 01:08 PM Pacific Daylight Time JBrookes Action Type: Incoming call
Paul, I have to repeat, the FTR has the equipment to do the reflash .

*** NOTES 08/30/2007 04:48 AM clarify Action Type: Manager review

*** Performed by contact: PAUL CLEMENS, 5096643200

Thanks I didn't think what FTR meant that is why is asked the last question again then I realized you were talking about the field tech rep.

Thanks Paul

*** CASE CLOSE 10/08/2007 07:00 AM clarify

*** Performed by contact: PAUL CLEMENS, 5096643200

FTR reprogrammed Ocs

*** CASE CLOSE 10/15/2007 02:58 PM Pacific Daylight Time JBrookes

Resolution Code: Vehicle Repaired

CLOSING COMMENTS

FTR reprogrammed OCS .



**Kia Motors America
Technical Assistance Center**

Case Number: T1354180

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6G6DA7S

Model Code: 74222

VIN: knjd736375 [REDACTED]

Mileage: 1,993

Prod Date: 4/20/2007

Warranty Start Date: 7/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia

Phone: 4808137729

FAX:

Contact: Eric Barnes

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - light on

Symptom: Warning Light On

DTC:

8/30/2007 2:19:11P

System: Restraints

Component: Passenger Presences Sensor

Resolution: No Problem Found

Case History

*** NOTES 08/30/2007 07:19 AM clarify Action Type: Manager review

*** Performed by contact: Eric Barnes, 4808137729

customer states while driving ocs light goes on and off with 150 lb passenger sitting. advised customer to sit upright with seat back up but still has problem.

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

*** PHONE LOG 08/30/2007 07:31 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Eric. If you have seen this happen in this vehicle, the FTR has program to reflash the seat.

*** CASE CLOSE 10/01/2007 10:53 AM clarify

*** Performed by contact: Eric Barnes, 4808137729

no repairs performed

*** CASE CLOSE 10/04/2007 09:19 AM Pacific Daylight Time JBrookes

Resolution Code: No Problem Found
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1354224

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23582

Model Code: 74222

VIN: kndjd736175 [REDACTED]

Mileage: 3,816

Prod Date: 11/7/2006

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

Dealer/Contact Data:

Dealer: TX097 Southwest Kia-NW

Phone: 2146942800

FAX: 2146601818

Contact: Lawrence Aldrete

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - light on

8/30/2007 3:10:26P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 08/30/2007 07:17 AM Pacific Daylight Time JBrookes
Concern that the OCS light stays on at times .
Advised to contact the FTR to have the seat reprogrammed .

*** CASE CLOSE 09/08/2007 11:44 AM clarify
*** Performed by contact: Service Department, 214 321-8200
npf

*** PHONE LOG 09/17/2007 09:28 AM Pacific Daylight Time JBrookes Action Type:Incoming call
Please could you let us know what is the status on this concern, thanks .

*** CASE CLOSE 10/29/2007 12:49 PM clarify
*** Performed by contact: Service Department, 214 321-8200



**Kia Motors America
Technical Assistance Center**

Case Number: T1354333

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S24151

Model Code: 74242

VIN: KNDJD736375 [REDACTED]

Mileage: 395

Prod Date: 11/15/2006

Warranty Start Date: 8/10/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ021 Fisher Kia

Phone: 9283141077

FAX: 9283141075

Contact: Mark Munoz

Contact Title: Service

Service District: WE06

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

8/30/2007 5:52:41P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 08/30/2007 09:52 AM clarify Action Type: Manager review

*** Performed by contact: Mark Munoz, 9283445345

C/S WHILE DRIVING WITH HUSBAND IN PASS. SEAT (HUSBAND 220-240LBS) THE PASS. AIRBAG LIGHT WILL COME ON INDICATING "AIRBAG OFF" WE CAN NOT DUPLICATE CONCERN. WE FIND NO KNOWN ISSUES. TSB'S OR OTHER REF. ARE YOU AWARE OF ANY KNOWN ISSUES WE SHOULD LOOK FOR? CUST. IS VERY UPSET AND READY TO PURSUE LEGAL ACTION IF NECESSARY ANY HELP WOULD BE APPRECIATED...MARK

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

*** PHONE LOG 08/30/2007 10:25 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Mark, we are told the FTR. have a reflash for this. re your note in the case. about the legal action from customer, inform the DPSM of this.

*** CASE CLOSE 12/03/2007 06:02 AM clarify

*** Performed by contact: Mark Munoz, 9283445345

NO REPAIR NO CONTACT WITH FTR

NO REPAIR NO CONTACT WITH FTR



**Kia Motors America
Technical Assistance Center**

Case Number: T1354729

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21712

Model Code: 74202

VIN: KNDJd736975 [REDACTED]

Mileage: 2,040

Prod Date: 9/29/2006

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

Dealer/Contact Data:

Dealer: NC034 Stevenson Kia

Phone: 9103501650

FAX: 9103501667

Contact: Victor Lind

Contact Title:

Service District: SO07

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/31/2007 4:14:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 08/31/2007 08:14 AM clarify Action Type: Manager review

*** Performed by contact: Victor Lind, 9103501650

Have a customer complaining about passenger air bab light not going off when 200lb person is sitting on seat. Have normal operation right now. Saw a reprogram for a 2005.

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

*** PHONE LOG 08/31/2007 08:49 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call

Victor,

The FTR's have a reflash that is being evaluated. Your service manager will need to contact your DPSM to request this. Please note it is successful about 2/3 of the time.

Mark Horey

Technical Communications Manager

*** PHONE LOG 08/31/2007 08:50 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Please contact the DPSM.

*** CASE AUTO CLOSE 02/15/2009 12:01:01 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1354991

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18893

Model Code: 74222

VIN: KNDJD736575 [REDACTED]

Mileage: 6,502

Prod Date: 7/14/2006

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

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Bob Lindensmith

Contact Title: Tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light On #

8/31/2007 10:50:58P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/31/2007 03:50 PM clarify Action Type: Manager review

*** Performed by contact: Bob Lindensmith, 6023465400

OC LIGHT GOES OUT WHEN YOU FIRST SIT IN THE SEAT. THEN IT WILL COME ON AGAIN AND STAY ON NO
MATTER HOW YOU SIT IN THE SEAT.

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

HAVE TRIED THIS WITH THREE DIFFERENT PEOPLE WITH THE SAME RESULTS. HAVE ATTEMPTED TO
REFLASH THE SYSTEM, AS WE WERE DOING WITH THE OLDER MODELS, WITH NO RESULTS.

*** PHONE LOG 08/31/2007 02:59 PM Pacific Daylight Time MHorey-TL Action Type:incoming call

Bob,

The FTR's have a reflash we are evaluating thethat is working on about 2/3's of the cases. Your DPSM will need to request this
from the Regional Office.

Mark Horey
Technical Communications Manager

*** CASE CLOSE 09/27/2007 01:27 PM clarify
*** Performed by contact: Bob Lindensmith. 6023465400
reflashed



**Kia Motors America
Technical Assistance Center**

Case Number: T1355297

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24547

Model Code: 74222

VIN: knjd736375 [REDACTED]

Mileage: 2,483

Prod Date: 11/21/2006

Warranty Start Date: 7/30/2007 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:

9/4/2007 2:43:44PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 09/04/2007 06:43 AM clarify Action Type: Manager review

*** Performed by contact: Johnny Walling, 4238551166

cust complaining that passenger airbag light intermittently inop, not working to specs.

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

*** PHONE LOG 09/04/2007 06:47 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Please contact the DPSM.

*** CASE AUTO CLOSE 02/15/2009 12:01:03 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1355736

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22285

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 2,638

Prod Date: 10/17/2006

Warranty Start Date: 4/27/2007 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:

9/4/2007 10:35:36PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Taken

Case History

*** PHONE LOG 09/04/2007 02:46 PM Pacific Daylight Time JBrookes
Concern of OCS light stays on at times, FTR told tech to open a case.
Advised tech the FTR CAN DO A REFLASH ON THIS .

*** CASE CLOSE 10/01/2007 10:52 AM clarify
*** Performed by contact: Eric Barnes, 4808137729
no repairs performed

*** CASE CLOSE 10/04/2007 02:20 PM Pacific Daylight Time JBrookes

Resolution Code: No Problem Found
CLOSING COMMENTS

*** CASE CLOSE 10/04/2007 02:23 PM Pacific Daylight Time JBrookes

Resolution Code: Information Given

CLOSING COMMENTS

No repairs performed .

*** CASE CLOSE 10/15/2007 01:44 PM Pacific Daylight Time JBrookes

Resolution Code: Information Taken

CLOSING COMMENTS

No repairs done .

*** PHONE LOG 10/17/2007 02:32 PM Pacific Daylight Time JBrookes Action Type:Incoming call
Eric. has the FTR been contacted about doing the reflash ? thanks .

*** CASE CLOSE 11/12/2007 12:21 PM clarify

*** Performed by contact: Eric Barnes. 4808137729
customer will return

*** CASE CLOSE 11/12/2007 12:29 PM Pacific Daylight Time JBrookes

Resolution Code: Information Taken

CLOSING COMMENTS

No repairs performed .



**Kia Motors America
Technical Assistance Center**

Case Number: T1356189

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6G6DA7H

Model Code: 74202

VIN: KNDJD736175 [REDACTED]

Mileage: 3,554

Prod Date: 4/12/2007

Warranty Start Date: 7/3/2007 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:

9/5/2007 8:03:10PM

System: Restraints

Component:

Resolution: Information Taken

Case History

*** NOTES 09/05/2007 12:03 PM clarify Action Type: Manager review

*** Performed by contact: Jeff Cintron. 7724658589

THE PASS AIR BAG LIGHT WILL NOT TURN OFF AT TIME WITH PASSENGER IN SEAT. VEH HESITAS AT 40MPH

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

*** PHONE LOG 09/05/2007 12:20 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

Jeff,

-Are we talking about the OCS light in the center console?

-Can we duplicate the light coming on?

-Also we have to open one case for one issue, please open a case for the other issue.

*** CASE CLOSE 10/12/2007 07:03 AM clarify
*** Performed by contact: Jeff Cintron, 7724658589
A

*** NOTES 10/12/2007 08:35 AM Pacific Daylight Time SSilavong-TL Action Type:Manager review
Jeff,

Please let us know what is the closing repair or information.

Thanks.

*** CASE CLOSE 10/22/2007 10:49 AM clarify
*** Performed by contact: Jeff Cintron, 7724658589
A

*** CASE CLOSE 10/22/2007 12:52 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Information Taken

CLOSING COMMENTS

*** CASE CLOSE 10/22/2007 10:49 AM clarify
*** Performed by contact: Jeff Cintron, 7724658589
A



**Kia Motors America
Technical Assistance Center**

Case Number: T1356484

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23310

Model Code: 74222

VIN: KNDJD736675 [REDACTED]

Mileage: 4,270

Prod Date: 11/2/2006

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

Dealer/Contact Data:

Dealer: AR007 Crain Kia

Phone: 5015425200

FAX: 5015425187

Contact: Dominick Devito

Contact Title:

Service District: SO10

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/6/2007 3:20:21PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 09/06/2007 07:20 AM clarify Action Type: Manager review

*** Performed by contact: Dominick Devito, 5019453300

WE HAVE HAD 3 CUSTOMERS COME IN WITH THIS CONCERN. THE PASSENGER A/B LIGHT STAYS IN THE OFF POSITION EVEN WHEN A PASSENGER IS IN THE SEAT. I HAD A PERSON SIT IN THE SEAT AND IT WORKED BUT WHEN WE TEST DROVE IT, IT HAPPENED. I KNOW IN THE PAST THERE WAS A REFLASH FOR THIS SIMILAR CONCERN ON OTHER VEHICLES.

