

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



**Kia Motors America  
Technical Assistance Center**

Case Number: T1482792

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**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S21813

Model Code: 74242

VIN: KNDJD736175 [REDACTED]

Mileage: 3,410

Prod Date: 10/2/2006

Warranty Start Date: 4/26/2008 12:00:00AM

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**Dealer/Contact Data:**

Dealer: FL083 Orlando Kia West

Phone: 4075322217

FAX: 4075322776

Contact: Terry Blackman

Contact Title: Tech

Service District:

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**Case Details:**

Create Date & Time

Case Title: OCS - Light on #

8/6/2008 6:22:09PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 08/06/2008 10:30 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS light comes on intermittently with a normal size customer. Tech hasn't verified it but states the seat has been recalibrated already.

advised tech to have service manager contact their DPSM and see if he wants to replace the seat bottom or have an FTR look at the vehicle .

\*\*\* CASE AUTO CLOSE 04/22/2009 04:48:26 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1483151

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**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 10,989

Prod Date: 6/15/2007

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

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**Dealer/Contact Data:**

Dealer: IA001 Kia of Des Moines

Phone: 5152700706

FAX: 5157272121

Contact: Greg Andrew

Contact Title:

Service District: CE05

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/7/2008 1:14:56PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Cant Duplicate

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**Case History**

\*\*\* NOTES 08/07/2008 05:14 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Greg Andrew, 5152700706

CUST JUST BOUGHT VEHICLE SAYS THE PASSENGER AIRBAG OFF LIGHT WAS ON THE WHOLE DRIVE HOME  
UNABLE TO VERIFY CONCERN NOW

What Reference Materials Have Been Used - What Has Already Been Tried?  
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\*\*\* PHONE LOG 08/07/2008 05:33 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Greg, if you or the customer can duplicate the concern there is a reflash for this. Use reflash TOOL\_6 to perform reflash and if you do not have TOOL\_6 you will need to contact your DPSM to request an FTR to come out and perform the reflash.

\*\*\* CASE CLOSE 10/09/2008 01:23 PM clarify

\*\*\* Performed by contact: Greg Andrew, 5152700706

UNABLE TO DUPLICATE

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\*\*\* CASE CLOSE 10/10/2008 05:11 AM Pacific Daylight Time RLevy-TL

Resolution Code: Cant Duplicate

CLOSING COMMENTS

Cant duplicate



**Kia Motors America  
Technical Assistance Center**

Case Number: T1483241

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S26086

Model Code: 74422

VIN: KNDJC736675 [REDACTED]

Mileage: 8,939

Prod Date: 12/18/2006

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

---

**Dealer/Contact Data:**

Dealer: IA001 Kia of Des Moines

Phone: 5152700706

FAX: 5157272121

Contact: Jon Jay

Contact Title:

Service District: CE05

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/7/2008 2:59:03PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

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**Case History**

\*\*\* NOTES 08/07/2008 06:59 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jon Jay, 5152700706

CUST STATES AIRBAG OCS LIGHT DOES NOT GO OUT SOMETIMES WITH AN ADULT IN THE SEAT INTERM.  
COULD NOT DUPLICATE. WAS TOLD TO CALL TECHLINE

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

\*\*\* PHONE LOG 08/07/2008 07:11 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Jon, if you have the recalibration tool #6 then you can recalibrate the seat bottom. If you do not have the tool then you'll need to have your service manager contact the DPSM and arrange for an FTR to do this or have the tool sent to you. We are assuming this is not an issue of a person of smaller stature creating the concern.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:48:27 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1487626

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S24457

Model Code: 74422

VIN: KNDJC736X75 [REDACTED]

Mileage: 14,056

Prod Date: 11/20/2006

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

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**Dealer/Contact Data:**

Dealer: WI023 Dick Brantmeier Kia

Phone: 9204586111

FAX: 9204518180

Contact: Dean Arnsmeier

Contact Title: Technician

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/18/2008 2:38:43P

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 08/18/2008 06:45 AM Pacific Daylight Time MGoldwasser

The tech states the OCS light will come on intermittently while driving with a passenger in the seat. The tech states they do not have a OCS reflash tool in the shop.

Advised the tech that I would forward this case to the region to have KMA personnel come out and re flash the OCS software on this vehicle.

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

Send to:[Heiser, LaVerne (Skip) [KMA]]

CC List:[Houkal, Mark [KMA];Lind, Fred [KMA]]

Gentlemen,

This vehicle needs to have the OCS software re flashed and the dealer does not have a re flash tool. We will need to send an FTR out with re flash tool 6.

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

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not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:  
\\copubs\ClarifyOBJTL\_Attachments\SendHistory\Case\_T1487626\_MGoldwasser\_08-18-2008074557.doc>>

\*\*\* CASE AUTO CLOSE 04/22/2009 04:48:49 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1488147

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**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S24505

Model Code: 74442

VIN: kndjc736575

Mileage: 11,356

Prod Date: 11/21/2006

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

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**Dealer/Contact Data:**

Dealer: CO027 Grand West Kia

Phone: 9702480800

FAX: 9702483512

Contact: Shane A. Boyles

Contact Title:

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/18/2008 11:13:02P

System: Restraints

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

Resolution: Software Upgrade

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**Case History**

\*\*\* NOTES 08/18/2008 05:13 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Shane A. Boyles, 9702480800

ocs It doesn't work right with customer in seat customer is 110lbs.please advise.

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

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gds

\*\*\* PHONE LOG 08/18/2008 03:16 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

If the OCS light is still on with a 110 lb. passenger then I'd think its working correctly. Customer should read the owner's manual cautions. If you tested the seat with a normal size person and it goes out then its probably working ok. We do have a recalibration procedure that requires you have a #6 recalibration tool and then you'll be able to try it on the vehicle and see if it makes a slight difference . Do you have the #6 tool ?

\*\*\* NOTES 08/19/2008 07:38 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Shane A. Boyles, 9702480800

what is the #6 tool? is it the seat flash tool for the ld spectra/sorento?



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\*\*\* PHONE LOG 08/19/2008 05:53 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
You are correct. That is what I'm referring to. If you do not have the correct box your DPSM will arrange for one to be sent to you

\*\*\* NOTES 08/19/2008 09:05 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Shane A. Boyles. 9702480800  
I do have the box will attempt to flash seat and go from there

\*\*\* PHONE LOG 08/19/2008 07:57 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Good. let us know the test results after retesting it.

\*\*\* CASE CLOSE 10/20/2008 11:22 AM clarify  
\*\*\* Performed by contact: Shane A. Boyles. 9702480800  
upgrade ocs

\*\*\* CASE CLOSE 10/20/2008 02:06 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
upgrade ocs



**Kia Motors America  
Technical Assistance Center**

Case Number: T1488632

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S20923

Model Code: 74222

VIN: KNDJD736375 [REDACTED]

Mileage: 19,999

Prod Date: 9/21/2006

Warranty Start Date: 7/31/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: FL100 Precision Kia of Wesley Chapel

Phone: 8133223000

FAX: 8133223008

Contact: Larry A. Guthrie

Contact Title: Technician

Service District:

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**Case Details:**

Case Title: OCS - Light on # when sitting in seat

Create Date & Time

Symptom: Warning Light On

DTC:

8/19/2008 7:40:54P

System: Restraints

Component:

Resolution: Foreign Material

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**Case History**

\*\*\*\* PHONE LOG 08/19/2008 11:40:52 AM RLevy-TL

Tech states OCS light on when customer is sitting in passenger seat. States seat has after market leather installed.

Advised tech there is a reflash TOOL\_6 that might take care of this concern. Advised that seat covers and or after market covering is not recommended.

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

Send to:[Tacker, Dan [KMA];Williams, Kevin [KMA];Peterson, Jim [KMA]]

This tech was unaware of re flash, does not have the reflash tool #6 and was unaware of after market leather could cause the OCS light to stay on. I told him the re flash may help and possibly no warranty.

<<File Attachment: \\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1488632\_RLevy-TL\_08-19-2008132127.doc>>

\*\*\* CASE AUTO CLOSE 04/22/2009 04:48:54 PM sa

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\*\*\* CASE CLOSE 04/23/2009 04:41 AM Pacific Daylight Time RLevy-TL

Resolution Code: Foreign Material

CLOSING COMMENTS

Aftermarket leather seat covering installed.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1488639

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**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685 [REDACTED]

Mileage: 5,413

Prod Date: 7/5/2007

Warranty Start Date: 4/30/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: OH048 Spitzer Kia

Phone: 2163983000

FAX: 2163983820

Contact: Joe Consiglio

Contact Title: tech

Service District:

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**Case Details:**

Case Title: OCS - Light on # With passenger on the seat

Create Date & Time

Symptom: Warning Light On

DTC:

8/19/2008 7:57:40P

System: Restraints

Component: Passenger's Air Bag

Resolution:

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**Case History**

\*\*\* PHONE LOG 08/19/2008 12:19 PM Pacific Daylight Time SSilavong-TL

-OCS light stay on intermittently with a person on the seat.

-Ask tech to update the OCS logic with the OCS tool #6.

\*\*\* CASE CLOSE 10/01/2008 03:08 PM clarify

\*\*\* Performed by contact: Joe Consiglio, 2163983000

i could fine the new up date reprogram for the passenger seat the vehicle have not come back the problem



**Kia Motors America  
Technical Assistance Center**

Case Number: T1489092

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**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736285 [REDACTED]

Mileage: 3,124

Prod Date: 6/12/2007

Warranty Start Date: 6/16/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: NC053 Battleground Kia

Phone: 3362820115

FAX: 3365459842

Contact: Chris Seligman

Contact Title: tech

Service District:

---

**Case Details:**

Case Title: OCS - Light on # when sitting in seat

Create Date & Time

Symptom: Warning Light On

DTC:

8/20/2008 5:08:16P

System: Restraints

Component:

Resolution: Information Given

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**Case History**

\*\*\* PHONE LOG 08/20/2008 09:23 AM Pacific Daylight Time RLevy-TL

Tech states OCS light is on when sitting in the passenger seat. States only has reflash tool for 05 model.  
Advised tech there is a reflash for this concern.

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

Send to:[Peterson, Jim [KMA];Stapleton, Paul [KMA];Williams, Kevin [KMA]]

This vehicle needs the OCS reflash . Production date is 6/11/2007

<<File Attachment: \\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1489092\_RLevy-TL\_08-20-2008102334.doc>>

\*\*\* CASE AUTO CLOSE 04/22/2009 04:48:56 PM sa

\*\*\* CASE CLOSE 04/23/2009 04:42 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

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**CLOSING COMMENTS**

Information given



**Kia Motors America  
Technical Assistance Center**

Case Number: T1489531

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**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: kndjd735585 [REDACTED]

Mileage: 6,865

Prod Date: 9/29/2007

Warranty Start Date: 4/12/2008 12:00:00AM

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**Dealer/Contact Data:**

Dealer: OH025 Taylor Kia

Phone: 4198428811

FAX: 4198420651

Contact: Kurt Schulze

Contact Title:

Service District: CE06

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/21/2008 1:34:18P

System: Restraints

Component: Passenger's Air Bag

Resolution: Software Upgrade

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**Case History**

\*\*\* NOTES 08/21/2008 05:34 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Kurt Schulze, 4198428811

08 Sorento. The pass air bag light stays on intermittently when qualified persons sit in the pass front seat. Should we try the ocs re-flash? We have the reprogrammer. Will it work on this MY? Vehicle is here today and will not defect. We just called the customer and he is 175 lbs and rides the pass seat often and the light is always on with him in pass seat.

kurt s

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

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TSBs...

\*\*\* PHONE LOG 08/21/2008 05:59 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Kurt, it should work if the production date is 12/07 or earlier. Give it a try.

\*\*\* CASE CLOSE 09/29/2008 08:17 AM clarify

\*\*\* Performed by contact: Kurt Schulze, 4198428811

Reprogrammed the OCS with reprogrammer

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\*\*\* CASE CLOSE 09/29/2008 08:42 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Reprogrammed the OCS with repogrammer





**Kia Motors America  
Technical Assistance Center**

Case Number: T1489815

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**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736985 [REDACTED]

Mileage: 30,272

Prod Date: 10/20/2007

Warranty Start Date: 12/30/1899 12:00:00AM

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**Dealer/Contact Data:**

Dealer: PA075 Team Kia

Phone: 8142668611

FAX: 8142667673

Contact: Pat Saylor

Contact Title: Technician

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

8/21/2008 6:11:25P

System: Restraints

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

Resolution: Information Given

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**Case History**

\*\*\* PHONE LOG 08/21/2008 11:33 AM Pacific Daylight Time RHicks  
OCS light will stay on or come on with passengers seat occupied  
= advised tech to preform OCS reflash with #6 tool

\*\*\* PHONE LOG 08/25/2008 06:39 AM Pacific Daylight Time RHicks Action Type:Incoming call  
Vehicle was present at phone call  
tech states reflash did not repair concern  
- Customer is reported to weigh about 120lbs  
- advised tech to get vehicle back  
- watch data and sit in seat - see if weight can be seen immediately  
- time how long it takes to turn light "OFF"

\*\*\* CASE CLOSE 09/05/2008 06:14 AM clarify  
\*\*\* Performed by contact: Pat Saylor, 8142668611  
reprogrammed

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\*\*\* CASE CLOSE 09/02/2009 07:40 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1490761

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25200

Model Code: 74422

VIN: KNDJC736775 [REDACTED]

Mileage: 6,125

Prod Date: 12/1/2006

Warranty Start Date: 4/21/2008 12:00:00AM

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**Dealer/Contact Data:**

Dealer: NJ003 Cherry Hill Kia

Phone: 8566631500

FAX: 8566638592

Contact: Lou Radington

Contact Title: Tech

Service District: EA05

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/25/2008 2:42:50P

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 08/25/2008 06:50 AM Pacific Daylight Time SSilavong-TL

-OCS light stays on intermittently. With 100 lbs or 190 lbs passenger.

-Update the OCS logic with special tool #6.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:40:03 PM \*\*\*



**Kia Motors America  
Technical Assistance Center**

Case Number: T1491392

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20824

Model Code: 74422

VIN: KNDJC736X75 [REDACTED]

Mileage: 10,292

Prod Date: 9/20/2006

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

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**Dealer/Contact Data:**

Dealer: MD036 Timbrook Kia

Phone: 3017222511

FAX: 3017244156

Contact: Chris Shank

Contact Title: tech

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/26/2008 1:11:32P

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 08/26/2008 05:21 AM Pacific Daylight Time RLevy-TL

Tech states OCS light is on when sitting in the passenger seat.

Advised tech to do the reflash with TOOL\_6

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:04 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1491543

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**Vehicle Data**

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73204

VIN: knjd735185 [REDACTED]

Mileage: 532

Prod Date: 11/2/2007

Warranty Start Date: 8/14/2008 12:00:00AM

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**Dealer/Contact Data:**

Dealer: MD029 Sherwood Kia of Salisbury

Phone: 4107491301

FAX: 4105484643

Contact: Brian Benson

Contact Title: Tech

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/26/2008 4:36:00P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

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**Case History**

\*\*\* NOTES 08/26/2008 08:35 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Brian Benson, 4108601100

Cust complaint of ocs light intermittently not turning off even when seated correctly I wanted to notify u #1 new unit low miles and #2 we have a reflash tool for the sorento but do not know what the build date is for the reflash what is the build date that requires the reflash?

What Reference Materials Have Been Used - What Has Already Been Tried?  
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\*\*\* PHONE LOG 08/26/2008 09:47 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Brian, the production date for this vehicle is 11/01/2007. The reflash tool for this model is TOOL\_6.

\*\*\* NOTES 08/26/2008 09:57 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Brian Benson, 4108601100

thank u we have that tool 6. can u tell me the build date cut off so I know what the cut off is for future use on this concern and I'm not reflashing/ making repair attempt on units already with updated software?

---

\*\*\* PHONE LOG 08/26/2008 10:03 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Brian, as of right now there is no TSB out for this reflash which would have the production cut off date. Generally if you try and reflash the seat and it has already been done it will not let you do it and or if it is a later model it will not let you as well.

\*\*\* NOTES 08/26/2008 12:21 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Brian Benson, 4108601100

I'm sorry but u CAN reflash over and over and it will go through with the 3 solid green flashes and constant green at the end.. I have reflashed several over and over like this, we have no way of knowing that it was done or need's to be done and it create's a paper trail of repair attempt's but thank u anyway..

\*\*\* CASE CLOSE 09/03/2008 12:07 PM clarify

\*\*\* Performed by contact: Brian Benson, 4108601100

wantd to know build date reflash was in production range

\*\*\* CASE CLOSE 09/03/2008 12:47 PM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information given.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1492563

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24881

Model Code: 74222

VIN: KNDJD736975 [REDACTED]

Mileage: 21,182

Prod Date: 11/25/2006

Warranty Start Date: 2/13/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: FL106 Orlando Kia East

Phone: 4076781717

FAX: 4076786011

Contact: Ted Wong

Contact Title: Technician

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

8/28/2008 2:33:50P

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 08/28/2008 06:44 AM Pacific Daylight Time RBrown-TL  
Service manager states that when teens sit in the seat the ocs light does not turn off.  
Advised tech to reflash ocs and retest.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:09 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1493112

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**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S24882

Model Code: 74442

VIN: kndjc736275 [REDACTED]

Mileage: 11,365

Prod Date: 11/27/2006

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

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**Dealer/Contact Data:**

Dealer: MD018 Wheeler Kia

Phone: 4108762251

FAX: 4108760994

Contact: wayne vaughn

Contact Title:

Service District: EA02

---

**Case Details:**

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

8/29/2008 2:12:24P

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* NOTES 08/29/2008 06:12 AM clarify Action Type: Manager review

\*\*\* Performed by contact: wayne vaughn, 4108762251

pass air bag light stay on some times had updated flash done. did fine seat back was back some .put 110 person in seat did go off for me.

What Reference Materials Have Been Used - What Has Already Been Tried?  
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\*\*\* PHONE LOG 08/29/2008 06:38 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Wayne. if you can not duplicate the concern there is no need for any further diagnosis untill you or the customer can duplicate the concern. I have a OCS information sheet and if you can give me an e-mail address I will send it over and you can give a copy to the customer.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:12 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1494234

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**Vehicle Data**

**Model/Year:** 2,008 SORENTO LX 4X2

**Engine:** G6G6DB7H

**Model Code:** 73222

**VIN:** KNDJD735685 [REDACTED]

**Mileage:** 615

**Prod Date:** 6/5/2007

**Warranty Start Date:** 8/1/2008 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** GA047 Kia at Arbor Place Mall

**Phone:** 6787155399

**FAX:** 6787155380

**Contact:** Stephen Harrison

**Contact Title:**

**Service District:**

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**Case Details:**

**Create Date & Time**

**Case Title:** OCS - Light on #

**Symptom:** OCS validation

**DTC:**

9/2/2008 9:48:00PM

**System:** Restraints

**Component:** Passenger Presences Sensor

**Resolution:** Auto Closed

---

---

**Case History**

\*\*\* NOTES 09/02/2008 01:47 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Stephen Harrison, 6787155399

THE PASS SEAT AIR BAG LAMP ISNT GOING OUT WITH SOME ONE SITTING IN THE SEAT

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

-----  
I HAVE REPROGRAMED THE SRS MODULE 2 TIMES I THOUGHT IT DIDNT TAKE THE FIRST TIME STILL  
REMAINS TO BE AN ISSUE

\*\*\* PHONE LOG 09/02/2008 02:07 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Stephen . If you have another "like" vehicle , please try the seat from it and retest it. If the light goes out , then the seatbottom  
needs to be replaced if you recalibrated once already.

\*\*\* PHONE LOG 09/23/2008 05:20 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tech states replaced seat from a known good vehicle and concern still exists.

Advised tech to swap the SRSCM from the known good vehicle or order a new one and apply stabilant22a to all the connections.

---

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:16 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1494399

---

**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736185 [REDACTED]

Mileage: 4,146

Prod Date: 5/11/2007

Warranty Start Date: 4/16/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: OH007 Jeff Wyler Kia

Phone: 5137523447

FAX: 5137532290

Contact: Jim Buckingham

Contact Title: Service

Service District: CE03

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/3/2008 12:33:59PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

---

**Case History**

\*\*\* NOTES 09/03/2008 04:33 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jim Buckingham, 5137523447

Reference case number T1465842. Customer called in this morning and said that the OCS system is still malfunctioning. He is very upset about the whole situation and wants to know what we are going to do to correct it. Do you suppose we should replace the seat bottom and she if that corrects the concern?

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

\*\*\* PHONE LOG 09/03/2008 04:38 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

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

\*\*\* NOTES 09/03/2008 05:11 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jim Buckingham, 5137523447

Guess the biggest problem with them trying a stock unit is, it's a random event that happens while they are driving. The

---

passenger knows that they have to sit squarely in the seat and are plenty heavy enough to keep the light out. That's why I figured bottom replacement would be our next step.

\*\*\* PHONE LOG 09/03/2008 05:15 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Jim, contact your DPSM and see if he will authorize replacing the seat bottom.

\*\*\* CASE CLOSE 09/25/2008 02:52 AM clarify  
\*\*\* Performed by contact: Jim Buckingham, 5137523447  
Replaced right front seat bottom.

\*\*\* CASE CLOSE 09/25/2008 10:02 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced right front seat bottom.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1495703

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22482

Model Code: 74242

VIN: KNDJD736675 [REDACTED]

Mileage: 8,960

Prod Date: 10/18/2006

Warranty Start Date: 3/22/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MO016 Moore Kia

Phone: 6363944000

FAX: 6363940440

Contact: Matt Burch

Contact Title: Service

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/5/2008 2:13:00PM

System: Restraints

Component:

Resolution: Auto Closed

---

**Case History**

\*\*\* PHONE LOG 09/05/2008 06:19 AM Pacific Daylight Time DJackson-TL

Tech states he perform update and the cust. can still get light to go off and on. Move to another Sorento and works correctly.  
Advise to replace seat bottom.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:21 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1496682

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785 [REDACTED]

Mileage: 822

Prod Date: 9/12/2007

Warranty Start Date: 8/2/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MO012 Roper Kia

Phone: 4176263800

FAX: 4176263829

Contact: chris cooley

Contact Title:

Service District: CE05

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/8/2008 8:01:40PM

System: Restraints

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

Resolution: Software Upgrade

---

---

**Case History**

\*\*\* NOTES 09/08/2008 12:01 PM clarify Action Type: Manager review

\*\*\* Performed by contact: chris cooley, 4176263800

CUSTOMER STATES THAT ONLY WHILE DRIVING WITH SOMEONE IN PASSENGER SEAT THE PASSENGER AIR BAG WILL BE ON UNTIL THE PASSENGER RE-ADJUSTS HIS POSITION THEN THE AIRBAG WILL SAY OFF AND NOT TURN BACK TO ON UNTIL VEHICLE IS RESTARTED. WE'VE HAD THIS COMPLAINT WITH OTHER MODELS. IS THIS NORMAL OPERATION? THE LIGHT SEEMS TO WORK JUST FINE FOR ME SITTING IN AND OUT. What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 09/08/2008 01:04 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Chris, there is a reflash for this concern just like on the 05 Sorento only you need to use TOOL\_6 to perform the reflash. Most dealers should have this tool as it is the same one to reflash 07 Optima and Spectra .

\*\*\* CASE CLOSE 09/08/2008 01:29 PM clarify

\*\*\* Performed by contact: chris cooley, 4176263800

---

REFLASHED ECU

\*\*\* CASE CLOSE 09/08/2008 01:41 PM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
REFLASHED OCS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1497103

---

**Vehicle Data**

Model/Year: 2.007 SORENTO LX 4X4

Engine: G6S26086

Model Code: 74422

VIN: KNDJC736875 [REDACTED]

Mileage: 9,199

Prod Date: 12/18/2006

Warranty Start Date: 11/20/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: PA070 Mike Kelly Kia

Phone: 7242872701

FAX: 7242874946

Contact: Jason Robinson

Contact Title:

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/9/2008 3:49:06PM

System: Restraints

Component:

Resolution: Auto Closed

---

**Case History**

\*\*\* PHONE LOG 09/09/2008 07:58 AM Pacific Daylight Time SSilavong-TL

- Customer states OCS will not going off with a person on the seat.
- Tech cannot duplicate the incident.
- No code in the system and current data are reading properly.