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

I CHECKED TSB'S, CAMPAIGNS, PITSTOP AND TECH TIMES. CHECKED THE CONNECTIONS UNDER THE SEAT ALL SEEM GOOD.

*** PHONE LOG 09/06/2007 07:22 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Please contact DPSM for any update in regards to OCS.

*** CASE AUTO CLOSE 02/15/2009 12:01:07 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1356941

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S22195

Model Code: 74442

VIN: KNDJC736675 [REDACTED]

Mileage: 7,004

Prod Date: 10/13/2006

Warranty Start Date: 4/10/2007 12:00:00AM

Dealer/Contact Data:

Dealer: UT009 Clifford Motors Kia

Phone: 8018182277

FAX: 8013563424

Contact: Kyle Page

Contact Title:

Service District: WE06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/7/2007 2:59:09PM

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 09/07/2007 07:10 AM Pacific Daylight Time DJackson-TL
Tech states he can not get the light to act up but customer says it on or off.
Advise tech to contact DPSM.

*** CASE CLOSE 10/02/2007 12:44 PM clarify
*** Performed by contact: Kyle Page. 8018182277
was reprogramed.



**Kia Motors America
Technical Assistance Center**

Case Number: T1357446

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17500

Model Code: 74242

VIN: kndjd736875 [REDACTED]

Mileage: 6,842

Prod Date: 6/20/2006

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

Dealer/Contact Data:

Dealer: TX092 Expo KIA

Phone: 2813126200

FAX: 2813126295

Contact: Rick kydd

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - light on

9/10/2007 2:31:52P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/10/2007 06:31 AM clarify Action Type: Manager review

*** Performed by contact: Rick kydd. 281 312 6200

PAB OFF LIGHT STAYS ON INTERMITTENTLY WITH A PASSENGER IN THE SEAT. VERIFIED. THE LIGHT WILL GO OUT AND THEN COME BACK ON. SOMETIMES IT WONT GO OUT AT ALL. AT TIMES THE SYSTEM WORKS OK. THE SEAT CUSHION HAS BEEN REPLACED

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

*** PHONE LOG 09/10/2007 06:54 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Rick. we have been told that the FTR. has a reprogram for this.

*** CASE CLOSE 09/12/2007 07:00 AM clarify

*** Performed by contact: Rick kydd, 281 312 6200

contacted FTR to reprogram seat



**Kia Motors America
Technical Assistance Center**

Case Number: T1359240

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S22509

Model Code: 74202

VIN: KNDJD736975 [REDACTED]

Mileage: 3,823

Prod Date: 10/19/2006

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

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Steve. Duranleau

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/13/2007 4:02:29P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 09/13/2007 08:08 AM Pacific Daylight Time RLevy-TL
Tech states OCS light stays on when sitting in the seat. States has duplicated concern.
Advised tech to contact DPSM to request a reflash from FTR.

*** CASE AUTO CLOSE 02/15/2009 12:01:26 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1359311

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18264

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 1,616

Prod Date: 7/5/2006

Warranty Start Date: 7/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NV003 Courtesy Kia

Phone: 7025678000

FAX: 7025668910

Contact: Ashot Gulasarian

Contact Title: Tech

Service District: WE06

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: OCS validation

DTC:

9/13/2007 5:08:05P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 09/13/2007 09:16 AM Pacific Daylight Time JBrookes

Concern that the OCS light stays on, tech did not duplicate and customer took the vehicle away.

Advised the vehicle needs to be there. If customer complains again, get them to leave the vehicle, for when the FTR can reprogram the seat.

*** CASE AUTO CLOSE 02/15/2009 12:01:26 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1359401

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX Engine: G6S19805 Model Code: 74242
VIN: KNDJD736675 [REDACTED] Mileage: 1,474
Prod Date: 8/18/2006 Warranty Start Date: 8/28/2007 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 # information for engineer Create Date & Time
Symptom: Warning Light On DTC: 9/13/2007 7:11:43P
System: Restraints
Component:
Resolution: Auto Closed

Case History

*** NOTES 09/13/2007 11:11 AM clarify Action Type: Manager review
*** Performed by contact: Johnny Walling. 4238551166
ANOTHER CUSTOMER COMPLAINT THAT PASSENGER OCS NOT OPERATING TO SPECS. JUST WANT TO MAKE YOU AWARE
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 09/13/2007 11:43 AM Pacific Daylight Time SSilavong-FL Action Type:Incoming call

Johnny,

Thanks, we'll let him know.

*** CASE AUTO CLOSE 09/15/2007 12:01:26 AM ***



**Kia Motors America
Technical Assistance Center**

Case Number: T1359887

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S23277

Model Code: 74202

VIN: KNDJD736075 [REDACTED]

Mileage: 6,180

Prod Date: 11/1/2006

Warranty Start Date: 6/2/2007 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:

9/14/2007 6:45:56P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/14/2007 10:45 AM clarify Action Type: Manager review

*** Performed by contact: JEFFERY PADGETT, 7048235010

PASSENGER SIDE AIRBAG NOT PROPERLY

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

*** PHONE LOG 09/14/2007 12:40 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Jeffery,

The FTR's have a reflash that is being evaluated for this condition. Have your service manager contact your DPSM to get this scheduled.

Mark Horey
Technical Communications Manager

*** CASE CLOSE 09/20/2007 05:07 AM clarify

*** Performed by contact: JEFFERY PADGETT, 7048235010
FTR PERFORMED THE REFLASH



**Kia Motors America
Technical Assistance Center**

Case Number: T1360077

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6G6DA7S

Model Code: 74222

VIN: kndjd73627[REDACTED]

Mileage: 1,968

Prod Date: 4/20/2007

Warranty Start Date: 8/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ019 Tempe Kia

Phone: 4805982300

FAX: 4805982388

Contact: john mariscal

Contact Title:

Service District: WE06

Case Details:

Create Date & Time

Case Title: OCS - Light on #

9/15/2007 4:16:32P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 09/15/2007 08:16 AM clarify Action Type: Manager review

*** Performed by contact: john mariscal, 4805982300

c/s pass side air bag light stays on even when
passengers in seat

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

besides myself i had other techs sit in seat and
monitored light on and off

*** PHONE LOG 09/17/2007 06:13 AM Pacific Daylight Time MGoldwasser Action Type: Incoming call

John,

There is a re flash available for this concern threw you're FTR. You will need to have you're Service Manager contact you're
DPSM and make him aware of this vehicle so he can get an FTR out.

*** CASE AUTO CLOSE 02/15/2009 12:01:28 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1361994

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S23597

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 4,047

Prod Date: 11/7/2006

Warranty Start Date: 7/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MI015 Steelye Wright Kia of Battle Creek

Phone: 2694418800

FAX: 2694413821

Contact: JOHN STEEL

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/20/2007 2:09:22P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

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

*** Performed by contact: JOHN STEEL, 2694418800

CUSTOMER STATES PASS.AIRBAG OFF LIGHT WILL NOT SHUT OFF WHEN HIS WIFE GETS IN PASS SEAT.HER WEIGHT IS APROX.100 LBS.

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

CHECKED FOR CODES NONE FOUND.COULDN'T DUPLICATE CONDITION.TRIED SETTING IN SEAT MANY DIFF.WAYS.MY WEIGHT IS APROX.135 AND HEIGHT ABOUT 5 FOOT EVEN

*** PHONE LOG 09/20/2007 06:30 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

John, see would be on the light side . The weight of around 120 lbs is typical for the light to shut off. I hate to say this but she should be sitting in the back. Have customer read the disclaimer and precautions in the owner's manual. It sounds like its working correctly.

*** CASE CLOSE 11/30/2007 07:57 AM clarify

*** Performed by contact: JOHN STEEL, 2694418800

INFORMED CUSTOMER OF OPERATION



**Kia Motors America
Technical Assistance Center**

Case Number: T1362087

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6G6DA7S

Model Code: 74222

VIN: kndjd736775 [REDACTED]

Mileage: 1,284

Prod Date: 4/19/2007

Warranty Start Date: 7/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Britain Hirte

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/20/2007 4:16:00P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/20/2007 08:16 AM clarify Action Type: Manager review

*** Performed by contact: Britain Hirte, 6023465400

Customer complaining about pass airbag light on when someone seating on pass seat.

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

Car in workshop, tried few times with someone sat on pass seat, airbag light sometime on and sometime off, please advice?

Thanks

*** PHONE LOG 09/20/2007 08:54 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call

Britian.

The FTR's have a reflash that we are evaluating. Contact your DPSM to arrange to reflash this car.

Mark Horey

Technical Communications Manager

*** CASE CLOSE 09/27/2007 07:28 AM clarify
*** Performed by contact: Britain Hirte, 6023465400
Awaiting Reflash from Kia



**Kia Motors America
Technical Assistance Center**

Case Number: T1363561

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22061

Model Code: 74242

VIN: kndjd736475 [REDACTED]

Mileage: 6,516

Prod Date: 10/11/2006

Warranty Start Date: 6/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA104 Geweke Kia

Phone: 2093399377

FAX: 2093712523

Contact: kevin davis

Contact Title:

Service District: WE05

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

9/24/2007 11:17:31P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Concerns Noted

Case History

*** NOTES 09/24/2007 03:17 PM clarify Action Type: Manager review

*** Performed by contact: kevin davis, 2093399377

customer states that pass airbag light stays on when seat is occupied this is the third time in for this concern. cannot verify.

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

*** PHONE LOG 09/24/2007 03:25 PM Pacific Daylight Time JBrookes Action Type:Incoming call

The FTR CAN REFLASH THE SEAT MODULE.

*** NOTES 09/24/2007 03:29 PM clarify Action Type: Manager review

*** Performed by contact: kevin davis, 2093399377

what is an ftr

*** PHONE LOG 09/24/2007 03:34 PM Pacific Daylight Time JBrookes Action Type:Incoming call

FIELD TECHNICAL REP. Your service manager, would know

*** CASE CLOSE 10/18/2007 07:43 AM clarify
*** Performed by contact: kevin davis, 2093399377
waiting for ftr

*** CASE CLOSE 10/18/2007 01:55 PM Pacific Daylight Time JBrookes

Resolution Code: Concerns Noted

CLOSING COMMENTS

Tech reports waiting for the ftr /reflash .



**Kia Motors America
Technical Assistance Center**

Case Number: T1364130

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18065

Model Code: 74222

VIN: KNDJD736975 [REDACTED]

Mileage: 4,615

Prod Date: 6/30/2006

Warranty Start Date: 9/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL094 Citrus Kia

Phone: 3525648668

FAX: 3525648119

Contact: DENNIS POTULSKY

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on # Go on and off

Create Date & Time

Symptom: Warning Light On

DTC:

9/25/2007 3:55:11P

System: Restraints

Component:

Resolution: No Problem Found

Case History

*** NOTES 09/25/2007 07:55 AM clarify Action Type: Manager review

*** Performed by contact: DENNIS POTULSKY, 352 564-8668

CUSTOMER STATES W/PASS IN SEAT LIGHT WILL GO ON AND OFF INTERMIT WHILE DRIVING.

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

ALREADY CAN DUPLICATE THE CONCERN.

*** NOTES 09/25/2007 09:13 AM Pacific Daylight Time SSilavong-TL Action Type:Manager review

-Can we duplicate the OCS light going on and off? if so how many time?

*** CASE CLOSE 10/08/2007 08:06 AM clarify

*** Performed by contact: DENNIS POTULSKY, 352 564-8668

no problem found

*** CASE CLOSE 10/08/2007 08:07 AM Pacific Daylight Time SSilavong-TL

Resolution Code: No Problem Found
CLOSING COMMENTS

*** CASE CLOSE 10/08/2007 08:06 AM clarify
*** Performed by contact: DENNIS POTULSKY, 352 564-8668
no problem found



**Kia Motors America
Technical Assistance Center**

Case Number: T1364440

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18293

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 4,001

Prod Date: 7/5/2006

Warranty Start Date: 8/2/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Britain Hirte

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/25/2007 10:27:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/25/2007 02:27 PM clarify Action Type: Manager review

*** Performed by contact: Britain Hirte, 6023465400

When someone sits in the passenger seat the OCS light goes out, then comes back on about a minute later.

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

I know there are problems with the OCS systems on other 07 Kias and a PCM reprogram is in the works. Does this also apply to the 07 Sorento?

*** PHONE LOG 09/25/2007 02:36 PM Pacific Daylight Time MGoldwasser Action Type: Incoming call

Britain,

There is a re flash available for this concern, please have your Service Manager call your DPSM and request an FTR visit.

*** CASE CLOSE 09/27/2007 07:30 AM clarify

*** Performed by contact: Britain Hirte, 6023465400

Awaiting PCM Update



**Kia Motors America
Technical Assistance Center**

Case Number: T1365173

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17310

Model Code: 74442

VIN: KNDJC736975 [REDACTED]

Mileage: 6,602

Prod Date: 6/16/2006

Warranty Start Date: 12/18/2006 12:00:00AM

Dealer/Contact Data:

Dealer: AZ001 Royal Kia

Phone: 5207904132

FAX: 5205140356

Contact: Brad Johnson

Contact Title: Tech

Service District: WE06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/27/2007 5:06:05P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 09/27/2007 10:06 AM clarify Action Type: Manager review

*** Performed by contact: Brad Johnson, 5207904132

PASS SEAT CUSHION ASSY WAS REPLACED 5-31-07 CK CONNECTIONS AND ROAD TEST WITH PASS IN SEAT
OAD BUT IF YOU MOVE AROUND IN SEAT LIGHT WILL COME ON THAT AIR BAG IS OFF

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

CKING WITH MANAGER AND SERVICE ADVISOR

HAS THERE BEEN OTHER PROMBLEMS. REFLASH ? THANKS BRAD

*** PHONE LOG 09/27/2007 09:22 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Brad,

There is a re flash available for this concern threw you're FTR. You will need to have you're Service Manager contact you're
DPSM and make him aware of this vehicle so he can get an FTR out.

*** CASE AUTO CLOSE 02/15/2009 12:01:48 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1365664

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24196

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 1,183

Prod Date: 11/15/2006

Warranty Start Date: 9/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX055 Legend Kia

Phone: 2106509969

FAX: 2106504322

Contact: James Finnegan

Contact Title: Adviser

Service District: SO05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/28/2007 5:55:12P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 09/28/2007 10:01 AM Pacific Daylight Time MGoldwasser

The tech states the OCS light will not turn off intermittently with a passenger in the seat.

Advised the tech to contact his DPSM and make him aware of this concern, an FTR will need to be sent out to re flash the OCS seat software.

*** EMAIL OUT ti_ MGoldwasser Action Type:External email

Send to:[Krause, Frank [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.

<<File Attachment:

\\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_T1365664_MGoldwasser_09-28-2007105926.doc>>

*** CASE AUTO CLOSE 02/15/2009 12:01:50 AM ea



**Kia Motors America
Technical Assistance Center**

Case Number: T1365856

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S23552

Model Code: 74242

VIN: KNDJD736275 [REDACTED]

Mileage: 279

Prod Date: 11/6/2006

Warranty Start Date: 9/23/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia

Phone: 4808137729

FAX:

Contact: STEVEN JANSON

Contact Title:

Service District:

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

9/29/2007 5:05:45P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Normal Condition

Case History

*** NOTES 09/29/2007 09:03 AM clarify Action Type: Manager review

*** Performed by contact: STEVEN JANSON, 4808137729

CUSTOMER STATES THE PASSENGER AIR BAG LIGHT ALWAYS STAYS ON

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

FOUND OCS WORKING NORMALLY. WHEN SITTING IN SEAT LIGHT GOES OFF. STAYS OFF.

*** PHONE LOG 10/01/2007 07:52 AM Pacific Daylight Time JBrookes Action Type: Incoming call

Steven . if the complaint repeats, the FTR. can reflash the seat .

*** CASE CLOSE 10/03/2007 09:41 AM clarify

*** Performed by contact: STEVEN JANSON, 4808137729

customer took the vehicle, did not find a problem operatiting as should

*** CASE CLOSE 10/09/2007 01:59 PM Pacific Daylight Time JBrookes

Resolution Code: Normal Condition

CLOSING COMMENTS

Tech reports norma condition



**Kia Motors America
Technical Assistance Center**

Case Number: T1366058

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S18070

Model Code: 74242

VIN: kndjd736x75 [REDACTED]

Mileage: 11,515

Prod Date: 6/30/2006

Warranty Start Date: 3/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589

FAX: 7724659462

Contact: MICHAEL E. CHAMBERLIN

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/1/2007 3:23:56P

System: Restraints

Component:

Resolution:

Case History

**** NOTES 10/01/2007 07:21:56 AM clarify Action Type:Manager review

*** Performed by contact: MICHAEL E. CHAMBERLIN, 7724658589

passenger light stays on

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

cked connections at passenger seat sensor all are good

**** PHONE LOG 10/01/2007 07:39:39 AM DJackson-TL

Please contact the DPSM.

*** CASE CLOSE 10/01/2007 08:23 AM clarify

*** Performed by contact: MICHAEL E. CHAMBERLIN, 7724658589

contacted DPSM



**Kia Motors America
Technical Assistance Center**

Case Number: T1366676

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S17958

Model Code: 74422

VIN: kndjc736775 [REDACTED]

Mileage: 8,012

Prod Date: 6/28/2006

Warranty Start Date: 7/2/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MA011 Boch Kia

Phone: 7812556444

FAX: 7812556487

Contact: Jon R Boivin

Contact Title:

Service District: EA10

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/2/2007 3:49:19P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/02/2007 07:47 AM clarify Action Type: Manager review

*** Performed by contact: Jon R Boivin, 7817627200

cust states pass air bag off light stays on when someone is sitting in the seat. i have confirmed intermitten condition. at first the light would go off no matter what position i was sitting.

after a few times the light indicating air bag off stayed on and no matter what position i was sitting it would not turn on.

found no TSB or PitStops related to condition.

please provide input on how to proceed.

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

TSB, PIT Stop, GDS found no codes

*** PHONE LOG 10/02/2007 08:22 AM Pacific Daylight Time RHicks Action Type:Incoming call

- Contact DPSM so FTR can perform reflash

*** CASE CLOSE 03/31/2008 06:29 AM clarify

*** Performed by contact: Jon R Boivin, 7817627200

dealership closed



**Kia Motors America
Technical Assistance Center**

Case Number: T1366812

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19036

Model Code: 74422

VIN: KNDJC736175 [REDACTED]

Mileage: 9,757

Prod Date: 7/21/2006

Warranty Start Date: 11/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: WY002 Kia of Cheyenne

Phone: 3077750123

FAX: 3077750125

Contact: Marty Janeski

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/2/2007 6:52:36P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 10/02/2007 10:50 AM clarify Action Type: Manager review

*** Performed by contact: Marty Janeski, 3077750123

this 2007 sorento customer states the passenger air bag off light stays on with passenger squarly in seat. we have witnessed this. we connected the gds and it shows when small occ or large is in seat and the light goes off. the customer states his 260lb relative could not get the light to go off. any suggestions?

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

*** PHONE LOG 10/02/2007 11:40 AM Pacific Daylight Time MGoldwasser Action Type: Incoming call

Marty.

Please have you're Service Manager contact you're DPSM, there is a re flash available for this concern, a FTR will need to be dispatch to perform the re flash.

*** CASE CLOSE 11/13/2007 03:45 PM clarify

*** Performed by contact: Marty Janeski, 3077750123

waiting for field rep

*** PHONE LOG 11/14/2007 11:21 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Marty,
Please leave this case open until the vehicle is repaired, thanks!

*** CASE CLOSE 11/07/2008 02:07 PM clarify
*** Performed by contact: Marty Janeski, 3077750123
field rep flashed ocs

*** CASE CLOSE 12/08/2008 08:47 AM Pacific Daylight Time MGoldwasser

Resolution Code: Missing Part
CLOSING COMMENTS
field rep flashed ocs

*** CASE CLOSE 09/02/2009 07:36 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS

field rep flashed ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1366949

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25852

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 640

Prod Date: 12/14/2006

Warranty Start Date: 9/11/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Jenifer Haskin

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/2/2007 9:49:53P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 10/02/2007 02:07 PM Pacific Daylight Time SSilavong-TL

-OCS light came on if 130 lb. Person sitting in the seat and 210 lb. The light will go off.

-Recommend tech contact the dpsm for a logic change.

-Tech will call back with update.

*** CASE AUTO CLOSE 02/15/2008 12:01:55 AM ca



**Kia Motors America
Technical Assistance Center**

Case Number: T1367758

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25828

Model Code: 74222

VIN: KNDJD736X75 [REDACTED]

Mileage: 2,303

Prod Date: 12/13/2006

Warranty Start Date: 9/8/2007 12:00:00AM

Dealer/Contact Data:

Dealer: SC024 Kia of Florence

Phone: 8432928585

FAX: 8432928586

Contact: GEORGE MORRIS

Contact Title: TECH

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/4/2007 6:04:29P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 10/04/2007 10:08 AM Pacific Daylight Time RHicks
Tech states customer states OCS light comes on...
advised tech to contact DPSM for FTR to re flash

*** CASE AUTO CLOSE 02/15/2009 12:01:58 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1367923

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S23795

Model Code: 74422

VIN: kndjc736075 [REDACTED]

Mileage: 1,782

Prod Date: 11/8/2006

Warranty Start Date: 8/27/2007 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 intermittent

Create Date & Time

Symptom: Warning Light On

DTC:

10/4/2007 9:49:59P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/04/2007 02:47 PM clarify Action Type: Manager review

*** Performed by contact: Eric Barnes, 4808137729

customer states air bag light does not go out,even when passenger is sitting in seat. will come on when driving intermentantly. i am unable to duplicate this concern. ftr advised me to open a case on all 07 sorentos.

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

*** PHONE LOG 10/04/2007 02:01 PM Pacific Daylight Time JBrookes Action Type:Incoming call

Thanks Eric. the ftr has the unit to reflash the seat, was that not mentioned, thanks again.

*** CASE CLOSE 11/12/2007 12:21 PM clarify

*** Performed by contact: Eric Barnes, 4808137729

customer took vehicle



**Kia Motors America
Technical Assistance Center**

Case Number: T1368059

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: kndjc736275 [REDACTED]

Mileage: 606

Prod Date: 4/19/2007

Warranty Start Date: 9/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WI012 Harms Kia

Phone: 6083140800

FAX: 6083148565

Contact: william watry

Contact Title: tech

Service District: CE07

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/5/2007 2:21:12P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Cust Took Vehicle

Case History

*** NOTES 10/05/2007 06:19 AM clarify Action Type: Manager review
*** Performed by contact: william watry, 6083140800
customer states airbag light on passenger side twice 12 miles and 600 miles
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 10/05/2007 06:58 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
William , if your referring to the OCS light , then you would need to review the proper seating positions with the customer as well as review if the passenger is within the proper limits for weight /size for the system to properly identify/classify occupant. If customer is generally over 120 lbs. and the light has been verified to come on, then have service manager contact DPSM and see what actions he wants taken at this time.