- Ask tech to update the OCS with tool #6 and recheck with the customer.
- Review the seating procedure with customer.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:26 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1500812

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18725

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 15,708

Prod Date: 7/14/2006

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

---

**Dealer/Contact Data:**

Dealer: MN008 Rochester Kia

Phone: 5072829468

FAX: 5072825424

Contact: Michael Gerdes

Contact Title:

Service District: CE08

---

**Case Details:**

Case Title: OCS - Light on

Create Date & Time

Symptom: Warning Light On

DTC:

9/18/2008 2:36:04P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

---

**Case History**

\*\*\* PHONE LOG 09/18/2008 06:41 AM Pacific Daylight Time RLevy-TL

Tech states OCS light is on with passenger sitting in the seat. States has duplicated concern.

Advised tech there is a reflash for this concern. Advised tech to use TOOL\_6 to perform reflash.

\*\*\* CASE CLOSE 10/16/2008 06:28 AM clarify

\*\*\* Performed by contact: Michael Gerdes, 5072829468

reflashed ocs with tool #6

\*\*\* CASE CLOSE 10/20/2008 08:06 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reflashed ocs with tool #6



**Kia Motors America  
Technical Assistance Center**

Case Number: T1502221

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735X85 [REDACTED]

Mileage: 8,527

Prod Date: 5/16/2007

Warranty Start Date: 1/17/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: TX097 Southwest Kia-NW

Phone: 2146942800

FAX: 2146601818

Contact: Service Department

Contact Title:

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/22/2008 7:06:28P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

---

---

**Case History**

\*\*\* NOTES 09/22/2008 11:06 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Service Department. 214 321-8200

the passenger side air bag light goes on and off when there is someone in the seat.

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

-----  
scanned and found no codes working fine at this time. can not duplicate concern at this time.

\*\*\* PHONE LOG 09/22/2008 11:29 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Please put the service technician working on the case under contact name . The vehicle can have the seat recalibrated if production date was 12/07 or before. It requires the #6 recalibration tool. If you don't have on , then contact your DPSM and arrange to have one sent to you.

\*\*\* NOTES 11/05/2008 11:20 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Service Department. 214 321-8200

recalibrated seat and vehicle left then came back a month later with same problem.

no code persent

---

\*\*\* PHONE LOG 11/05/2008 12:28 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
have service manager contact DPSM and see what actions he wants taken. Perhaps a new seat bottom is in order at this time or  
maybe customer isn't sitting in the seat correctly ?

\*\*\* CASE CLOSE 04/08/2009 07:53 AM clarify  
\*\*\* Performed by contact: Service Department, 214 321-8200  
replace passengers seat bottom

\*\*\* CASE CLOSE 04/08/2009 11:54 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
replace passengers seat bottom



# Kia Motors America Technical Assistance Center

Case Number: T1502321

---

## Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785 [REDACTED]

Mileage: 960

Prod Date: 9/12/2007

Warranty Start Date: 8/2/2008 12:00:00AM

---

## Dealer/Contact Data:

Dealer: MO012 Roper Kia

Phone: 4176263800

FAX: 4176263829

Contact: phil lance

Contact Title:

Service District: CE05

---

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/22/2008 8:40:48P

System: Restraints

Component: DVD player

Resolution: Cust Took Vehicle

---

## Case History

\*\*\* NOTES 09/22/2008 12:40 PM clarify Action Type: Manager review

\*\*\* Performed by contact: phil lance, 4176263800

CUSTOMER STATES THAT THE PASSENGER AIR BAG LIGHT IS NOT OPERATING AS IT SHOULD. CUSTOMER WEIGHS ABOUT 120LBS. SHE SITS IN THE SEAT AND THE LIGHT DOESN'T GO OFF. IF ANYONE ELSE SITS IN THE SEAT IT OPERATES FINE. WE HAVE NOT BEEN ABLE TO DUPLICATE THE PROBLEM HERE. AIR BAG REFLASH HAS BEEN DONE AND CUSTOMER STILL COMPLAINING OF IT DOING THE SAME THING. ANY SUGGESTIONS?

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

\*\*\* PHONE LOG 09/22/2008 01:26 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Since the reflash has been done and you cannot duplicate the concern at the dealership ....Have your service manager contact the DPSM and see what actions he wants taken at this time.

\*\*\* CASE CLOSE 09/23/2008 06:00 AM clarify

\*\*\* Performed by contact: phil lance, 4176263800

---

NOTHING WAS DONE. CUST TO BRING VEHICLE BACK WHEN DPSM IS HERE.

\*\*\* CASE CLOSE 09/23/2008 06:20 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Customer took vehicle and could not duplicate concern



**Kia Motors America  
Technical Assistance Center**

Case Number: T1502383

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735X85 [REDACTED]

Mileage: 33,031

Prod Date: 5/14/2007

Warranty Start Date: 7/31/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MS012 Wilson Kia

Phone: 6019441114

FAX: 6019441306

Contact: Broderick Patton

Contact Title: Technician

Service District: SO11

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/22/2008 10:03:23P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

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---

**Case History**

\*\*\* PHONE LOG 09/22/2008 02:14 PM Pacific Daylight Time DFinkelstein-TL  
Tech states the OCS light doesn't go off when tested .

Advised tech to use the #6 recalibratin tools and recalibrate the OCS module. See if the OCS light goes out. IF not , then the seatsensor is probably faulty and needs to be replaced with DPSM approval.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:56 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1503061

---

**Vehicle Data**

Model/Year: 2.008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735385 [REDACTED]

Mileage: 3,181

Prod Date: 9/14/2007

Warranty Start Date: 6/19/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: NE001 Kia of Omaha

Phone: 4023319100

FAX: 4025923059

Contact: Luke Flamig

Contact Title:

Service District: CE05

---

**Case Details:**

Create Date & Time

Case Title: OCS - Light on # when sitting in seat

9/24/2008 1:28:11P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

---

---

**Case History**

\*\*\* NOTES 09/24/2008 05:28 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Luke Flamig, 4023319100

This 08 sorento has a slight vibrating rattling sound coming from the right side of the dash on acceleration. It is a very hard noise to isolate, and hard to hear at times. You can only hear it from the passenger side. Have you had any similar complaints?

Also the customer states that the passenger airbag off light stays on while his wife is sitting in the seat. She is big enough to turn the light off. The light has been working ok for us in the shop. Is there a reprogram for this? I know we have reprogrammed a few 07's in the past.

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

-----

\*\*\* PHONE LOG 09/24/2008 05:35 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Luke, this is an 2007 production vehicle so you can try to do the OCS reflash with TOOL\_6. The dash noise is not a common concern and you may need to remove the dash or dash parts to try and isolate the noise.

\*\*\* CASE CLOSE 11/11/2008 12:35 PM clarify

---

\*\*\* Performed by contact: Luke Flamig, 4023319100  
reflashed ocs. kta rep verified noise was the same in his demo

\*\*\* CASE CLOSE 11/11/2008 12:54 PM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
Performed reflash.





**Kia Motors America  
Technical Assistance Center**

Case Number: T1505521

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735785 [REDACTED]

Mileage: 310

Prod Date: 10/16/2007

Warranty Start Date: 9/17/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: CA170 Valley Kia

Phone: 7603362100

FAX: 7603528243

Contact: Frank Guzman

Contact Title:

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/30/2008 6:23:06P

System: Restraints

Component: Air Bag Harness

Resolution: Software Upgrade

---

**Case History**

\*\*\* NOTES 09/30/2008 10:23 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Frank Guzman, 7603363500

passenger airbag light stays on when occupied @ times found campaing sc045 would this campaing cover this vehicle  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 09/30/2008 11:51 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Frank, this vehicles production date is late 2007 so you can try the reflash for the OCS module with TOOL\_6. It will either work or not let you reflash it.

\*\*\* CASE CLOSE 12/19/2008 08:20 AM clarify

\*\*\* Performed by contact: Frank Guzman, 7603363500

perform reflash is ok

\*\*\* CASE CLOSE 12/22/2008 06:32 AM Pacific Daylight Time RLevy-TL

---

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
perform reflash is ok



**Kia Motors America  
Technical Assistance Center**

Case Number: T1505690

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: kndjd735585 [REDACTED]

Mileage: 5,600

Prod Date: 5/9/2007

Warranty Start Date: 4/30/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: NC031 Chris Leith Kia

Phone: 9195542900

FAX: 9195707342

Contact: Victor Avila

Contact Title: tech

Service District: S008

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/30/2008 9:31:04P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Elec Connection Poor

---

---

**Case History**

\*\*\* NOTES 09/30/2008 01:31 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Victor Avila, 9195542900

Customer states that when she is riding in the passenger seat, the light will suddenly come on at random times. Pulled vehicle in an scan test for codes, none were found. Visually check connections and found all were tight, no items below seat cushion.

Customer is approx. 160lbs.

Are there any issues you have experienced in the past? Thanks! Vic

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

-----

\*\*\* PHONE LOG 09/30/2008 01:35 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Victor, there is a reflash for this concern. Use TOOL\_6 to perform the reflash which is the same for Optima and Spectra with this concern.

\*\*\* NOTES 10/02/2008 11:05 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Victor Avila, 9195542900

When I looked at the service history, it was already reprogrammed, with a reprogram tool from our dpsm, but customer

still states light is coming on.

\*\*\* PHONE LOG 10/02/2008 11:25 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Victor. have you duplicated the concern when sitting in the seat? Is the customer the size of a child that is having the concern?

\*\*\* NOTES 10/03/2008 11:35 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Victor Avila, 9195542900

cust is normal adult size 160 pounds. we have not duplicated the problem. the customer says that after we did the reflash it does not happen as often. it used to happen all the time. they cant see any pattern of certain driving conditions, but say that if they shut the car off and restart the light will then go out. like something needed to be rebooted.

\*\*\* PHONE LOG 10/03/2008 12:29 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Victor. contact your DPSM for authorization to replace the seat bottom.

\*\*\* CASE CLOSE 11/21/2008 07:12 AM clarify

\*\*\* Performed by contact: Matt Stevens, 9195542900

replaced passenger seat bottom. ocs functioning normally at this time

\*\*\* CASE CLOSE 11/21/2008 08:14 AM Pacific Daylight Time RLevy-TL

Resolution Code: Elec Connection Poor

CLOSING COMMENTS

replaced passenger seat bottom, ocs functioning normally at this time



# Kia Motors America Technical Assistance Center

Case Number: T1505856

---

## Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735085 [REDACTED]

Mileage: 28,863

Prod Date: 5/30/2007

Warranty Start Date: 7/31/2007 12:00:00AM

---

## Dealer/Contact Data:

Dealer: PA075 Team Kia

Phone: 8142668611

FAX: 8142667673

Contact: Tom Little

Contact Title: Technician

Service District:

---

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/1/2008 2:17:35P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Closed by Customer

---

## Case History

\*\*\* PHONE LOG 10/01/2008 06:35 AM Pacific Daylight Time RHicks

OCS light wont go out when occupied

- Advised tech to use scan tool and see if data can be read from OCS
- Sit in seat and look for occupied on list
- See if recalibrating will help
- Inspect for B+ & B- at OCS sensor (Conn F53 Pin 1 B- / B3 B+)
- ohm circuit from OCS to SRS module

\*\*\* PHONE LOG 10/01/2008 09:13 AM Pacific Daylight Time RHicks Action Type:Incoming call

Tech found poor pin fit at OCS module

- improved pin fit and used stabilant
- reported working

\*\*\* CASE CLOSE 10/01/2008 09:16 AM Pacific Daylight Time RHicks

Resolution Code: Closed by Customer

CLOSING COMMENTS

---

Tech found poor pin fit at OCS module  
- improved pin fit and used stabilant

\*\*\* PHONE LOG 10/06/2008 12:05 PM Pacific Daylight Time RHicks Action Type:Incoming call  
Vehicle not present on this call  
- Customer called and stated OCS light wont go out with two different passengers (100 & 120Lbs)  
- advised to get vehicle back in shop and have customer demonstrate concern  
- tech had found seat reclined in backward position  
- he is going to confirm correct siting position and report back

\*\*\* CASE CLOSE 12/11/2008 04:38 PM clarify  
\*\*\* Performed by contact: Tom Little. 8142668611  
explained to cust operation of system .cust stated they were borderline weight.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1506019

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21717

Model Code: 74222

VIN: kndjd736875 [REDACTED]

Mileage: 4,465

Prod Date: 9/30/2006

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

Dealer/Contact Data:

Dealer: FL080 Johnson's Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: Frank Ballard

Contact Title: technician

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/1/2008 5:51:02P

System: Restraints

Component: Passenger's Air Bag

Resolution: Software Upgrade

Case History

\*\*\* NOTES 10/01/2008 01:51 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Frank Ballard, 3523651228

c/s ocs lamp on dash stays on with pass.in ft.seat

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

-----  
i am unable to verify concern.all functioning as designed.serv.mgr.wants to know if ocs re-flash tool for 2005 sorento will update this 2007 vehicle?please let me know.thanks,frank.

\*\*\* PHONE LOG 10/01/2008 10:03 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
If the vehicle has a production date before 12/07 Then you can use #6 recalibration tool for the OCS .

\*\*\* NOTES 10/01/2008 02:21 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Frank Ballard, 3523651228

the vehicle has a production date of 12-08-2007.is this within your 12/07 criteria?

\*\*\* PHONE LOG 10/01/2008 10:25 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

---

Platform engineer says try it .

\*\*\* NOTES 10/01/2008 03:00 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Frank Ballard, 3523651228

thanks fo the info.re-flash is completed and successful.as of this time vehicle is repaired and will be returned to customer.will notify you if it returns again.

\*\*\* CASE CLOSE 10/01/2008 03:01 PM clarify

\*\*\* Performed by contact: Frank Ballard, 3523651228

re-flashed ocs

\*\*\* CASE CLOSE 10/01/2008 11:17 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

re-flashed ocs





**Kia Motors America  
Technical Assistance Center**

Case Number: T1507206

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S22542

Model Code: 74222

VIN: KNDJD736275 [REDACTED]

Mileage: 12,893

Prod Date: 10/19/2006

Warranty Start Date: 8/14/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: AL008 Dean McCrary Kia

Phone: 2514713326

FAX: 2514716222

Contact: Billy Brantley

Contact Title: tech

Service District: SO04

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/3/2008 9:02:31P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

---

---

**Case History**

\*\*\* PHONE LOG 10/03/2008 01:07 PM Pacific Daylight Time DFinkelstein-TL

Tech is testing an OCS sensor and wanted to know if there was a reflash available for the OCS light coming on intermittently.

Advised tech to use the recalibration tool #6 at the OCS module under the passenger seat . See if this fixes the problem with the light coming on intermittently.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:50:13 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1508120

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25852

Model Code: 74422

VIN: KNDJC736575 [REDACTED]

Mileage: 9,546

Prod Date: 12/14/2006

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

---

**Dealer/Contact Data:**

Dealer: IA001 Kia of Des Moines

Phone: 5152700706

FAX: 5157272121

Contact: Marco Balmaceda

Contact Title:

Service District: CE05

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/7/2008 4:20:04P

System: Restraints

Component: Passenger's Air Bag

Resolution: Software Upgrade

---

---

**Case History**

\*\*\* NOTES 10/07/2008 11:20 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Marco Balmaceda, 5152700706

CUSTOMER STATES THE PASS SIDE AIR BAG LIGHT IN DASH DOES NOT GO OFF WHEN A PASS IS IN THE SEAT.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
CAN'T DUPLICATE CONCERN, NO DTC, NO TSB.

\*\*\* PHONE LOG 10/07/2008 08:26 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Marco, there is a reflash for this concern. Use TOOL\_6 to reflash the passenger seat OCS module. There is no TSB out yet for this reflash but is the same as the 2005 Sorento but uses TOOL\_6.

\*\*\* NOTES 10/07/2008 11:45 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Marco Balmaceda, 5152700706

OK, WE DON'T HAVE THE SPECIAL TOOL. AS SOON WE GET THE TOOL WE'LL START REPROGRAMMING THE OCS. THANKS.

---

\*\*\* CASE CLOSE 10/08/2008 09:07 AM clarify  
\*\*\* Performed by contact: Marco Balmaceda. 5152700706  
REPROGRAM THE OCS MODULE AS NEEDED.

\*\*\* CASE CLOSE 10/08/2008 06:11 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
REPROGRAM THE OCS MODULE AS NEEDED.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1508574

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: knjdj735685 [REDACTED]

Mileage: 2,037

Prod Date: 10/5/2007

Warranty Start Date: 8/27/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC031 Chris Leith Kia

Phone: 9195542900

FAX: 9195707342

Contact: Marcell Brandon

Contact Title: nc031

Service District: SO08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/8/2008 3:59:17P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

Case History

\*\*\* NOTES 10/08/2008 07:59 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Marcell Brandon, 9195542900

C/S the passenger side air bag light does not go off with someone sitting in the seat.

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

-----  
The customer said this only happens at times. There is nothing under the seat and the connection secure. There are no DTCs present. The light did not go out or register the presence of a tech weighing approx. 110LBS. The light will go out with someone heavier in the seat.

\*\*\* PHONE LOG 10/08/2008 08:29 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Marcell, it sounds like it is working correctly. You can try performing the reflash for the OCS module with TOOL\_6.

\*\*\* CASE CLOSE 11/21/2008 06:58 AM clarify

\*\*\* Performed by contact: Matt Stevens, 9195542900

ocs reflash had already been done. system operating as designed

\*\*\* CASE CLOSE 11/21/2008 08:12 AM Pacific Daylight Time RLevy-TL

---

Resolution Code: Missing Part  
CLOSING COMMENTS  
Perfromed reflash



# Kia Motors America Technical Assistance Center

Case Number: T1510778

## Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73202

VIN: KNDJD735985 [REDACTED]

Mileage: 930

Prod Date: 10/5/2007

Warranty Start Date: 9/17/2008 12:00:00AM

## Dealer/Contact Data:

Dealer: CA179 Kia of La Quinta

Phone: 7605645100

FAX: 7607778443

Contact: carlos leal

Contact Title:

Service District:

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/14/2008 5:59:46P

System: Restraints

Component:

Resolution: Auto Closed

## Case History

\*\*\* PHONE LOG 10/14/2008 10:32 AM Pacific Daylight Time SSilavong-TL

-Customer allege OCS light stay on if his girlfriend seating on the seat.

-Tech cannot duplicate the incident.

-Ask customer to compare the incident to know good vehicle.

-Check if customer is seating on the seat properly. if possible review the seating procedure with customer.

\*\*\* PHONE LOG 10/20/2008 01:03 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Tech swapped known good seat and still has the issue with customers "girlfriend".

\*\*\* EMAIL OUT 01\_ DJackson-TL Action Type:External email

Send to:[Keiser, Mark [KMA];Trettin, Darryl [KMA]]

CC List:[ssilavong@kiausa.com]

Please review notes, new seat bottom in vehicle concern still present.

---

Dallas

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\_T1510778\_DJackson-TL\_10-20-2008140345.doc>>

\*\*\* CASE AUTO CLOSE 04/22/2009 04:50:32 PM ea



**Kia Motors America  
Technical Assistance Center**

Case Number: T1511698

**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S24919

Model Code: 74442

VIN: kndjc736075

Mileage: 7,197

Prod Date: 11/27/2006

Warranty Start Date: 4/18/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: NY039 Major Kia of Long Island City

Phone: 7187771800

FAX: 7187771125

Contact: Mike Vonness

Contact Title:

Service District: EA08

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Improper Operation

DTC:

10/16/2008 2:00:28P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* NOTES 10/16/2008 06:00 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Vonness, 7187771800

kia tech rep asked me to open a case. I am working with this car and it has b1448 ocs sensor has internal defect  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
Checked all diag as per service procedure mat has a open circuit and it needs to be replaced

\*\*\* PHONE LOG 10/16/2008 06:23 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Mike, chances are the mat is defective. If you want to be certain, try swapping the whole seat from a known good vehicle and cycle the ignition key to see if the code appears. If it does, then the connector to the seat maybe the issue not the seat itself.

\*\*\* NOTES 10/16/2008 10:42 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Vonness, 7187771800

rechecked found connector is ok and the matt is the problem needs to be replaced mat is only serviced as complete seat cushion assy.



---

\*\*\* PHONE LOG 10/16/2008 11:37 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Did you ever swap the seat with a known good one ? (for testing purposes )

\*\*\* NOTES 10/24/2008 05:42 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Mike Vonness, 7187771800  
yes i did swap seat light went out

\*\*\* PHONE LOG 10/24/2008 06:05 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Contact DPSM for approval for seat bottom.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:50:22 PM \*\*\*



**Kia Motors America  
Technical Assistance Center**

Case Number: T1512650

---

**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17582

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 15,047

Prod Date: 6/21/2006

Warranty Start Date: 2/27/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: ME002 Bill Dodge Kia

Phone: 2078543200

FAX: 2078574999

Contact: Jim N Rollins

Contact Title:

Service District: EA11

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/20/2008 2:00:31P

System: Restraints

Component: Connection

Resolution: Missing Part

---

---

**Case History**

\*\*\* NOTES 10/20/2008 06:00 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jim N Rollins, 2078543200

CUSTOMER STATED THAT THE PASSENGER AIR BAG OFF LIGHT STAYS ON EVEN WHEN SOMEONE SITS IN THE SEAT. I JUST TESTED IT AND THE LIGHT WENT OFF WHEN I SAT DOWN IN IT. I DONT SEE ANYTHING WRONG WITH IT. HAS THIS EVER HAPPENED?

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

-----

\*\*\* PHONE LOG 10/20/2008 06:06 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Depending on the size, weight and stature of the passenger the light may not go out especially if its a smaller person. You need to find out from the customer the approx. size of the person who is sitting in the seat to determine if there is a problem or not. Make sure you review all the cautions listed in the owner's manual with the customer. There is also a recalibration available for this seat using #6 recalibration tool.

\*\*\* NOTES 10/20/2008 06:49 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jim N Rollins, 2078543200

WHERE CAN I FIND INFO ON THE RECALABRATION.

\*\*\* PHONE LOG 10/20/2008 08:21 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Jim . the proceedure on SC045 is the same but use #6 recalibration tool .

\*\*\* CASE CLOSE 12/01/2008 07:13 AM clarify  
\*\*\* Performed by contact: Jack Mcgloin, 2078543200  
RESET SYSTEM

\*\*\* CASE CLOSE 12/01/2008 07:34 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Missing Part  
CLOSING COMMENTS  
recalibrated OCS in seat



**Kia Motors America  
Technical Assistance Center**

Case Number: T1513367

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S17861

Model Code: 74422

VIN: kndjc736475

Mileage: 22,874

Prod Date: 6/28/2006

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

**Dealer/Contact Data:**

Dealer: KY010 Jake Sweeney Kia

Phone: 8599382020

FAX: 8593717902

Contact: Jonathan Hess

Contact Title:

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/21/2008 5:34:50P

System: Restraints

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

Resolution: Missing Part

**Case History**

\*\*\* NOTES 10/21/2008 09:34 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Jonathan Hess, 8599382020

Customer states airbag only activates 10% of the time when passenger is sitting in seat. Already explained how it functions and to sit squarely in the seat. Cannot duplicate concern.

Any known problems/reflashes for pass. airbag activation?

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

\*\*\* PHONE LOG 10/21/2008 09:40 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Jonathan, there is a reflash for 2007 Sorento. You need to use OCS reflash TOOL\_6. There is no TSB out for this but is the same procedure as SC045 except the reflash tool is different. If you do not have TOOL\_6 you will need to contact your DPSM to see if he has one.

\*\*\* CASE CLOSE 12/03/2008 06:17 AM clarify

\*\*\* Performed by contact: Jonathan Hess, 8599382020

reflash

---

\*\*\* CASE CLOSE 12/03/2008 08:10 AM Pacific Daylight Time RLevy-TL

Resolution Code: Missing Part  
CLOSING COMMENTS  
Performed reflash



**Kia Motors America  
Technical Assistance Center**

Case Number: T1513816

---

**Vehicle Data**

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S22061

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 28,393

Prod Date: 10/11/2006

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

---

**Dealer/Contact Data:**

Dealer: CA077 Merced Kia

Phone: 2093842000

FAX: 2097230509

Contact: Alvin Morales

Contact Title: Technician

Service District: WE05

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/22/2008 4:58:25P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

---

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**Case History**

\*\*\* PHONE LOG 10/22/2008 09:04 AM Pacific Daylight Time DFinkelstein-TL

Tech states that when someone is sitting in the passenger front seat and then the vehicle is started the OCS light will not go out until the ignition key is cycled. Tech wanted to know if this was normal operation ?