*** CASE CLOSE 10/05/2007 01:30 PM clarify
*** Performed by contact: william watry, 6083140800
cust to monitor operation

*** CASE CLOSE 10/18/2007 10:12 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Customer took vehicle.



**Kia Motors America
Technical Assistance Center**

Case Number: T1368151

Vehicle Data

Model/Year: 2.007 SORENTO LX 4X4

Engine: G6S20634

Model Code: 74422

VIN: kndjc736975 [REDACTED]

Mileage: 10,297

Prod Date: 9/21/2006

Warranty Start Date: 11/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: KS004 Olathe Kia

Phone: 9133906800

FAX: 9133909231

Contact: Steve Hutchens

Contact Title: Technician

Service District: CE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/5/2007 4:22:46P

System: Restraints

Component: Wiring Harness (Air Bag)

Resolution: Faulty Component

Case History

*** NOTES 10/05/2007 08:20 AM clarify Action Type: Manager review

*** Performed by contact: Steve Hutchens, 9133906800

The passenger air bag light does not always go OFF when the seat is occupied. I cannot duplicate this problem.

Service Advisor asked me to contact Tech Line.

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

Cannot find bulletins for 07 model Sorento.

*** PHONE LOG 10/05/2007 08:25 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Steve, we have seen this problem on the 07 sorento. If customer is of the proper size/weight and sitting in the proper position and the OCS light stays on, then contact your DPSM and see what actions he wants taken at this time.

*** CASE CLOSE 02/06/2009 01:34 PM clarify

*** Performed by contact: Steve Hutchens, 9133906800

replaced seat

*** CASE CLOSE 02/06/2009 02:10 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced seat bottom passenger side



**Kia Motors America
Technical Assistance Center**

Case Number: T1368205

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18178

Model Code: 74422

VIN: kndjc736675 [REDACTED]

Mileage: 19,874

Prod Date: 7/3/2006

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

Dealer/Contact Data:

Dealer: ME003 Van Syckle Kia

Phone: 2079474559

FAX: 2079476518

Contact: SHAWN ABBOTT

Contact Title:

Service District: EA11

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/5/2007 5:41:06P

System: Restraints

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

Resolution: Software Upgrade

Case History

*** NOTES 10/05/2007 09:39 AM clarify Action Type: Manager review

*** Performed by contact: SHAWN ABBOTT, 2079474559

Customer has complained about the ocs not registering wife in the pass seat. Working fine for me (165lbs, 6 foot) also with a larger tech (300,6'4") We "borrowed" a complete seat from a new 07 on the lot. the customer will return every few months with the same complaint. I know this is the nature of this system, but is there any way to recal the system for consistant op for them? I have heard rumors about sending the entire seat to kia in california where they work their magic. Is it possible to do this? Thank you

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

*** PHONE LOG 10/05/2007 09:42 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Shawn. contact your DPSM to request an FTR to come to the dealer to perform the reflash for this concern. It can only be performed by FTR.

*** CASE CLOSE 10/19/2007 06:22 AM clarify

*** Performed by contact: AMANDA RICHARD, 2079474559

DPSM REPROGRAMED OCS SYSTEM

*** CASE CLOSE 10/19/2007 06:23 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Performed reflash.



**Kia Motors America
Technical Assistance Center**

Case Number: T1369548

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S22196

Model Code: 74442

VIN: KNDJC736675 [REDACTED]

Mileage: 6,622

Prod Date: 10/13/2006

Warranty Start Date: 4/1/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia

Phone: 4808137729

FAX:

Contact: MIKE DECRANS

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/9/2007 9:13:02P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/09/2007 01:11 PM clarify Action Type: Manager review

*** Performed by contact: MIKE DECRANS, 4808137729

customer states Airbag light stays lit even with passenger in seat

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

Have not got light to act up at this time

*** PHONE LOG 10/09/2007 01:16 PM Pacific Daylight Time JBrookes Action Type:Incoming call

Mike, if this comes back , the FTR can reflash the seat .

*** CASE CLOSE 10/15/2007 07:21 AM clarify

*** Performed by contact: MIKE DECRANS, 4808137729

couldn't get to act up; Let customer take vehicle



**Kia Motors America
Technical Assistance Center**

Case Number: T1369608

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S23988

Model Code: 74422

VIN: KNDJC736575 [REDACTED]

Mileage: 1,418

Prod Date: 11/11/2006

Warranty Start Date: 9/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WA008 Kia of Puyallup

Phone: 2532868000

FAX: 2532868001

Contact: Paul Sutherland

Contact Title:

Service District: WE08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/9/2007 10:45:07P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 10/09/2007 02:47 PM Pacific Daylight Time MGoldwasser
The tech states the OCS light will not turn off intermittently.

Advised the tech to have his S/M contact the DPSM and request an FTR to come out and reflash the seat software.

*** CASE AUTO CLOSE 02/15/2009 12:02:05 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1370874

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25000

Model Code: 74422

VIN: KNDJC736575 [REDACTED]

Mileage: 1,054

Prod Date: 12/1/2006

Warranty Start Date: 9/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NV002 Reno Kia

Phone: 7758251013

FAX: 7758274960

Contact: Jason Lemmons

Contact Title:

Service District: WE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/12/2007 4:16:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 10/12/2007 08:14 AM clarify Action Type: Manager review

*** Performed by contact: Jason Lemmons, 7758251013

Customer states that the OCS lamp for the passenger airbag system will not go off. we have had many people of various shapes and sizes to sit and the light will turn off. the customer say his daughter is 130 pounds. Is there a spec that we can give the customer?

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

*** PHONE LOG 10/12/2007 08:37 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Jason.

The customers daughter would be considered light stature and this may alter the OCS system operation.
There is a reflash available for the OCS system threw you're DPSM, but will mostly likely not change this concern.

*** CASE CLOSE 01/23/2008 02:02 PM clarify

*** Performed by contact: Jason Lemmons, 7758251013

Cust hasn't been back

*** CASE CLOSE 01/23/2008 03:13 PM Pacific Daylight Time MGoldwasser

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Cust hasn't been back

*** CASE CLOSE 09/02/2009 07:37 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1371229

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S24080

Model Code: 74422

VIN: kndjc736475 [REDACTED]

Mileage: 1,583

Prod Date: 11/14/2006

Warranty Start Date: 8/25/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH011 Bill Doraty Kia

Phone: 3307219500

FAX: 3307219102

Contact: richard ward

Contact Title:

Service District: CE02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC: B1449

10/15/2007 1:12:27P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

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

*** Performed by contact: richard ward, 3307219500

car was here for pass ocs light not going out. other tech replaced seat bottom and it is back. with customer in seat properly positioned and appearing to be around 110 lbs. light was on and had code for b1449 I put stabalint 22 on connectors and It fail on me as well but without code this time. is there a update out for this like there is for the 05 sorento? thanks

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

*** PHONE LOG 10/15/2007 05:23 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Richard, if the seat bottom has already been replaced then you'll need to have your service manager contact the DPSM for the vehicle.

*** NOTES 10/15/2007 07:39 AM clarify Action Type: Manager review

*** Performed by contact: richard ward, 3307219500

contacted dpsm I will let you know the result after I talk to him. Left two messages. thanks

*** CASE CLOSE 11/05/2007 09:18 AM clarify
*** Performed by contact: richard ward. 3307219500
dpsm provided update



**Kia Motors America
Technical Assistance Center**

Case Number: T1371280

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S22684

Model Code: 74422

VIN: kndjc736075 [REDACTED]

Mileage: 735

Prod Date: 10/23/2006

Warranty Start Date: 10/1/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC009 Bob King Kia

Phone: 3367243866

FAX: 3367143350

Contact: John Barton

Contact Title:

Service District: SO08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/15/2007 2:08:50P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 10/15/2007 06:06 AM clarify Action Type: Manager review

*** Performed by contact: John Barton, 336 724 3866

CUSTOMER STATES PASSENGER AIR BAG LAMP STAYS ON WHEN SOMEONE IS IN THE SEAT.

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

CHECKED SYSTEM NO CODES STORED. TESTED SYSTEM WITH GDS, READS SMALL AND LARGE PASSENGERS EACH TIME. HAVE NOT DUPLICATED CONCERN YET. ANY INFO AVAILABLE?

*** PHONE LOG 10/15/2007 06:14 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call

Just to make sure customer sit firmly in the seat according to owners manual. If able to get it to act up contact DSPM and see if update is available.

*** CASE CLOSE 11/16/2007 05:40 AM clarify

*** Performed by contact: John Barton, 336 724 3866

could not duplicate



**Kia Motors America
Technical Assistance Center**

Case Number: T1371917

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S24034

Model Code: 74422

VIN: KNDJC736275 [REDACTED]

Mileage: 687

Prod Date: 11/14/2006

Warranty Start Date: 9/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WA013 Overturf Kia

Phone: 5095863185

FAX: 5095864136

Contact: Tom Didway

Contact Title: Tech

Service District: WE09

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/16/2007 4:26:46P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 10/16/2007 08:32 AM Pacific Daylight Time DFinkelstein-TL

Techs states passenger is 200 lbs and claims the OCS light comes on intermittently. Tech has tested the seat and found it works ok for himself.

Advised tech to review correct seating positions with the customer and if necessary test drive with customer sitting in the seat. If verified that light comes on , service manager should contact DPSM and see what actions he wants taken on the vehicle. Perhaps an FTR visit maybe needed.

*** CASE AUTO CLOSE 02/15/2009 12:02:16 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1372076

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18256

Model Code: 74222

VIN: KNDJD736075 [REDACTED]

Mileage: 702

Prod Date: 7/4/2006

Warranty Start Date: 9/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA011 Cherner Kia

Phone: 7038930800

FAX: 7034480827

Contact: Juan Infante

Contact Title: Tech

Service District: EA01

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/16/2007 7:51:16P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 10/16/2007 11:49 AM clarify Action Type: Manager review

*** Performed by contact: Juan Infante, 7038930800

TEST DROVE VEHICLE WITH ANOTHER PERSON ON PASSENGER SEAT. COULD NOT DUPLICATE THE CUSTOMER'S CONCERN. CHECKED AIR BAG SYSTEM FOR DTC'S WITH GDS. NO DTC'S FOUND AT THIS TIME. ACCORDING TO CUSTOMER THIS IS AN INTERMITTANT PROBLEM.

WE WOULD LIKE TO KNOW IF YOU HAVE REPORTS OR CASES ON THIS CONCERN AND MAY BE SUGGESTIONS TO FIX IT.

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

GDS

*** PHONE LOG 10/16/2007 12:34 PM Pacific Daylight Time MKeiser Action Type: Incoming call

first we need to make sure the customer is aware of the proper seating directions outlined in the owners manual. If the customer is sitting properly in the seat the DPSM needs to be consulted about the situation so he can send a FTR to re flash the Seat module.

*** CASE CLOSE 11/06/2007 06:26 AM clarify
*** Performed by contact: Juan Infante, 7038930800
a field engineer came and upgraded the ocs module logic with a new release.



**Kia Motors America
Technical Assistance Center**

Case Number: T1372133

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S24882

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 185

Prod Date: 11/27/2006

Warranty Start Date: 10/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD018 Wheeler Kia

Phone: 4108762251

FAX: 4108760994

Contact: darryl ray sanders

Contact Title:

Service District: EA02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/16/2007 8:46:15P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 10/16/2007 12:44 PM clarify Action Type: Manager review

*** Performed by contact: darryl ray sanders, 4108762251

customer advised that passenger air bag lamp will not go off & show seat occupied at times with 100lb woman in seat . no DTC & seat operates normal with 150 & 170 lb techs in seat . advised that when customer put a few books on her lap lamp did go out
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 10/16/2007 12:53 PM Pacific Daylight Time MGoldwasser Action Type: Incoming call

The tech called in, advised the tech that this customer is considered a light stature individual and the system is working as designed.

*** CASE CLOSE 06/03/2008 06:06 AM clarify

*** Performed by contact: darryl ray sanders, 4108762251
replaced seat bottom

*** CASE CLOSE 06/04/2008 09:42 AM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced seat bottom



**Kia Motors America
Technical Assistance Center**

Case Number: T1373031

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S24317

Model Code: 74242

VIN: KNDJD736775 [REDACTED]

Mileage: 866

Prod Date: 11/21/2006

Warranty Start Date: 10/7/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NM011 Cottonwood Kia

Phone: 5058994848

FAX: 5058996535

Contact: JOE R LAJEUNESSE

Contact Title: TECH

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/18/2007 8:13:28P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 10/18/2007 12:41 PM Pacific Daylight Time SSilavong-TL

-Customer states if his wife sitting on the seat the OCS light will come on. (she is about 140 lbs)

-Tech cannot duplicate the OCS light.

-Scan tool checked no dtc.

-Recommend tech duplicate the incident and review seating procedure with customer per as owner manual.

-If every thing is verify contact the dpsm and let him know, if possible ask him for OCS upgrade.

*** CASE AUTO CLOSE 02/15/2009 12:02:26 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1373055

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18550

Model Code: 74222

VIN: knjdj736875

Mileage: 669

Prod Date: 7/11/2006

Warranty Start Date: 9/13/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL044 Ray Carter Kia

Phone:

FAX:

Contact: Jim Vicsik

Contact Title:

Service District: SO04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/18/2007 8:47:18P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 10/18/2007 12:45 PM clarify Action Type: Manager review

*** Performed by contact: Jim Vicsik, 9047716078

passenger air bag reads off after passenger reposition them self

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

need instruction for reflashing OCS

*** PHONE LOG 10/18/2007 01:06 PM Pacific Daylight Time MKeiser Action Type:Incoming call

At present time the OCM re flash is only being performed by field personnel. You will need to contact the DPSM to get a FTR out to perform the re flash

*** CASE CLOSE 10/24/2007 09:24 AM clarify

*** Performed by contact: Jim Vicsik, 9047716078

ok



**Kia Motors America
Technical Assistance Center**

Case Number: T1373352

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22920

Model Code: 74242

VIN: KNDJD736975

Mileage: 3,412

Prod Date: 10/26/2006

Warranty Start Date: 7/30/2007 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:

10/19/2007 5:27:48P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 10/19/2007 09:25 AM clarify Action Type: Manager review

*** Performed by contact: Johnny Walling, 4238551166

ANOTHER COMPLAINT ABOUT PASSENGER OCS LIGHT. TOLD THEM TO REFER TO OWNERS MANUAL

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

*** PHONE LOG 10/19/2007 09:27 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Contact DPSM for update.

*** CASE AUTO CLOSE 02/15/2009 12:02:28 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1373879

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6G6DA7H

Model Code: 74202

VIN: kndjd736075 [REDACTED]

Mileage: 1,462

Prod Date: 4/13/2007

Warranty Start Date: 9/14/2007 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:

10/22/2007 5:26:50P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 10/22/2007 09:24 AM clarify Action Type: Manager review

*** Performed by contact: Johnny Walling, 4238551166

ocs light not working to specs, told customer to refer to owners manual at this time.

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

*** PHONE LOG 10/22/2007 09:28 AM Pacific Daylight Time MKeiser Action Type: Incoming call

If the customer is sitting in the seat properly and the light is still coming on we will need to refer the vehicle to the DPSM. The DPSM can have field staff come out and perform a re flash on the seat module.

*** CASE AUTO CLOSE 02/15/2009 12:02:30 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1374234

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19204

Model Code: 74422

VIN: kndjc736475

Mileage: 569

Prod Date: 7/25/2006

Warranty Start Date: 9/22/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NY058 Kia of East Syracuse

Phone: 3157015898

FAX: 3157012692

Contact: Stephen Hunt

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on # wont go off

Create Date & Time

Symptom: Improper Indication

DTC:

10/23/2007 12:57:11

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 10/23/2007 04:55 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Hunt, 3154329944

customer came in with complaint of passenger side airbag light on with person in pass. seat. the customers wife was sitting in seat, and the passenger airbag light was on, as if there was no one in the seat. the customer's wife was average size, not big. what do u suggest? is there a recalibration available?

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

*** PHONE LOG 10/23/2007 07:26 AM Pacific Daylight Time RHicks Action Type:Incoming call
contact DPSM to have FTR reflash SRS unit

*** CASE CLOSE 11/06/2007 10:31 AM clarify

*** Performed by contact: Stephen Hunt, 3154329944

ftr came and reflashed ocs module. oper as designed

*** EMAIL IN 12/19/2007 08:06 AM Pacific Daylight Time KMA99735
12/11/07: FTR inspected vehicle and Flashed OCS system.

Lou Pagano

Field Technical Representative

Kia Motors America, Inc.

732-320-5389

lpagano@kiausa.com



**Kia Motors America
Technical Assistance Center**

Case Number: T1374254

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S17843

Model Code: 74222

VIN: KNDJD736375 [REDACTED]

Mileage: 3,650

Prod Date: 6/28/2006

Warranty Start Date: 9/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MO007 Head Motor Company

Phone: 5734429200

FAX: 5738753696

Contact: Ted Hambach

Contact Title: technician

Service District: CE04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

10/23/2007 1:30:07P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Need Countermeasure

Case History

*** NOTES 10/23/2007 08:28 AM clarify Action Type: Manager review

*** Performed by contact: Ted Hambach, 5734429200

DPMS states there is a reflash available for the passenger ocs concern. Was it included in the latest GDS upgrade?

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

tsb
techtimes
campaign
pitstop

*** PHONE LOG 10/23/2007 06:08 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Ted, its only avaiable through your FTR. Have the DPSM schedule him a visit for this concern.

*** CASE CLOSE 10/23/2007 09:49 AM clarify
*** Performed by contact: Ted Hambach, 5734429200
No repair made at this time

*** CASE CLOSE 12/06/2007 10:38 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Need Countermeasure
CLOSING COMMENTS
Information Given



**Kia Motors America
Technical Assistance Center**

Case Number: T1375985

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6G6DA7S

Model Code: 74202

VIN: kndjd736875 [REDACTED]

Mileage: 4,768

Prod Date: 4/16/2007

Warranty Start Date: 8/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD029 Sherwood Kia of Salisbury

Phone: 4107491301

FAX: 4105484643

Contact: Brian Benson

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/26/2007 8:38:31P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/26/2007 12:36 PM clarify Action Type: Manager review

*** Performed by contact: Brian Benson, 4108601100

Cust complaint of ocs light not distinguishing when sitting in pass seat at times I can not verify & no codes cust approx 160lbs, I believe theirs a new ocs reflash coming, is their? Will it fix this concern? Any common issues? Thanks Brian!! ---P.S.07 Sedona Infinity stereo sys. high pitch noise from front right speaker. pitch changes with eng speed any common issue's before I start? What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 10/26/2007 12:54 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Brian,

The FTR's have a reflash. Need to contact your DPSM to ge thtis scheduled.

Mark Horey
Technical Communications Manager

*** CASE CLOSE 12/03/2007 01:25 PM clarify
*** Performed by contact: Brian Benson. 4108601100
Revised Reflash on the way per dpsm



**Kia Motors America
Technical Assistance Center**

Case Number: T1376810

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S17793

Model Code: 74422

VIN: KNDJC736975 [REDACTED]

Mileage: 1,235

Prod Date: 6/27/2006

Warranty Start Date: 10/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA068 Smail Kia

Phone: 7248374210

FAX: 7248308021

Contact: Sean Pease

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/30/2007 12:12:51

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 10/30/2007 05:15 AM Pacific Daylight Time DFinkelstein-TL

Tech states the customer claims the OCS light stays on. The passenger is a grown man . Tech has tested the seat and found it working ok at this time.

Advised tech to have service manager contact DPSM to see if he wants to schedule an FTR to inspect vehicle.

*** CASE CLOSE 01/08/2008 07:35 AM clarify

*** Performed by contact: sean pease, 7179180384

field rep reprogrammed ocs



Kia Motors America Technical Assistance Center

Case Number: T1377002

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S19045

Model Code: 74222

VIN: KNDJD736775 [REDACTED]

Mileage: 10,778

Prod Date: 7/22/2006

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

Dealer/Contact Data:

Dealer: OK018 Reynolds Kia

Phone: 4055482411

FAX: 4055482499

Contact: Andy Marshall

Contact Title:

Service District:

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

10/30/2007 4:34:04P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Vehicle Repaired

Case History

*** NOTES 10/30/2007 08:32 AM clarify Action Type: Manager review

*** Performed by contact: Andy Marshall, 4055482411

THE PASSENGER AIR BAG OFF LIGHT COMES ON DRIVING WITH PASSENGER IN SEAT. CHECKED FOR CODES. NONE AT THIS TIME, CHECKED CONNECTORS UNDER SEAT AND IN DASH. FOUND NO LOOSE PINS. RE-TEST DROVE, HAD ANOTHER TECH GET IN AFTER CAR WAS RUNNING, THE AIRBAG OFF LIGHT DIDN'T GO OUT IN A 5 MILE TEST DRIVE.

PLEASE ADVISE

ANDY

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

CHECKED FOR TSB's, LOOKED AT ETM, CHECKED SERVICE MANUL

*** PHONE LOG 10/30/2007 10:09 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Contact the FTR for the reflash .

*** CASE CLOSE 12/03/2007 08:28 AM clarify

*** Performed by contact: Andy Marshall, 4055482411

FTR SENT TOOL, REPROGRAMMER TO REPAIR

*** CASE CLOSE 12/06/2007 12:32 PM Pacific Daylight Time JBrookes

Resolution Code: Vehicle Repaired

CLOSING COMMENTS

Re programmed .



**Kia Motors America
Technical Assistance Center**

Case Number: T1377526

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S21886

Model Code: 74242

VIN: KNDJD736875 [REDACTED]

Mileage: 4,810

Prod Date: 10/11/2006

Warranty Start Date: 8/11/2007 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: Warning Light On

DTC:

10/31/2007 5:00:08P

System: Restraints

Component: Please Specify_Passenger Presences

Resolution: Auto Closed

Case History

*** NOTES 10/31/2007 08:58 AM clarify Action Type: Manager review

*** Performed by contact: robert sebestyen, 8435727300

Customer states occasionally "Passenger Air Bag OFF" indicator stays lit even with 200lbs adult in seat
What Reference Materials Have Been Used - What Has Already Been Tried?

road tested vehicle with adult aprox 200lbs in seat. no malfunction during road test

*** PHONE LOG 10/31/2007 10:15 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Please contact the FTR . to reflash the seat .

*** NOTES 11/01/2007 06:07 AM clarify Action Type: Manager review

*** Performed by contact: robert sebestyen, 8435727300

contacted DPSM, he is requesting FTR assistance. thanks

*** CASE AUTO CLOSE 02/15/2009 12:02:44 AM sa



Kia Motors America Technical Assistance Center

Case Number: T1378142

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S22480

Model Code: 74442

VIN: KNDJC736375 [REDACTED]

Mileage: 3,563

Prod Date: 10/18/2006

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

Dealer/Contact Data:

Dealer: CA098 San Luis Bay Motors Kia

Phone: 8052398700

FAX: 8052271185

Contact: Ron Boyer

Contact Title: Technician

Service District: WE01

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/1/2007 9:17:48P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 11/01/2007 02:25 PM Pacific Daylight Time DFinkelstein-TL

Service manager states that the OCS light won't go out with a 190 lb female sitting in the seat. DPSM authorized them to swap the seat out according to him and the problem is still there. FTR has inspected the vehicle according to service manager.