Advised tech to check another "like" vehicle and see if that's normal or not. Advised tech to get back with his findings.

\*\*\* PHONE LOG 10/22/2008 03:02 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Tech verified the seat operation for the OCS lamp is incorrect on this vehicle.

Advised tech to recalibrate the passenger seat with tool #6 and use the procedure from SC045 to do it. See if the seat works ok afterward.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:50:47 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1514250

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25731

Model Code: 74222

VIN: KNDJD736X75 [REDACTED]

Mileage: 15,048

Prod Date: 12/12/2006

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

---

**Dealer/Contact Data:**

Dealer: TX084 Viva Kia

Phone: 9158342300

FAX: 9158342309

Contact: Enrique Lopez

Contact Title: Technician

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/23/2008 3:48:17P

System: Restraints

Component:

Resolution: Auto Closed

---

**Case History**

\*\*\* PHONE LOG 10/23/2008 07:56 AM Pacific Daylight Time SSilavong-TL

-Looking for TSB on OCS reset procedure, because the OCS light stay on if tech seating on the seat.

-Tech update the OCS logic with OCS tool #6.

\*\*\* CASE AUTO CLOSE 04/22/2000 04:50:52 PM ea



**Kia Motors America  
Technical Assistance Center**

Case Number: T1514573

---

**Vehicle Data**

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: kndjd736385 [REDACTED]

Mileage: 3,103

Prod Date: 7/10/2007

Warranty Start Date: 9/22/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MD005 Foreign Motors Kia

Phone: 4104885050

FAX: 4103256869

Contact: ALEXIS LEE

Contact Title:

Service District: EA02

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

10/24/2008 2:32:21P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

---

---

**Case History**

\*\*\* NOTES 10/24/2008 06:32 AM clarify Action Type: Manager review

\*\*\* Performed by contact: ALEXIS LEE, 4104885050

Passenger aigbag light stays on when cust sits on passenger seat.

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

-----  
We had a helper sit on the seat and the light went away.

We know this veh is fairly new so could there be anything wrong at all? The cust has read the OCS brochure.

\*\*\* PHONE LOG 10/24/2008 07:30 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Alexis , you can recalibrate the OCS if the production date is before 12/07 using the #6 tool . Look at the TSB SC045 to get an idea on how to do it. If you do not have the #6 tool ,then contact your DPSM .

\*\*\* CASE CLOSE 10/30/2008 05:09 AM clarify

\*\*\* Performed by contact: ALEXIS LEE, 4104885050

Cust already took the veh. If the cust comes back then I'll check that out. Untill then I'm going to go ahead and close this case.



---

\*\*\* CASE CLOSE 10/30/2008 05:54 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Information Given  
CLOSING COMMENTS  
Information Given



**Kia Motors America  
Technical Assistance Center**

Case Number: T1515746

---

**Vehicle Data**

**Model/Year:** 2,008 SORENTO LX 4X4

**Engine:** G6G6DB7H

**Model Code:** 73422

**VIN:** KNDJC735385 [REDACTED]

**Mileage:** 20,771

**Prod Date:** 8/20/2007

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

---

**Dealer/Contact Data:**

**Dealer:** PA075 Team Kia

**Phone:** 8142668611

**FAX:** 8142667673

**Contact:** Pat Saylor

**Contact Title:** Technician

**Service District:**

---

**Case Details:**

**Case Title:** OCS - Light on #

**Create Date & Time**

**Symptom:** Warning Light On

**DTC:**

10/28/2008 2:29:10P

**System:** Restraints

**Component:** Passenger Presences Sensor

**Resolution:** Elec Connection Poor

---

---

**Case History**

\*\*\* PHONE LOG 10/28/2008 06:38 AM Pacific Daylight Time MGoldwasser

The tech states the OCS light comes on and it does not matter who is sitting in the passenger seat.

The tech swapped the passenger seat with a donor vehicle and the OCS light is still illuminated, the tech states the customers seat works correctly in the donor vehicle. Advised the tech to swap out the ADU and retest.

\*\*\* CASE CLOSE 11/19/2008 06:20 AM clarify

\*\*\* Performed by contact: Pat Saylor, 8142668611  
installed new seat bottom pass side

\*\*\* CASE CLOSE 12/09/2008 10:52 AM Pacific Daylight Time MGoldwasser

Resolution Code: Elec Connection Poor

CLOSING COMMENTS

installed new seat bottom pass side



# Kia Motors America Technical Assistance Center

Case Number: T1516232

---

## Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kndjc736185 [REDACTED]

Mileage: 1,246

Prod Date: 8/7/2007

Warranty Start Date: 9/24/2008 12:00:00AM

---

## Dealer/Contact Data:

Dealer: PA067 Lancaster Kia

Phone: 7175696467

FAX: 7175097845

Contact: Larry Cole

Contact Title:

Service District:

---

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/29/2008 3:30:31P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

---

---

## Case History

\*\*\* NOTES 10/29/2008 07:30 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Larry Cole, 717 569-6467

do we have anything on pass airbag off light.

works normal when here. used test weights etc.

see no loose connections. customer states it's intermittent, light comes on while driving. sometimes does not go off when him or his wife sit in it. Both which are big enough to turn it off no matter how they sit in the seat.

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

-----

\*\*\* PHONE LOG 10/29/2008 07:50 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Larry, since this vehicle has an 07 production date you can try doing the OCS reflash with TOOL\_6. It is the same procedure as TSB 045 but the TSB for this model year is not out yet. If you do not have TOOL\_6 you need to contact your rep and see if you can get one.

\*\*\* CASE CLOSE 01/08/2009 08:24 AM clarify

\*\*\* Performed by contact: Larry Cole, 717 569-6467

did one reflash

did ocs reflash

---



**Kia Motors America  
Technical Assistance Center**

Case Number: T1516659

**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736775 [REDACTED]

Mileage: 26,115

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: Eric NICHOLSON

Contact Title: Tech

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/30/2008 1:40:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

**Case History**

\*\*\* NOTES 10/30/2008 08:40 AM clarify Action Type: Manager review

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

CUSTOMER STATED THAT PASSNEGER SIDE AIR BAG LIGHT DOES NOT WORK WITH SOME ONE IN THE SEAT  
What Reference Materials Have Been Used - What Has Already Been Tried?

WE HAVE DONE THE REPROGRAM FOR PASSENGER SIDE AIRBAG LIGHT NOW IS WORKING CORRECTLY BUT  
CUSTOMER STATES THAT IT IS NOT MY DPSM WANTED US TO OPEN THIS CASE FOR HELP ON THIS

\*\*\* PHONE LOG 10/30/2008 05:49 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Eric, it depends on the size/weight of the passenger seating in the seat . Is the person sitting in the seat of small stature ?

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:01 PM sa

\*\*\* CASE CLOSE 09/02/2009 07:40 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS

---



**Kia Motors America  
Technical Assistance Center**

Case Number: T1517983

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735785 [REDACTED]

Mileage: 75

Prod Date: 7/27/2007

Warranty Start Date: 10/8/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: PA079 Ladd Hanford Kia

Phone: 7172734585

FAX: 7172736408

Contact: Pat Washington

Contact Title: Tech

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/3/2008 7:36:03P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* NOTES 11/03/2008 11:36 AM - clarify Action Type: Manager review

\*\*\* Performed by contact: Pat Washington, 7172734585

Customer Complaint: Pass. Airbag lamp 'off' lamp stays on, even while customer is seated in the seat. Tried to re-create the problem in the shop, and was un-able. Multiple people tried in the customers vehicle, and were still unable to re-create. DPSM and customer sat in 3 different new vehicles. The instance was re-created in one vehicle, and not in the other 2. No codes have been found in the airbag system, and the airbag lamp in the inst. cluster has never come on, aside from when starting the vehicle. Customer is of small/light stature.

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

Tech Times

Campaigns

HotFix

\*\*\* PHONE LOG 11/03/2008 12:03 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Use the #6 reflash tool and recalibrate the OCS sensor . Then have the customer try the seat out again. Refer to Campaign TSB SC045 ( same procedure but different tool program)

---

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:07 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1518360

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: kndjd735785

Mileage: 624

Prod Date: 11/6/2007

Warranty Start Date: 10/18/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: IL054 Gerald Kia of Naperville

Phone: 6303553900

FAX: 6303557673

Contact: Greg Dubs

Contact Title: Tech

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/4/2008 4:29:03P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

**Case History**

\*\*\* NOTES 11/04/2008 08:29 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Greg Dubs, 6303553900

c/s airbag off light does not turn off with adult passenger. ensured that passenger sits properly in seat. is there an ocs reflash for this vehicle available

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

\*\*\* PHONE LOG 11/04/2008 09:41 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Yes . you can do a reflash to the seat mat using the recalibration tool #6 program.

\*\*\* PHONE LOG 11/04/2008 12:45 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Advised tech to locate TOOL\_6 for reflash.

\*\*\* CASE CLOSE 11/05/2008 12:02 PM clarify  
\*\*\* Performed by contact: Greg Dubs, 6303553900

reflashed ocs with tool #6, system now operating as designed

---

\*\*\* CASE CLOSE 11/05/2008 12:26 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reflashed ocs with tool #6, system now operating as designed



**Kia Motors America  
Technical Assistance Center**

Case Number: T1518832

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735985

Mileage: 5,135

Prod Date: 10/18/2007

Warranty Start Date: 7/12/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MO020 Kingdom Kia

Phone: 5734263100

FAX: 5734265371

Contact: Eric Bullock

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/5/2008 3:05:56P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

\*\*\* PHONE LOG 11/05/2008 07:10 AM Pacific Daylight Time DFinkelstein-TL

Tech states the customer claims at times the OCS lamp doesn't go out. Tech tested the seat and it seems to work ok. Passenger is approx 130 lbs.

Advised tech he can recalibrate the seat using the recalibration tool #6 . If they don't have it , then contact DPSM and arrange to have it sent to them.

\*\*\* CASE CLOSE 11/06/2008 08:17 AM clarify

\*\*\* Performed by contact: Eric Bullock, 5734263100  
reprogram OCS per SC045

\*\*\* CASE CLOSE 11/06/2008 06:48 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reprogram OCS



# Kia Motors America Technical Assistance Center

Case Number: T1519778

## Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: knjd7351857

Mileage: 1,640

Prod Date: 9/18/2007

Warranty Start Date: 10/30/2008 12:00:00AM

## Dealer/Contact Data:

Dealer: OH057 Byers Kia

Phone: 7402015550

FAX: 7402015222

Contact: James McDowell

Contact Title: tech

Service District:

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/7/2008 3:48:44P

System: Restraints

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

Resolution: Missing Part

## Case History

\*\*\* NOTES 11/07/2008 07:48 AM clarify Action Type: Manager review

\*\*\* Performed by contact: James McDowell, 7402015550

customer states ocs light still on showing airbag off while person sitting in pass front seat  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 11/07/2008 08:03 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

James, there is a recalibration for the seat available if you have the # 6 recalibration tool for the seat. Make sure this isn't an issue with a smaller stature passenger not turning off the light as well. Otherwise it would be considered to be working correctly. If you don't have the tool contact your DPSM. Refer to SC045 on how to do the procedure.

\*\*\* CASE CLOSE 11/20/2008 10:54 AM clarify

\*\*\* Performed by contact: James McDowell, 7402015550

done ocs reprogram

\*\*\* CASE CLOSE 11/20/2008 11:07 AM Pacific Daylight Time DFinkelstein-TL

---

Resolution Code: Missing Part  
CLOSING COMMENTS  
done ocs reprogram



**Kia Motors America  
Technical Assistance Center**

Case Number: T1519868

---

**Vehicle Data**

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7S

Model Code: 74242

VIN: KNDJD736X85 [REDACTED]

Mileage: 17,557

Prod Date: 5/14/2007

Warranty Start Date: 10/31/2007 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: AZ026 Peoria Kia

Phone: 6239336900

FAX: 6238154483

Contact: Mike C Meyers

Contact Title: Technician

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/7/2008 5:48:25P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

---

**Case History**

\*\*\* PHONE LOG 11/07/2008 09:59 AM Pacific Daylight Time DFinkelstein-TL

Tech states the vehicle's OCS has been recalibrated with the #6 tool. Customer states the passenger weighs 140 lbs and the OCS lamp still comes on intermittently but tech has tested the seat and cannot duplicate the concern.