Advised him to contact DPSM and have FTR look at the vehicle again.

*** CASE AUTO CLOSE 02/15/2009 12:02:48 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1379111

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19087

Model Code: 74422

VIN: KNDJC736975 [REDACTED]

Mileage: 1,777

Prod Date: 7/21/2006

Warranty Start Date: 8/10/2007 12:00:00AM

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706

FAX: 5157272121

Contact: John Jay

Contact Title: tech

Service District: CE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/5/2007 8:32:31P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 11/05/2007 11:39 AM Pacific Daylight Time MGoldwasser
The tech states the OCS light stays illuminated with a 180 pound individual in the seat.

Advised the tech to contact his DPSM and request FTR assistance to have the OCS software reflashed.

*** NOTES 11/05/2007 02:18 PM clarify Action Type: Manager review
*** Performed by contact: Jon Jay, 5152700706
FTR ALREADY DID OCS REFLASH

*** PHONE LOG 11/05/2007 12:48 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call
John,
I will forward this case to the Service Engineer and get back with you.

*** PHONE LOG 11/05/2007 01:26 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call
John,
We are preparing a new reflash that will be available in mid January to resolve this concern, in the mean time have the

customer cycle the ignition key when the OCS light stays on this will reset the OCS system and it will be able to capture the customers weight correctly.

*** NOTES 11/07/2007 08:13 AM Pacific Daylight Time SSilavong-TL Action Type:Manager review
-Tech states the seat been replaced and OCS re-flash been done and the OCS light still illume intermittently.
-Recommend tech verify the incident and contact the dpsm for his input.

*** CASE AUTO CLOSE 02/15/2009 12:02:52 AM ea



**Kia Motors America
Technical Assistance Center**

Case Number: T1379280

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S24153

Model Code: 74202

VIN: KNDJD736275 [REDACTED]

Mileage: 2,321

Prod Date: 11/15/2006

Warranty Start Date: 8/4/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH025 Taylor Kia

Phone: 4198428811

FAX: 4198420651

Contact: Mohmmand Quarbanali

Contact Title: tech

Service District: CE06

Case Details:

Create Date & Time

Case Title: OCS - Light on #

11/6/2007 2:43:28P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 11/06/2007 06:47 AM Pacific Daylight Time RHicks
tech states vehicle OCS light stays on
= advised tech to contact DPSM for reflash of the SRS unit

*** CASE AUTO CLOSE 02/15/2009 12:02:53 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1379657

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6G6DA7S

Model Code: 74222

VIN: KNDJD736175 [REDACTED]

Mileage: 1,302

Prod Date: 4/20/2007

Warranty Start Date: 10/4/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA178 Car Pros Kia

Phone: 9094559600

FAX: 9096205017

Contact: Ralph McGuire

Contact Title: Service

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/6/2007 10:15:19P

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 11/06/2007 02:19 PM Pacific Daylight Time RHicks
- tech states OCS light stays on with someone in seat
= advised tech to call DPSM for a SRSCU reflash

*** CASE CLOSE 11/13/2007 10:19 AM clarify
*** Performed by contact: Ralph McGuire, 9094559600
kai field tech reprogramed



**Kia Motors America
Technical Assistance Center**

Case Number: T1379672

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25903

Model Code: 74222

VIN: KNDJD736675 [REDACTED]

Mileage: 2,560

Prod Date: 12/14/2006

Warranty Start Date: 8/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA202 Folsom Lake Kia

Phone: 9163532121

FAX: 9168501568

Contact: Danny Phamuong

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Improper Indication

DTC:

11/6/2007 10:31:58P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** PHONE LOG 11/06/2007 02:35 PM Pacific Daylight Time DFinkelstein-TL

Tech states the customer who is of large proportions (270 lb male) sits in the passenger seat and the OCS light doesn't go out. Customer is sitting on bolsters of the seat . Seat works ok for other occupants tested in the seat.

Advised tech the KIA is currently investigating this concern and to have service manager contact DPSM to discuss the vehicle and customer's problem.

*** CASE CLOSE 12/12/2007 02:34 PM clarify

*** Performed by contact: Danny Phamuong, 916 353 2000

Mark W came out and we reprogram OCS

*** CASE CLOSE 04/15/2008 09:37 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

we reprogram OCS



Kia Motors America Technical Assistance Center

Case Number: T1379807

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S23711

Model Code: 74202

VIN: KNDJD736975 [REDACTED]

Mileage: 16,287

Prod Date: 11/8/2006

Warranty Start Date: 3/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX040 Classic Kia

Phone: 8174671234

FAX: 8177843365

Contact: geno garcia

Contact Title: tech

Service District: SO06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/7/2007 2:47:45P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 11/07/2007 06:56 AM Pacific Daylight Time SSilavong-TL

- OCS light came on some time when adult occupant on the seat.
- Scan tool shows small occupant.
- No other work or diagnosis.

-Have the service manager contact the DPSM or FRT and ask if possible for them to come out and re-flash the OCS system.

*** CASE AUTO CLOSE 02/15/2009 12:02:54 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1379975

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 5,016

Prod Date: 4/19/2007

Warranty Start Date: 7/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH028 Ricart Kia

Phone: 6148365321

FAX: 6148366555

Contact: Jim Warner

Contact Title:

Service District: CE02

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

11/7/2007 6:48:59P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/07/2007 10:46 AM clarify Action Type: Manager review

*** Performed by contact: Jim Warner. 6148365321

I HAVE A 2007 SORENTO WITH APASSENGER AIRBAG LIGHT WILL NOT GO OFF ON DASH.ALSO AT TIMES IF YOU GO OVER BUMPS LIGHT WILL STAY ON UNTIL YOU REMOVE BUTT FROM SEAT AND RESET SEAT BOTTOM.WE HAVE SWAPPED SEATS OUT OF A STOCK UNIT AND PROBLEM STILL EXISTS.ANY IDEAS WHERE TO GO FROM HERE??

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

*** PHONE LOG 11/07/2007 11:00 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Jim, KIA is currently investigating this concern for this year/model. Please have service manager contact DPSM and see what actions he wants taken at this time. It may require a FTR to visit dealer for this concern.

*** CASE CLOSE 02/01/2008 11:30 AM clarify

*** Performed by contact: Jim Warner, 6148365321

waiting for repair info from kis



**Kia Motors America
Technical Assistance Center**

Case Number: T1380875

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S19517

Model Code: 74242

VIN: KNDJD736675 [REDACTED]

Mileage: 6,064

Prod Date: 8/8/2006

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

Dealer/Contact Data:

Dealer: CA198 Kearny Pearson Kia

Phone: 8585605544

FAX: 8585604359

Contact: Ricardo Cueva

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - light on

11/9/2007 7:28:25P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 11/09/2007 11:38 AM Pacific Daylight Time JBrookes
Advised to contact FTR to reflash the pass seat .

*** CASE CLOSE 11/15/2007 08:05 AM Pacific Daylight Time JBrookes

Resolution Code: Auto Closed

CLOSING COMMENTS

Tech stated the reflash was done .



**Kia Motors America
Technical Assistance Center**

Case Number: T1381034

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20626

Model Code: 74422

VIN: kndjc736975 [REDACTED]

Mileage: 5,849

Prod Date: 9/15/2006

Warranty Start Date: 7/12/2007 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: Warning Light On

DTC:

11/10/2007 2:15:16P

System: Restraints

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

Resolution:

Case History

*** NOTES 11/10/2007 09:13 AM clarify Action Type: Manager review

*** Performed by contact: Eric NICHOLSON, 3042915090

customer states pass. airbag light staying on when pass. in seat. not noticing pass. in seat. light functioning correctly when i checked it at this time. any suggestions

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

*** PHONE LOG 11/12/2007 06:58 AM Pacific Daylight Time RHicks Action Type: Incoming call

Contact DPSM for FTR to re-flash SRS control unit

*** CASE CLOSE 08/05/2008 11:46 AM clarify

*** Performed by contact: Eric NICHOLSON, 3042915090

REFLASHED UNIT OPERATING CORRECTLY



**Kia Motors America
Technical Assistance Center**

Case Number: T1381042

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S23556

Model Code: 74242

VIN: kndjd736879 [REDACTED]

Mileage: 10,446

Prod Date: 11/6/2006

Warranty Start Date: 5/15/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia

Phone: 4808137729

FAX:

Contact: MIKE DECRANS

Contact Title:

Service District:

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

11/10/2007 8:48:19P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/10/2007 12:46 PM clarify Action Type: Manager review

*** Performed by contact: MIKE DECRANS, 4808137729

customer states passenger air bag off light is staying on even with occupant in seat. I sat in seat several times and it is working for me at this time

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

*** PHONE LOG 11/12/2007 08:36 AM Pacific Daylight Time JBrookes Action Type: Incoming call

Mike, if/when you can duplicate this, the FTR can reflash the seat.

*** CASE CLOSE 11/20/2007 06:04 PM clarify

*** Performed by contact: MIKE DECRANS, 4808137729

NO PROBLEM FOUND



**Kia Motors America
Technical Assistance Center**

Case Number: T1381304

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S23866

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 10,848

Prod Date: 11/10/2006

Warranty Start Date: 2/8/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX089 Performance Kia

Phone: 7139814400

FAX: 7139814422

Contact: RAYMOND GUZMAN

Contact Title: Technician

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/12/2007 5:44:53P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 11/12/2007 09:42 AM clarify Action Type: Manager review

*** Performed by contact: RAYMOND GUZMAN. 9093881851

Customer states that the OCS light illuminated whiel passenger seat was occupied.

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

Could not duplicate at this time. System seems normal. Checked for codes and found none. What is the weight spec. on the OCS?
Where can that information be found?

*** PHONE LOG 11/12/2007 09:56 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Raymond,

This is under investigation, but there is nothing you can do at this time. There is no 'spec' as thisis fuzzy logic. Please review
seating position info in owners manual with customer.

Mark Horey
Technical Communications Manager

*** CASE AUTO CLOSE 02/15/2009 12:03:01 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1381394

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S19204

Model Code: 74222

VIN: knjd736575 [REDACTED]

Mileage: 11,040

Prod Date: 7/24/2006

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

Dealer/Contact Data:

Dealer: GA054 Atlanta Kia South

Phone: 7709683400

FAX: 7709616279

Contact: Key Martin

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/12/2007 7:12:49P

System: Restraints

Component:

Resolution:

Case History

*** NOTES 11/12/2007 11:10 AM clarify Action Type: Manager review

*** Performed by contact: Key Martin, 7709683400

with "large" person sitting in seat passenger side airbag "OFF" light will illuminate intermit when driving. we have duplicated this once. no trouble codes. by time get back to dealership the light will be out.

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

last visit replaced passenger front seat bottem.

*** PHONE LOG 11/12/2007 11:33 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Please contact the DPSM, please also review the owners manual with customer.

*** CASE CLOSE 12/18/2007 12:41 PM clarify

*** Performed by contact: Key Martin, 7709683400

REPROGRAMMED OCS WITH TOOL SUPPLIED BY DPSM



**Kia Motors America
Technical Assistance Center**

Case Number: T1381482

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24647

Model Code: 74222

VIN: kndjd736x75 [REDACTED]

Mileage: 1,516

Prod Date: 11/23/2006

Warranty Start Date: 9/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NJ038 Atlantic Kia

Phone: 6096468600

FAX: 6094849582

Contact: atlantic kia service

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/12/2007 9:09:06P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/12/2007 01:07 PM clarify Action Type: Manager review

*** Performed by contact: atlantic kia service, 609 641-3111

Vehicle was in before, customer says with wife in pass. front seat. Passenger airbag off light won't come off. She's about 115-125 lbs. I tested with Chryslers seat weight set and No problem found, no codes, no tsb's. Informed cust. about correct seat positioning...this is Mike

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

*** PHONE LOG 11/12/2007 02:11 PM Pacific Daylight Time MHorey-TL Action Type: Incoming call
There is nothing that can be done for this condition at this time. It is being investigated.