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

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:15 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1520255

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735085 [REDACTED]

Mileage: 115

Prod Date: 10/18/2007

Warranty Start Date: 11/14/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: IL017 Mike Miller Kia

Phone: 3096931222

FAX: 3096930322

Contact: Willie Alig

Contact Title: Tech

Service District: CE04

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/10/2008 2:16:54P

System: Restraints

Component:

Resolution: Auto Closed

---

**Case History**

\*\*\* PHONE LOG 11/10/2008 06:24 AM Pacific Daylight Time RBrown-TL

Tech states that with the customer in the passenger seat the OCS light will not go off.(130 lbs)

With the tech in the seat it says small occupancy.(145 lbs)

Advised tech to recalibrate the OCS.

\*\*\* PHONE LOG 11/10/2008 06:46 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call

Advised tech to use OCS reflash tool number 6.

\*\*\* CASE AUTO CLOSE 01/27/2009 04:51:17 PM



**Kia Motors America  
Technical Assistance Center**

Case Number: T1520377

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73204

VIN: kndjd735185 [REDACTED]

Mileage: 392

Prod Date: 11/7/2007

Warranty Start Date: 10/25/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MN005 Luther Kia

Phone: 6514575757

FAX: 6514575009

Contact: Mike Fries

Contact Title: tech

Service District: CE08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/10/2008 4:41:55P

System: Restraints

Component: Power Seat Control Unit (IMS)

Resolution: Software Upgrade

Case History

\*\*\* NOTES 11/10/2008 08:41 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Fries. 6514575757

customer states that when she sits in passenger front set the pass airbag off light will illuminate. if i drive the vehicle with another tech we cannot duplicate the condition. the pass airbag system and indicator light operate as designed for us every time we drive the vehicle. this customer is a bigger woman and too. its a touchy subject but i feel that the width of her bottom could be causing a false reading of the passenger presence sensor. we are prepared to discuss this concern with the customer but wanted to check with techline first to see if you folks know of any issues. we scanned the vehicle and did not find any stored dtcs at this time.  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 11/10/2008 09:03 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call  
Mike, this vehicle has a recalibration available. Let's try the recalibration procedure using in SC045 but use the #6 recal tool. If you do not have it, then have service manager contact DPSM for it.

\*\*\* CASE CLOSE 12/30/2008 06:10 AM clarify



\*\*\* Performed by contact: Mike Fries. 6514575757  
reprogrammed ocs module with updated software

\*\*\* CASE CLOSE 01/02/2009 10:21 AM Pacific Daylight Time DFinke/stein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reprogrammed ocs module with updated software



**Kia Motors America  
Technical Assistance Center**

Case Number: T1520379

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**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21702

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 29,000

Prod Date: 9/29/2006

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

---

**Dealer/Contact Data:**

Dealer: KY009 Martin Kia

Phone: 2708460606

FAX: 2707839311

Contact: Nick Westover

Contact Title:

Service District: CE03

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/10/2008 4:44:21P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Improper Adjustment

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**Case History**

\*\*\* PHONE LOG 11/10/2008 08:47 AM Pacific Daylight Time RBrown-TL  
Tech states the light will not go out all the time.  
Advised tech to reflash the OCS with OCS reflash tool number 6.

\*\*\* CASE CLOSE 01/20/2009 01:51 PM clarify  
\*\*\* Performed by contact: Nick Westover, 2708426323  
reflashed with ocs # 6

\*\*\* CASE CLOSE 01/20/2009 01:55 PM Pacific Daylight Time RBrown-TL

Resolution Code: Improper Adjustment  
CLOSING COMMENTS  
reflashed with ocs # 6



**Kia Motors America  
Technical Assistance Center**

Case Number: T1520953

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S23129

Model Code: 74222

VIN: kndjd736075

Mileage: 15,207

Prod Date: 10/30/2006

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

Dealer/Contact Data:

Dealer: VA024 Patrick Kia

Phone: 8042224099

FAX: 8042221044

Contact: Mary Morgan

Contact Title:

Service District: EA03

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/11/2008 5:01:16P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Compliment Ack.

Case History

\*\*\* NOTES 11/11/2008 09:01 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mary Morgan, 8042224099

Customer states OCS It stays on even when adult passenger is in seat. There are no trouble codes and the module has been re-flashed. Suggestions?

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

\*\*\* PHONE LOG 11/11/2008 09:32 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Mary . if the seat is verified to have the light come on with a normal adult and has been recalibrated then contact DPSM for approval for a new seat bottom.

\*\*\* CASE CLOSE 12/04/2008 07:51 AM clarify

\*\*\* Performed by contact: Mary Morgan, 8042224099

nothing

\*\*\* CASE CLOSE 12/04/2008 07:56 AM Pacific Daylight Time DFinkelstein-TL

---

Resolution Code: Compliment Ack.

CLOSING COMMENTS

Information given



**Kia Motors America  
Technical Assistance Center**

Case Number: T1522393

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736485 [REDACTED]

Mileage: 2,264

Prod Date: 5/15/2007

Warranty Start Date: 9/29/2008 12:00:00AM

Dealer/Contact Data:

Dealer: KY001 The Kia Store

Phone: 2707370005

FAX: 2707376540

Contact: Kevin Thomas

Contact Title: Technician

Service District: CE03

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/14/2008 6:28:15P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

\*\*\* PHONE LOG 11/14/2008 10:33 AM Pacific Daylight Time DFinkelstein-TL  
Tech states the OCS lamp doesn't go out with him sitting in it . He weighs 300 lbs.

Advised tech to use #6 recalibration tool and see if this fixes the problem . If it doesn't, then he'll need approval from DPSM for a new seat bottom.

\*\*\* CASE CLOSE 01/15/2009 08:18 AM clarify  
\*\*\* Performed by contact: kevin a thomas, 2703514444  
reprogramed software

\*\*\* CASE CLOSE 01/15/2009 08:27 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
reprogramed software for OCS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1522746

**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: kndjc736385

Mileage: 7,662

Prod Date: 5/14/2007

Warranty Start Date: 6/16/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: IA004 Dick Witham Kia

Phone: 3192344200

FAX: 3192358983

Contact: Dean Vogl

Contact Title: Technician

Service District: CE08

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/17/2008 2:25:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

**Case History**

\*\*\* NOTES 11/17/2008 06:25 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Dean Vogl. 3192344200

cust.concern pass airbag lamp stays lit.no matter how they sit on seat. Lamp proves out for me no codes present.  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 11/17/2008 06:30 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Dean, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* CASE CLOSE 11/17/2008 07:08 AM clarify

\*\*\* Performed by contact: Dean Vogl. 3192344200

reflash ocs.

\*\*\* CASE CLOSE 11/17/2008 08:04 AM Pacific Daylight Time RLevy-TL

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Resolution Code: Missing Part  
CLOSING COMMENTS  
Performed reflash



**Kia Motors America  
Technical Assistance Center**

Case Number: T1523470

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685 [REDACTED]

Mileage: 36

Prod Date: 8/20/2007

Warranty Start Date: 11/17/2008 12:00:00AM

Dealer/Contact Data:

Dealer: AZ037 Oxendale Kia

Phone: 9287731404

FAX: 9287731406

Contact: Phillip Spriggs

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/18/2008 6:14:18P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

Case History

\*\*\* NOTES 11/18/2008 10:14 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Phillip Spriggs, 9287731404

CUSTOMER BOUGHT VEHICLE YESTERDAY--TODAY WITH AN ADULT IN PASSENGER'S SEAT AIR BAG OFF LITE WON'T GO OFF

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

-----  
SCANNED AND FOUND NO CODES--CHECKED CONNECTIONS--OK.FOUND FLOW CHART FOR SYSTEM  
---CHECKED .GEL IN SEAT BLADDER COULD BE NOT DISTRIBUTED CORRECTLY---IT'S COLD HERE AND NO  
ONE HAS BEEN IN PASSENGER'S SEAT.SAT IN SEAT AND GOT THE GEL DISTRIBUTED--LITE WENT OFF. DROVE  
IT 14 MILES WITH 2 PEOPLE IN VEHICLE AND LITE STAYED OFF. CUSTOMER PICKED UP AND IMMEDIATELY  
LITE WON'T GO OFF AGAIN.( PASSENGER DOES WEIGHT OVER 125 LBS)WHAT IS OUR NEXT  
CHECK????CUSTOMER LIVES 2 HOURS AWAY AND IS LEAVING HERE IN A COUPLE OF HOURS.THX

\*\*\* PHONE LOG 11/18/2008 10:19 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Phillip, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.



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\*\*\* NOTES 11/20/2008 09:35 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Phillip Spriggs. 9287731404  
ok thanks

\*\*\* CASE CLOSE 11/20/2008 09:37 AM clarify  
\*\*\* Performed by contact: Phillip Spriggs. 9287731404  
ocs reflash

\*\*\* CASE CLOSE 11/20/2008 10:17 AM Pacific Daylight Time RLevy-TL

Resolution Code: Missing Part  
CLOSING COMMENTS  
Performed reflash.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1524763

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S26339

Model Code: 74222

VIN: kndjd736175 [REDACTED]

Mileage: 11,301

Prod Date: 12/21/2006

Warranty Start Date: 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: VA024 Patrick Kia

Phone: 8042224099

FAX: 8042221044

Contact: Mary Morgan

Contact Title:

Service District: EA03

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/21/2008 2:25:04P

System: Restraints

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

Resolution: Missing Part

Case History

\*\*\* NOTES 11/21/2008 06:25 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mary Morgan, 8042224099

Customer states that the OCS light on the dash blinks off/on when no-one is in the seat. I cannot duplicate it. Do you have a suggestion?

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

\*\*\* PHONE LOG 11/21/2008 06:50 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Mary, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* CASE CLOSE 11/24/2008 05:46 AM clarify

\*\*\* Performed by contact: Mary Morgan, 8042224099  
reprogrammed again

---

\*\*\* CASE CLOSE 11/24/2008 11:05 AM Pacific Daylight Time RLevy-TL

Resolution Code: Missing Part  
CLOSING COMMENTS  
reprogrammed again



# Kia Motors America Technical Assistance Center

Case Number: T1524773

## Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736485 [REDACTED]

Mileage: 3,534

Prod Date: 7/6/2007

Warranty Start Date: 7/25/2008 12:00:00AM

## Dealer/Contact Data:

Dealer: AL015 Serra Kia of Gardendale

Phone: 2056312277

FAX: 2056311258

Contact: Cary Hambrick

Contact Title: Tech

Service District: SO01

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/21/2008 2:44:22P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

## Case History

\*\*\* PHONE LOG 11/21/2008 06:48 AM Pacific Daylight Time RLevy-TL  
Tech states OCS light stays on when sitting in seat. States has performed reflash and concern is now worse.  
Advised tech to replace the seat bottom.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:37 PM sa

\*\*\* PHONE LOG 06/10/2009 08:30 AM Pacific Daylight Time RHicks Action Type:Incoming call  
Vehicle is back with customer stating OCS light comes on --- UNVERIFIED  
Tech states system appears to be operating as designed  
requested to have tech try to reflash again with tool #6  
- Customer is very upset ...  
- Advised to have customer duplicate concern in person

\*\*\* PHONE LOG 06/12/2009 09:38 AM Pacific Daylight Time RHicks Action Type:Incoming call  
Technician verifeid OCS light staying ON with customer in seat  
- advised to replace OCS MAT again

=- report back

---



**Kia Motors America  
Technical Assistance Center**

Case Number: T1524799

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736485

Mileage: 359

Prod Date: 6/22/2007

Warranty Start Date: 11/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OH026 Hatfield Kia

Phone: 6144650002

FAX: 6144654698

Contact: ROBERT HAND

Contact Title:

Service District: CE02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/21/2008 3:30:11P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

Case History

\*\*\* NOTES 11/21/2008 07:30 AM clarify Action Type: Manager review

\*\*\* Performed by contact: ROBERT HAND. 6144650002

OCS LIGHT IS ON NO MATTER WHO IS SITTING IN SEAT

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

-----  
CAN I REFLASH THIS ONE LIKE THE OLDER UNITS?

\*\*\* PHONE LOG 11/21/2008 07:39 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

There is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* NOTES 11/21/2008 07:59 AM clarify Action Type: Manager review

\*\*\* Performed by contact: ROBERT HAND. 6144650002

THAT WHAT I NEEDED TO KNOW THANK YOU

\*\*\* CASE CLOSE 11/21/2008 08:01 AM clarify  
\*\*\* Performed by contact: ROBERT HAND. 6144650002  
REPROGRAM OCS (SORRY CANT FIND A CODE FOR THIS)

\*\*\* CASE CLOSE 11/21/2008 08:15 AM Pacific Daylight Time RLevy-TL

Resolution Code: Missing Part  
CLOSING COMMENTS  
Performed reflash



**Kia Motors America  
Technical Assistance Center**

Case Number: T1525022

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**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735785 [REDACTED]

Mileage: 3,441

Prod Date: 6/19/2007

Warranty Start Date: 4/30/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: CA150 San Leandro Kia

Phone: 5103474000

FAX: 5102970192

Contact: Joesph Clara

Contact Title:

Service District:

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/21/2008 9:55:11P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 11/21/2008 02:04 PM Pacific Daylight Time DFinkelstein-TL

Tech states the customer is approx 300 lbs and claims the OCS lamp doesn't go out at times. Tech tested the seat with someone over 250 lbs and the OCS lamp went out.

Advised tech to use recalibration tool #6 on the seat . If customer returns with same complaint then they should contact their DPSM to see what actions he wants taken.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:42 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1526364

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**Vehicle Data**

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736585 [REDACTED]

Mileage: 2,615

Prod Date: 7/9/2007

Warranty Start Date: 11/18/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: GA015 Sunny Kia

Phone: 2292423835

FAX: 2292411139

Contact: Roy Bramley

Contact Title: tech

Service District: SO04

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/26/2008 2:33:14P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 11/26/2008 06:42 AM Pacific Daylight Time RHicks

C/S: OCS light will come on at times when P/S is occupied

- advised to inspect using GDS data list...

- - have different size people occupy seat and see if you can read data and light reacts correctly.

- advise customer of correct sitting positions

Tech also noted that the salesman told customer that this vehicle has "Rolling Door Locks"

\*\*\* PHONE LOG 12/02/2008 06:59 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call

Tech states if he does not sit square in the seat the light turns on.

Advised tech this sounds like a normal concern and to compare to another '08 Sorento.

Verify the OCS operation is the same.

Advised tech to refer to the owners manual for proper seating position.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:44 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1526562

---

**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736185 [REDACTED]

Mileage: 7,694

Prod Date: 5/11/2007

Warranty Start Date: 4/16/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: OH007 Jeff Wyler Kia

Phone: 5137523447

FAX: 5137532290

Contact: Jim Buckingham

Contact Title: Service

Service District: CE03

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/26/2008 7:23:54P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Cust Took Vehicle

---

---

**Case History**

\*\*\* NOTES 11/26/2008 11:23 AM - clarify Action Type: Manager review

\*\*\* Performed by contact: Jim Buckingham, 5137523447

Reference to case numbers T1465842 and T1494399, the customer is still having the air bag off light come on with a passenger in the seat while driving. The seat bottom was reflashed, then replaced and reflashed. The last thing we were told to do by our DPSM was to swap out the complete seat assembly with one of our stock units and let the customer try that. The system is still malfunctioning. Since the OCS doesn't appear to have its own control unit, I would assume that we may be dealing with a harness issue or internal malfunction in the classification circuit of the SRS unit. The customer is losing their mind over this concern. Any thoughts or should be looking at FTR assistance?

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

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\*\*\* PHONE LOG 11/26/2008 11:33 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Jim, Is the passenger a small statured person ? Possibly under 120 lbs ? If yes, then the OCS is probably working ok . If the passenger is normal size and is sitting in the seat as per the owner's manual instruction guide and is still having problems then the DPSM should be contacted again and make arrangements for the vehicle to be inspected .

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

Send to:[Bauer, Don [KMA]]

CC List:[Houkal, Mark [KMA];Lind, Fred [KMA]]

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

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<<File Attachment:

\\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1526562\_DFinkelstein-TL\_11-26-2008113444.doc>>

\*\*\* NOTES 11/26/2008 12:11 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Jim Buckingham, 5137523447

The customer's wife is 135lbs and is sitting in the seat correctly. We've had them test drive our stock units and they operate properly. By the way, Don Bauer is no longer our DPSM. The file needs to be forwarded to Tom Johnston. Enjoy your holiday and thanks!

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

Send to:[Johnston, Tom [KMA]]

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

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<<File Attachment:

\\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1526562\_DFinkelstein-TL\_11-26-2008123318.doc>>

\*\*\* PHONE LOG 12/09/2008 08:20 AM Pacific Daylight Time MHoukal Action Type:Incoming call

RCAM S/W SM Jim Buckingham:

1) Veh is not at DLR at this time

2) Advised DLR to review General Information TSB 020 (OCS) with customer and follow-up with RCAM as needed.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:53 PM sa

\*\*\* CASE CLOSE 04/28/2009 02:26 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Customer took vehicle.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1526583

---

**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kndjc736x85 [REDACTED]

Mileage: 200

Prod Date: 7/5/2007

Warranty Start Date: 11/11/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MN009 Muscatell Kia

Phone: 2184777000

FAX: 2184777001

Contact: Jeremy Owens

Contact Title: Technician

Service District: CE08

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/26/2008 8:12:41P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

---

**Case History**

\*\*\* NOTES 11/26/2008 12:12 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Jeremy Owens, 2182360191

at times ocs light will stay illuminated with person in seat, data shows with me in seat (250lbs)large oc, if i raise myself off seat it will read empty, if i lower myself slowly it will read small oc, it will not change to large oc until i get off seat until shows empty and plop back down into seat, will the exchanged ocs reflash work for this vehicle?

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

-----

\*\*\* PHONE LOG 11/26/2008 12:25 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Jeremy, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* CASE CLOSE 12/03/2008 02:40 PM clarify

\*\*\* Performed by contact: Jeremy Owens, 2182360191

reflashed ocs

---

\*\*\* CASE CLOSE 12/03/2008 02:41 PM Pacific Daylight Time RLevy-TL

Resolution Code: Missing Part  
CLOSING COMMENTS  
reflashed ocs



**Kia Motors America  
Technical Assistance Center**

Case Number: T1527341

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21702

Model Code: 74222

VIN: KNDJD736475

Mileage: 29,942

Prod Date: 9/29/2006

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

---

**Dealer/Contact Data:**

Dealer: KY009 Martin Kia

Phone: 2708460606

FAX: 2707839311

Contact: Nick Westover

Contact Title:

Service District: CE03

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/1/2008 5:30:50P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

---

---

**Case History**

\*\*\* PHONE LOG 12/01/2008 09:39 AM Pacific Daylight Time DFinkelstein-TL

Tech states the passenger seat has previously been recalibrated and tested ok but customer is now in again with the same complaint as before with the OCS lamp not going out with his wife sitting in the seat. Her weight is not known. Tech states the seat tests ok for him.

Advised tech to have passenger seat in a "like" vehicle and see if the lamp goes out. Then do the same in their vehicle. Customer may be a person of small stature and sitting correctly in the seat per the owners manual cautions.

\*\*\* PHONE LOG 12/01/2008 02:08 PM Pacific Daylight Time RHicks Action Type:Incoming call

OCS light is reported to come on

- advised tech that this is not the primary safety - the seatbelts are
- there going to follow up with customer and see if they sit correctly
- contacting DPSM if all checks correct

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:53 PM sa

---

\*\*\* PHONE LOG 07/15/2009 08:03 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
The customer is back with the OCS light not turning off intermittently with his wife in the passenger seat.  
The current mileage is 37,424.  
The tech states the customer is sitting correctly in the seat and is approximately 150lbs.  
Advised the tech to contact the DPSM for further authorization, possible OCS seat replacement.

\*\*\* PHONE LOG 07/30/2009 10:04 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
The tech states he can not get the concern to duplicate with different dealer body in the seat.  
The tech is going to release the vehicle back to the customer.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1527511

---

**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kndjc736485 [REDACTED]

Mileage: 811

Prod Date: 10/26/2007

Warranty Start Date: 11/6/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: VA027 Parsons Kia

Phone: 5406678400

FAX: 5407223143

Contact: Lisa Hammons

Contact Title:

Service District: EA01

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/1/2008 8:45:19P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Veh. Repaired at Dlr

---

---

**Case History**

\*\*\* NOTES 12/01/2008 12:45 PM clarify Action Type: Manager review

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

Passenger air bag off light remains illuminated with an adult female 140lbs sitting in front pass seat.GDS realtime info reads small occupant.Light goes off when myself or one of the service advisors sit in the seat.Thanks Tommy Schurtz

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

-----  
TSB#KT2008022001.Advised customer how to sit properly.

\*\*\* PHONE LOG 12/01/2008 01:14 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Lisa, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* NOTES 12/02/2008 04:57 AM clarify Action Type: Manager review

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

Thank You.Will have customer return to perform reflash.Tommy



---

\*\*\* CASE CLOSE 12/08/2008 08:47 AM clarify  
\*\*\* Performed by contact: Lisa Hammons. 5406678400  
Customer Traded vehicle in

\*\*\* CASE CLOSE 12/09/2008 06:09 AM Pacific Daylight Time RLevy-TL

Resolution Code: Veh. Repaired at Dlr  
CLOSING COMMENTS  
Customer took vehicle.



# Kia Motors America Technical Assistance Center

Case Number: T1528294

---

## Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73202

VIN: kndjd735385

Mileage: 2,912

Prod Date: 9/19/2007

Warranty Start Date: 10/24/2008 12:00:00AM

---

## Dealer/Contact Data:

Dealer: IL053 Ward Kia

Phone: 6184578155

FAX: 6184572912

Contact: Tom P Smith

Contact Title: Technician

Service District:

---

## Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/3/2008 3:40:57P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

---

---

## Case History

\*\*\* NOTES 12/03/2008 07:40 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Tom P Smith. 6184578155

customer says pass air bag off light remains on when anybody sits in seat.

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

-----  
Checked TSBs,wiring & connections.No air bag codes present or stored.Light is operating normal at this time.Informed customer of TSB #020

\*\*\* PHONE LOG 12/03/2008 07:48 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tom, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* NOTES 12/03/2008 08:49 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Tom P Smith. 6184578155

Perform flash W/tool#6,released veh. to customer

---

\*\*\* CASE CLOSE 12/03/2008 08:56 AM Pacific Daylight Time RLevy-TL

Resolution Code: Missing Part

CLOSING COMMENTS

Perform flash W/tool#6.released veh. to customer



**Kia Motors America  
Technical Assistance Center**

Case Number: T1528778

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735385 [REDACTED]

Mileage: 5,953

Prod Date: 10/12/2007

Warranty Start Date: 8/21/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: AR007 Crain Kia

Phone: 5015425200

FAX: 5015425187

Contact: rick rix

Contact Title:

Service District: SO10

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/4/2008 3:23:11P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Missing Part

---

---

**Case History**

\*\*\* NOTES 12/04/2008 07:23 AM clarify Action Type: Manager review

\*\*\* Performed by contact: rick rix, 5019453300

CUST STATES PASSENGER SIDE AIRBAG LIGHT STAYING ON WITH  
SOMEONE IN SEAT. CHECK

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

-----  
SCANNED SYSTEM, NO CODES, CHECKED KIGS FOR TSB'S.

PITSTOPS AND TECH TIMES, NO MESSAGES FOUND. TRIED LAST TIME IN REFLASHING OCS EVEN THOUGH THE TSB FOR OLDER MODLES DOES NOT APPLY FOR THIS YEAR MAKE, I SAT IN SEAT AND LIGHT GOES OUT. THE CUSTOMERS WIFE WEIGHS ABOUT 100-120LBS. I HAVE NOT BEEN ABLE TO DUPLICATE. DO YOU HAVE ANY SUGGESTIONS

\*\*\* PHONE LOG 12/04/2008 07:30 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Rick , I would say its working correctly but you should have the passenger (wife) sit in another "like" vehicle's passenger seat and see if the light stays on or goes out with her in it . If both vehicles are the same then I would consider their vehicle working correctly and she should be sitting in the back as per the owner's manual for her own safety.