Mark Horey
Technical Communications Manager

*** CASE CLOSE 02/06/2008 09:20 AM clarify

*** Performed by contact: atlantic kia service, 609 641-3111

seat bottom replaced



Kia Motors America Technical Assistance Center

Case Number: T1382349

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S22610

Model Code: 74222

VIN: KNDJD736975 [REDACTED]

Mileage: 1,401

Prod Date: 10/21/2006

Warranty Start Date: 10/23/2007 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:

11/14/2007 7:47:10P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/14/2007 11:45 AM clarify Action Type: Manager review

*** Performed by contact: mark wilhelm, 3219519595

John Smith here today to flash OCS. Complaint of OCS light illuminated with adult sitting in RF seat. After flash and departure of John Smith customer still has same concern. 200+ lbs sitting squarely in RF seat and "air bag off" light remains illuminated.

Moving in seat seems to have no affect. I was asked by our DPSM to open this case. Per John Smith this was his last flash prior to sending his tool to Germany for the update to actually fix this concern. Mark

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

*** PHONE LOG 11/14/2007 12:45 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call

Mark.

John is correct. We are shipping the tools in for reprogramming again. There is nothing else we can do until we the tools are back and try again.

Mark Horey

Technical Communications Manager

*** NOTES 11/30/2007 09:25 AM clarify Action Type: Manager review
*** Performed by contact: mark wilhelm, 3219519595
Replaced RF seat cushion per DPSM instructions.

*** PHONE LOG 11/30/2007 09:28 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Mark,

By replacing the seat cushion you have gone back to the original software. I am very interested in what the customer results are.
BTW, the tools are back with the FTR's.

Mark Horey

*** NOTES 01/16/2008 12:59 PM clarify Action Type: Manager review
*** Performed by contact: mark wilhelm, 3219519595
Wasn't my idea to replace seat. I told them exactly the same thing that they were going backwards with the programming. Haven't heard a word since. Closing case.

*** CASE CLOSE 01/16/2008 01:00 PM clarify
*** Performed by contact: mark wilhelm, 3219519595
Haven't heard anything from customer since seat replacement.



**Kia Motors America
Technical Assistance Center**

Case Number: T1382446

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20702

Model Code: 74422

VIN: KNDJC736X75 [REDACTED]

Mileage: 2,394

Prod Date: 9/22/2006

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

Dealer/Contact Data:

Dealer: CA093 Napa Kia

Phone: 7072243166

FAX: 7072581137

Contact: Aaron Paddock

Contact Title:

Service District: WE04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

11/14/2007 9:52:34P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** PHONE LOG 11/14/2007 01:54 PM Pacific Daylight Time DFinkelstein-TL

Tech states customer is complaining that the OCS light stays on. Customer has come in several visits for this concern.

Advised tech that KIA is currently investigating this concern and to have his service manager contact their DPSM to see an FTR visit is needed.

*** CASE AUTO CLOSE 02/15/2009 12:03:06 AM sa

*** CASE CLOSE 09/02/2009 07:37 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1382523

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21715

Model Code: 74222

VIN: KNDJD736775 [REDACTED]

Mileage: 660

Prod Date: 9/30/2006

Warranty Start Date: 10/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL060 Crown Kia

Phone: 7275255785

FAX: 7275224539

Contact: Mike Sienkiewicz

Contact Title:

Service District: SO03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

11/15/2007 1:59:00P

System: Restraints

Component:

Resolution: Software Upgrade

Case History

*** NOTES 11/15/2007 05:57 AM clarify Action Type: Manager review

*** Performed by contact: Mike Sienkiewicz, 7275255785

I have this 07-sorento along with 2 others that the ocs light does not shut off when a person is sitting in the pass seat. I was told there is a field tech reflash for the new optima's and I was wondering if there is a reflash for the sorento's also?

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

*** NOTES 11/15/2007 07:52 AM Pacific Daylight Time SSilavong-TL Action Type: Manager review

Mike,

-Thanks for asking. The Product Quality Team is working on the 2007 MY Sorento OCS concern reflash.

-Please contact the dpsm and let them know the about this case. Note: if the update reflash become available the FTR or DPSM will have the update program.

*** CASE CLOSE 11/26/2007 01:38 PM clarify

*** Performed by contact: Mike Sienkiewicz, 7275255785

waiting on ocs reflashing

*** CASE CLOSE 11/26/2007 02:51 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

*** CASE CLOSE 11/26/2007 01:38 PM clarify

*** Performed by contact: Mike Sienkiewicz, 7275255785

waiting on ocs reflashing



**Kia Motors America
Technical Assistance Center**

Case Number: T1382785

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7S

Model Code: 73202

VIN: knjd735585 [REDACTED]

Mileage: 785

Prod Date: 5/8/2007

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

Dealer/Contact Data:

Dealer: FL025 Gunther Kia

Phone: 9547971680

FAX: 9544536337

Contact: Douglas Campbell

Contact Title:

Service District: SO02

Case Details:

Create Date & Time

Case Title: OCS - light on

Symptom: Warning Light On

DTC:

11/16/2007 3:11:47P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/16/2007 07:09 AM clarify Action Type: Manager review

*** Performed by contact: Douglas Campbell, 9547971680

customer states when sitting in passenger seat airbag lamp will not turn off.tech tested with seat weights and light turns off.tech noted customer was sitting correctly in seat and airbag light was still on.

hook up scan tool.....no codes in system.

is there a update available?

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

*** PHONE LOG 11/16/2007 08:16 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Douglas, we are informed that Kia are working on this .

*** CASE CLOSE 02/07/2008 06:51 AM clarify

*** Performed by contact: Douglas Campbell, 9547971680

normal operation



**Kia Motors America
Technical Assistance Center**

Case Number: T1382891

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7S

Model Code: 74242

VIN: KNDJD736285 [REDACTED]

Mileage: 926

Prod Date: 5/14/2007

Warranty Start Date: 10/23/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Britain Hirte

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

11/16/2007 5:19:44P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 11/16/2007 09:17 AM clarify Action Type: Manager review

*** Performed by contact: Britain Hirte, 6023465400

When passenger is seated SRS system does not recognize weight on passenger front.

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

*** PHONE LOG 11/16/2007 09:42 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Britain,

There is a re flash coming for this concern, the re flash can only be done by you're FTR. I will forward this case to you're DPSM and the region.

*** EMAIL OUT ti_ MGoldwasser Action Type:External email

Send to:[Steinwinter, Tom [KMA]]

CC List:[Merrimon, Jim [KMA];Williams, Thomas W. [KMA]]

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*** CASE AUTO CLOSE 02/15/2009 12:03:07 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1383243

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736775 [REDACTED]

Mileage: 7,176

Prod Date: 4/13/2007

Warranty Start Date: 7/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: Chad NOTTINGHAM

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on # light on when seat occupied

11/19/2007 1:45:08P

Symptom: OCS validation

DTC:

System: Restraints

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

Resolution:

Case History

*** NOTES 11/19/2007 08:43 AM clarify Action Type: Manager review

*** Performed by contact: Chad NOTTINGHAM, 3042915090

CUSTOMER STATES THAT THE AIRBAG STAYS ON MOST OF THE TIME WHEN SOME ONR IS SITTING IN THE SEAT THIS IS SECOND TIME IN FOR THIS

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

CHECKED OPERATION OF AIR BAG IT IS WORKING NOW BUT THIS IS THE SAME WITH EVERY ONE WE LOOK AT JUST WANTED TO SEE IF THE SRS REFLASH IS AVAILBLE

*** PHONE LOG 11/19/2007 08:36 AM Pacific Daylight Time RHicks Action Type:Incoming call

Updated OCS Modules are in transit from Korea

concern is being investigated -

*** EMAIL OUT t? RHicks Action Type:Internal email

Send to:[rchristiansen@kiausa.com]

CC List:[Williams, Kevin [KMA];Peterson, Jim [KMA]]

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*** CASE CLOSE 09/25/2008 01:40 PM clarify
*** Performed by contact: Chad NOTTINGHAM, 3042915090
REPROBRAMED OCS



**Kia Motors America
Technical Assistance Center**

Case Number: T1384039

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S22138

Model Code: 74222

VIN: kndjd736675 [REDACTED]

Mileage: 4,768

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: Tracy Wall

Contact Title:

Service District: SO06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/20/2007 8:18:17P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/20/2007 12:16 PM clarify Action Type: Manager review

*** Performed by contact: Tracy Wall, 8174671234

this vehicle has had the ocs program installed by field service tech. the light still coming on going down the road with a passenger in the seat.

is there any other suggestions at this time

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

*** PHONE LOG 11/20/2007 12:31 PM Pacific Daylight Time MHorey-TL Action Type:Incoming call
Tracy.

The tools are being reloaded with an updated program. Keep track of this customer with your DPSM so it can be done again when the tools come back. No ETA right now.

Mark Horey
Technical Communications Manager

*** CASE CLOSE 11/20/2007 01:43 PM clarify
*** Performed by contact: Tracy Wall. 8174671234
no fix at this time



**Kia Motors America
Technical Assistance Center**

Case Number: T1385507

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23583

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 14,903

Prod Date: 11/7/2006

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

Dealer/Contact Data:

Dealer: WA011 Performance Kia

Phone: 4256095600

FAX: 4256095662

Contact: Alfredo Rojas

Contact Title: Technician

Service District: WE08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/26/2007 10:08:52

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 11/26/2007 02:06 PM clarify Action Type: Manager review

*** Performed by contact: Alfredo Rojas, 4253475763

CUSTOMER STATES PASSGR AIR BAD OFF. STAYS OK WITH PASSENGER IN SEAT AT TIMES. 2ND TIME IN WITH SAME CONCERN. NO MALFUNCTIONS DUPLICATED AT THIS TIME. SYSTEM TO SPEC. ANY ADVICE?

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

*** PHONE LOG 11/26/2007 02:24 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Alfredo.

We are awaiting the arrival of the new updated re flash tools, this case will be forwarded to you're DPSM and he will notify the FTR.

*** EMAIL OUT ti_ MGoldwasser Action Type:External email

Send to:[Sharp, Bill [KMA]]

CC List:[Merrimon, Jim [KMA]]

*** EMAIL OUT ti_MGoldwasser Action Type:External email

Send to:[Sharp, Bill [KMA]]

CC List:[Merrimon, Jim [KMA]]

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*** CASE AUTO CLOSE 02/15/2009 12:03:18 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1385725

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21381

Model Code: 74222

VIN: kndjd736375 [REDACTED]

Mileage: 4,066

Prod Date: 10/23/2006

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

Dealer/Contact Data:

Dealer: GA047 Kia at Arbor Place Mall

Phone: 6787155399

FAX: 6787155380

Contact: Stephen Harrison

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

11/27/2007 3:37:43P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** NOTES 11/27/2007 07:35 AM clarify Action Type: Manager review

*** Performed by contact: Stephen Harrison, 6787155399

the pass seat ocs lamp will intermittly not go off with a pass in the seat

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

pass weightis 155 tested with pass weight of 200lbs still problem is intermittin i have had a few of these has kia come up with a fix or reprogram or a known good fix

*** PHONE LOG 11/27/2007 07:48 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Not at this time it is being investigated.

*** CASE CLOSE 06/09/2008 04:31 AM clarify

*** Performed by contact: Stephen Harrison, 6787155399

new tool given to dealer



**Kia Motors America
Technical Assistance Center**

Case Number: T1385909

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24280

Model Code: 74222

VIN: KNDJD736175 [REDACTED]

Mileage: 3,941

Prod Date: 11/16/2006

Warranty Start Date: 10/15/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX095 Palmer Kia

Phone: 9797795500

FAX: 9797795505

Contact: John Stolte

Contact Title: tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/27/2007 7:23:42P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 11/27/2007 11:29 AM Pacific Daylight Time DFinkelstein-TL

Tech states the female passenger is of slight build and may not even weigh 110 lbs. The OCS light doesn't go out with her in it. The seat has previously been replaced for this concern. Tech wanted to know if anything can be changed to get the light to go out for this passenger.

Advised him the OCS system is working as designed and she should be sitting in the rear seat for risk of injury from airbag deployment in an accident. Tech should have service manager contact DPSM and see if there is anything he wants done at this time.

*** CASE AUTO CLOSE 02/15/2009 12:03:19 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1386255

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S17508

Model Code: 74242

VIN: KNDJD736575 [REDACTED]

Mileage: 8,550

Prod Date: 6/20/2006

Warranty Start Date: 5/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ034 Big Bell Road Kia

Phone: 6023465400

FAX: 6023465410

Contact: Jennifer Haskin

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

11/28/2007 5:15:24P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 11/28/2007 09:13 AM clarify Action Type: Manager review

*** Performed by contact: Jennifer Haskin, 6023465400

passenger airbag light off light stays on while person is seated in seat. 130lbs, 210 lbs, and so on. needs logic relearn?

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

*** PHONE LOG 11/28/2007 09:46 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Jennifer.

We are awaiting an updated reflash to resolve this concern, this case will be forwarded to the region and this vehicle will be put on a list.

*** EMAIL OUT ti_ MGoldwasser Action Type:External email

Send to:[Steinwinter, Tom [KMA]]

CC List:[Merrimon, Jim [KMA]]

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*** CASE CLOSE 01/09/2008 01:36 PM clarify

*** Performed by contact: Jennifer Haskin, 6023465400

ocs reprogramm

*** CASE CLOSE 01/09/2008 02:11 PM Pacific Daylight Time MGoldwasser

Resolution Code: Software Upgrade

CLOSING COMMENTS

ocs reprogramm



**Kia Motors America
Technical Assistance Center**

Case Number: T1386596

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S24637

Model Code: 74242

VIN: KNDJD736175 [REDACTED]

Mileage: 2,685

Prod Date: 11/21/2006

Warranty Start Date: 10/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: SC020 Kia of Greer

Phone: 8648793800

FAX: 8648775757

Contact: William Ostrander

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on # PASS SIDE AIR BAG WONT ACTIVATE

Create Date & Time

Symptom: OCS validation

DTC:

11/29/2007 3:38:39P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Taken

Case History

*** NOTES 11/29/2007 07:36 AM clarify Action Type: Manager review

*** Performed by contact: William Ostrander, 8648793800

CUSTOMER STATES THAT PASS SIDE AIR BAG WILL STAY IN THE OFF MODE EVEN WHEN SEAT IS OCCUPIED. IS WORKING PROPERLY WITH THE TECH IN THE SEAT.

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

NO CODES WERE FOUND AND THE SEAT IS OPERATING AS DESIGNED AS FAR AS WE CAN TELL. WE HAVE HEARD OF A FIELD FIX THAT MAYBE IN THE WORKS TO CORRECT THIS CONCERN. THERE ARE A LOT OF COMPLAINTS ON THIS AND THIS CUSTOMER IS GETTING UPSET ALSO. ADVISE IF THERE IS SOMETHING THAT CAN BE DONE OR IF THIS IS BEING WORKED ON BY KIA CORP. ALL WIRING AND CONNECTIONS SEEM GOOD AT THIS TIME.

*** NOTES 11/29/2007 07:58 AM Pacific Daylight Time SSilavong-TL Action Type: Manager review

-KMA is investigating on the OCS light stay on with adult occupant seating on the seat. Note: this can be duplicated by tech and customer.

-Sound like this is different from you case.

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

*** CASE CLOSE 03/26/2008 05:46 AM clarify
*** Performed by contact: William Ostrander, 8648793800
Svc mngr relayed info to cust cocerningseat issue per KMA

*** CASE CLOSE 03/27/2008 12:01 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Information Taken

CLOSING COMMENTS

*** CASE CLOSE 03/26/2008 05:46 AM clarify
*** Performed by contact: William Ostrander, 8648793800
Svc mngr relayed info to cust cocerningseat issue per KMA



Kia Motors America Technical Assistance Center

Case Number: T1389587

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6G6DA7S

Model Code: 74422

VIN: kndjc736275 [REDACTED]

Mileage: 2,331

Prod Date: 4/19/2007

Warranty Start Date: 10/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NE001 Kia of Omaha

Phone: 4023319100

FAX: 4025923059

Contact: Chris Swensen

Contact Title:

Service District: CE05

Case Details:

Create Date & Time

Case Title: OCS - Light on #

12/4/2007 4:19:06P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 12/04/2007 08:17 AM clarify Action Type: Manager review

*** Performed by contact: Chris Swensen, 4023319100

passenger air bag light will intermittantly not turn off with an adult in the seat
What Reference Materials Have Been Used - What Has Already Been Tried?

passenger seat bottom/ocs sensor assy. was replaced. the vehicle has been to the dealer 4 times and driven about 300 miles total and the technician was unable to duplicate. I also have not been able to duplicate. the customer has been driving one of our similar loaners and say it always works with the same people sitting in the same seats. which kind of eliminates the "big bottom theory". the question the dpsm and service manager would like me to ask technical assistance is would you recomend replacing ocs control module? have you had many of these same complaints?

*** PHONE LOG 12/04/2007 08:35 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Chris. Your DPSM should contact his FTR for assistance on this vehicle. The FTR's have information on this concern that may require a visit to your dealership for this concern.

*** NOTES 12/04/2007 09:16 AM clarify Action Type: Manager review

*** Performed by contact: Chris Swensen, 4023319100

I will let him know. thank you

*** CASE CLOSE 01/22/2008 08:21 AM clarify
*** Performed by contact: Chris Swensen, 4023319100
had reprogram for this problem



**Kia Motors America
Technical Assistance Center**

Case Number: T1389817

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18001

Model Code: 74222

VIN: KNDJD736775 [REDACTED]

Mileage: 2,603

Prod Date: 6/29/2006

Warranty Start Date: 7/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NJ034 Sansone Kia

Phone: 7329221050

FAX: 7329221168

Contact: Steven Anthony

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

12/4/2007 9:11:26P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** PHONE LOG 12/04/2007 01:15 PM Pacific Daylight Time MGoldwasser
The tech states the OCS light will not turn off intermittently.

Advised the that there is a reflash available threw his FTR for this concern. advised the tech that I would forward this case to the region.

*** EMAIL OUT to MGoldwasser Action Type:External email

Send to:[Kealey, Robin [KMA]]

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*** CASE AUTO CLOSE 02/15/2009 12:04:49 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1390184

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17315

Model Code: 74442

VIN: KNDJC736075 [REDACTED]

Mileage: 1,474

Prod Date: 6/15/2006

Warranty Start Date: 11/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NJ006 Maroon Kia

Phone: 9738395602

FAX: 9738399510

Contact: BRIAN DANIELL

Contact Title:

Service District: EA06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/5/2007 7:22:46P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** PHONE LOG 12/05/2007 11:26 AM Pacific Daylight Time MGoldwasser

The tech states the OCS light will not turn off intermittently with a passenger in the seat.

Advised the tech that he will need to notify his DPSM and have a FTR come out and reflash the OCS seat software.

*** EMAIL OUT to MGoldwasser Action Type:External email

Send to:[Nassar, Thomas [KMA]]

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*** EMAIL IN 12/18/2007 05:53 AM Pacific Daylight Time KMA99735
12/10/07 FTR updated OCS module.

Lou Pagano

Field Technical Representative

Kia Motors America, Inc.

732-320-5389

LPagano@Kiausa.com

*** CASE CLOSE 12/18/2007 07:31 AM Pacific Daylight Time MGoldwasser

Resolution Code: Software Upgrade



**Kia Motors America
Technical Assistance Center**

Case Number: T1390564

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22795

Model Code: 74242

VIN: KNDJD736575 [REDACTED]

Mileage: 5,018

Prod Date: 10/25/2006

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

Dealer/Contact Data:

Dealer: FL018 Coral Springs Kia

Phone: 9547557400

FAX: 9547534955

Contact: Keith Allen

Contact Title:

Service District: SO02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/6/2007 6:47:08P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 12/06/2007 10:46 AM Pacific Daylight Time DJackson-TL
Tech states the OCS light comes on and off there is no codes.
Advise tech to contact the DPSM.

*** CASE AUTO CLOSE 02/15/2009 12:04:53 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1392280

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S24812

Model Code: 74442

VIN: kndjc736875 [REDACTED]

Mileage: 4,172

Prod Date: 11/24/2006

Warranty Start Date: 10/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD018 Wheeler Kia

Phone: 4108762251

FAX: 4108760994

Contact: RICHARD MULDER

Contact Title:

Service District: EA02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/12/2007 3:25:04P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 12/12/2007 07:23 AM clarify Action Type: Manager review

*** Performed by contact: RICHARD MULDER. 4108762251

Customer concern: "Passenger air bag off" light is on when an adult is sitting in the passenger seat.

I'm unable to duplicate concern, but I though KIA had an issue with this?

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

Check codes, none. Chk for tsb's: none related.

*** PHONE LOG 12/12/2007 07:56 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Please contact DPSM for update.

*** CASE AUTO CLOSE 02/15/2009 12:04:58 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1393596

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18048

Model Code: 74222

VIN: KNDJD736675 [REDACTED]

Mileage: 5,793

Prod Date: 6/30/2006

Warranty Start Date: 9/18/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH028 Ricart Kia

Phone: 6148365321

FAX: 6148366555

Contact: ANTONIO A DESOUSA

Contact Title:

Service District: CE02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/17/2007 3:28:53P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 12/17/2007 07:27 AM clarify Action Type: Manager review

*** Performed by contact: ANTONIO A DESOUSA, 6148365321

I HAVE AN 07 SORENTO WITH A PASSENGER AIRBAG OFF LIGHT THAT STAYS ON WITH PASSENGER IN SEAT. IS THIS A COMMON CONCERN OR IS THERE A FIX FOR THIS AT THIS TIME? ANY HELP IS APPRECIATED

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

*** PHONE LOG 12/17/2007 07:34 AM Pacific Daylight Time RBrown-TL Action Type: Incoming call

Antonio,

Does the light go off when you sit in the seat? Have you checked for codes?

*** NOTES 12/17/2007 11:31 AM clarify Action Type: Manager review

*** Performed by contact: ANTONIO A DESOUSA, 6148365321

I'm sorry, I forgot to mention that this is an intermitternant concern. At this time there are no codes in the OCS/SRS

system. I was unable to get the light to stay on when I was sitting in the passenger seat of the vehicle.

We have noticed that this is a rather common problem with Sorento vehicles brought into our dealership. So I'm wondering if this is a concern that is happening at other dealerships. Is there a reprogram that is available or currently being worked on for this concern?

*** PHONE LOG 12/17/2007 11:36 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Antonio.

We have had a few of these concerns. Have you verified the concern with the customer sitting in the seat? Have you directed the customer to the owners manual to view proper seating position? And lastly, approximately how much does the passenger weigh?

*** PHONE LOG 12/17/2007 01:04 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Antonio. If everything looks good and the customer is not a child there is a reflash for that. Contact your DPSM for that reflash.

*** CASE AUTO CLOSE 02/15/2009 12:05:03 AM sa