---

\*\*\* CASE CLOSE 12/11/2008 01:07 PM clarify

\*\*\* Performed by contact: rick rix, 5019453300

WE HAVE TESTED NO CODES, REFLASHED OCS, RETESTED AND SEEMS TO WORK WITH US

\*\*\* CASE CLOSE 12/11/2008 01:43 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Missing Part

CLOSING COMMENTS

WE HAVE TESTED NO CODES, REFLASHED OCS, RETESTED AND SEEMS TO WORK WITH US



**Kia Motors America  
Technical Assistance Center**

Case Number: T1528854

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S18273

Model Code: 74222

VIN: kndjd736075 [REDACTED]

Mileage: 6,792

Prod Date: 7/5/2006

Warranty Start Date: 8/30/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: IN013 Nielsen Kia

Phone: 2198781133

FAX: 2198780085

Contact: RANDY BREWER

Contact Title: TECH

Service District: CE09

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/4/2008 5:11:15P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

---

---

**Case History**

\*\*\* NOTES 12/04/2008 09:11 AM clarify Action Type: Manager review

\*\*\* Performed by contact: RANDY BREWER, 2198781133

Customer complaint is that the ocs light will not extinguish with his wife in the passenger seat. Weight is 150lbs and we have verified an intermittent issue with one of the techs that is that approx weight.

Inspected live data found when light remains illuminated small oc status is shown.

Is this a reflash issue???

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

---

\*\*\* PHONE LOG 12/04/2008 09:27 AM Pacific Daylight Time RHicks Action Type:Incoming call

Randy,

If reflash has not been completed, go ahead and do it

- inspect connector location and use stabilant

---

\*\*\* PHONE LOG 12/04/2008 09:27 AM Pacific Daylight Time RHicks Action Type:Incoming call  
Randy.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:52:01 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1528872

---

**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S22920

Model Code: 74442

VIN: KNDJC736175 [REDACTED]

Mileage: 626

Prod Date: 10/27/2006

Warranty Start Date: 11/22/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: PA045 Morrow Kia

Phone: 7248461440

FAX: 7248464499

Contact: John Martin

Contact Title: tech

Service District: EA04

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/4/2008 5:34:22P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

---

---

**Case History**

\*\*\* PHONE LOG 12/04/2008 09:42 AM Pacific Daylight Time RHicks

Advised tech to reflash OCS with tool number 6

- tech stated he found tool, but needs to look for cables

\*\*\* NOTES 12/18/2008 11:51 AM clarify Action Type: Manager review

\*\*\* Performed by contact: John Martin, 7248461440

found cables, waiting for vehicle to return for re-flash, after re-flash, if veh returns will re-open case

\*\*\* CASE CLOSE 12/18/2008 11:52 AM clarify

\*\*\* Performed by contact: John Martin, 7248461440

re-flashed ocs





**Kia Motors America  
Technical Assistance Center**

Case Number: T1530191

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735885 [REDACTED]

Mileage: 1,767

Prod Date: 6/19/2007

Warranty Start Date: 7/29/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: CA140 Glendale Kia

Phone: 8882490706

FAX: 3232220007

Contact: Edwin Torossian

Contact Title: tech

Service District: WE01

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/8/2008 10:00:24P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

---

---

**Case History**

\*\*\* NOTES 12/08/2008 02:00 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Edwin Torossian, 3232228000

CUSTOMER STATES OCS LIGHT STAY ON WHEN THE SEAT IS OCCUPIED. I VERIFIED THE CONCERN. WHAT WOULD BE THE SOLUTION? SHOULD I ORDER THE SEAT CUSHION? THANKS.

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

-----

\*\*\* PHONE LOG 12/08/2008 02:14 PM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Edwin, the seat should be recalibrated using Tool #6. If you do not have the tool then have your service manager contact the DPSM to attain one.

\*\*\* CASE CLOSE 12/16/2008 12:21 PM clarify

\*\*\* Performed by contact: Edwin Torossian, 3232228000

REFLASH OCS

---

\*\*\* CASE CLOSE 12/22/2008 01:22 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
REFLASH OCS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1531144

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25991

Model Code: 74422

VIN: KNDJC736175 [REDACTED]

Mileage: 8,300

Prod Date: 12/15/2006

Warranty Start Date: 2/22/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: W1023 Dick Brantmeier Kia

Phone: 9204586111

FAX: 9204518180

Contact: Max Umbs

Contact Title: technician

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/10/2008 10:15:46

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

---

---

**Case History**

\*\*\* NOTES 12/10/2008 02:15 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Max Umbs. 9204586111

Cust concern of Pass Airbag Off lamp stays on with someone in seat. Vehicle was in on 11/21/08 for same concern, reprogrammed OCS with special tool.

I can sit my 200lb self in seat and vary how I sit in the seat to turn the lamp on and off. Lamp only goes off while I'm seated all the way back in the seat. If I move forward in the seat more than an inch or so, the light comes back on.

No codes in the system, no other concerns. Nothing stuck under the seat.

Are there any knowns for this other than the OCS reprogram? Or will I be looking at replacing the OCS components in the seat.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 12/10/2008 02:30 PM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Max, there is a reflash for 2007 which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same

procedure as SC045 but there is no TSB out yet.

\*\*\* NOTES 12/10/2008 02:39 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Max Umbs, 9204586111

Yes, that is the reprogrammed that I did the last time the vehicle was in. The cust has the same complaint and has been verified...

\*\*\* PHONE LOG 12/10/2008 02:43 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Max, then you will need to replace the seat bottom. Contact your DPSM for authorization.

\*\*\* CASE CLOSE 12/22/2008 10:59 AM clarify

\*\*\* Performed by contact: Max Umbs, 9204586111

Replaced seat bottom per techline.

\*\*\* CASE CLOSE 12/26/2008 10:45 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced seat bottom per techline.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1531190

**Vehicle Data**

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73202

VIN: KNDJD735985 [REDACTED]

Mileage: 10,221

Prod Date: 10/24/2007

Warranty Start Date: 8/2/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: TX072 Capitol Kia

Phone: 5125831900

FAX: 5125831897

Contact: Charles Stritzinger

Contact Title:

Service District:

**Case Details:**

Case Title: OCS - light on

Create Date & Time

Symptom: Improper Indication

DTC:

12/11/2008 12:08:43

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* NOTES 12/10/2008 04:08 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Charles Stritzinger, 5125831900

2008 Sorento, Passanger airbag off light wont turn off intermmitantly. Verified that at times light stays on. Monitored the OC wight class and two times while checking found that when my svc advisor, approx 220lbs, sat in the seat, the light would stay on. I weigh 185lbs and on both occasions the weight class showed small occupant. I had to press against the ceiling to make it trigger large occupant. Then when a small person, 110 lbs, sat in the seat, she registered as a large occupant. Due to the cost of the seat cushion assembly I want to verify that you all agree with replacing the mat/seat cushion. Please let me know if this can be caused by anything else.

Thank you

Charles

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

\*\*\* PHONE LOG 12/10/2008 04:40 PM Pacific Daylight Time JBrookes Action Type: Incoming call  
Charles, with this vehicles pro date I think the seat can be reflashed by ftr, that might help.

---

\*\*\* CASE AUTO CLOSE 04/22/2009 04:52:14 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1531889

---

**Vehicle Data**

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: KNDJC736585 [REDACTED]

Mileage: 639

Prod Date: 5/18/2007

Warranty Start Date: 11/10/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: PA047 McCafferty Kia of Mechanicsburg

Phone: 7177664733

FAX: 7177668750

Contact: Dat Peng

Contact Title:

Service District: EA02

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/12/2008 7:17:40P

System: Body Interior & Exterior

Component: Front Seats

Resolution:

---

---

**Case History**

\*\*\* PHONE LOG 12/12/2008 11:22 AM Pacific Daylight Time DJackson-TL  
Tech states the customer states his wife makes the OCS light blink no codes.  
Advise to have wife test out on seat and check for proper seating and verification.

\*\*\* PHONE LOG 12/12/2008 01:53 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Called in to review notes.  
Advise to have customer sit in seat with him there and with known good car.  
[!<For Internal Use Only  
Tech is just going to order seat bottom.>!]

\*\*\* CASE CLOSE 01/09/2009 11:05 AM clarify  
\*\*\* Performed by contact: Dat Peng. 7179180384  
replaced rf seat cushion.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1535537

---

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735285 [REDACTED]

Mileage: 2,094

Prod Date: 6/8/2007

Warranty Start Date: 10/28/2008 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: MA032 Kia at Sports Auto World

Phone: 7742472000

FAX: 5082597334

Contact: Adam Duarte

Contact Title:

Service District:

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/26/2008 3:25:16P

System: Restraints

Component:

Resolution: Auto Closed

---

**Case History**

\*\*\* PHONE LOG 12/26/2008 07:30 AM Pacific Daylight Time RBrown-TL  
Tech states the OCS light does not turn off at times.  
Advised tech to reflash the OCS with Tool #6.

\*\*\* CASE AUTO CLOSF 04/22/2009 04:52:33 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1536270

---

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S21932

Model Code: 74222

VIN: kndjd736775 [REDACTED]

Mileage: 12,191

Prod Date: 10/24/2006

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

---

**Dealer/Contact Data:**

Dealer: NC009 Bob King Kia

Phone: 3367243866

FAX: 3367143350

Contact: SCOTT CURTIS

Contact Title:

Service District: SO08

---

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/29/2008 8:15:13P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

---

---

**Case History**

\*\*\* NOTES 12/29/2008 12:15 PM clarify Action Type: Manager review

\*\*\* Performed by contact: SCOTT CURTIS, 336 724 3866

Customer states light is on all the time. Found no DTC's and light is going out at this time.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
Would like to know if there is a reflash for this model and year. Found nothing in pitstop, tech times, TSB's or campaigns.

\*\*\* PHONE LOG 12/29/2008 01:08 PM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Scott, if your talking about the OCS light for when a passenger is sitting in the passenger seat then your correct .There is a reflash using tool #6 for the seat. If you do not have the tool then contact your DPSM and he'll arrange to have one sent.

\*\*\* CASE CLOSE 12/29/2008 01:19 PM clarify

\*\*\* Performed by contact: SCOTT CURTIS, 336 724 3866

Reflashed OCS

\*\*\* CASE CLOSE 01/02/2009 10:23 AM Pacific Daylight Time DFinkelstein-TL

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Resolution Code: Software Upgrade  
CLOSING COMMENTS  
Reflashed OCS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1537301

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**Vehicle Data**

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S20519

Model Code: 74442

VIN: KNDJC736275 [REDACTED]

Mileage: 12,526

Prod Date: 9/21/2006

Warranty Start Date: 4/17/2007 12:00:00AM

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**Dealer/Contact Data:**

Dealer: VA025 Steven Kia

Phone: 5404379908

FAX: 5404379895

Contact: Blair Vile

Contact Title:

Service District: EA03

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**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

1/2/2009 3:02:35PM

System: Restraints

Component:

Resolution: Auto Closed

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**Case History**

\*\*\* PHONE LOG 01-02-2009 07:12 AM Pacific Daylight Time RHicks  
Referred to TSB 020

- having tech inspect OCS operation with several different size people.
- inspect harness connectors

\*\*\* CASE AUTO CLOSE 04/22/2009 04:55:44 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1537347

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB8H

Model Code: 73222

VIN: kndjd735885 [REDACTED]

Mileage: 186

Prod Date: 2/27/2008

Warranty Start Date: 12/14/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: FL094 Citrus Kia

Phone: 3525648668

FAX: 3525648119

Contact: mike carfiro

Contact Title:

Service District:

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

1/2/2009 4:01:12PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

**Case History**

\*\*\* NOTES 01/02/2009 08:01 AM clarify Action Type: Manager review

\*\*\* Performed by contact: mike carfiro, 352 564-8668

techline advised to install lower seat assm. light still wont go out compare to to other vehicles and light goes out. the customer weights 105 pds we did the bulletin update to lower the sensors weight level what do you advise

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

\*\*\* PHONE LOG 01/02/2009 08:14 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Mike, at this point I would swap the seat from a known good Sorento on the lot as long as it is the same.

\*\*\* CASE CLOSE 01/07/2009 12:53 PM clarify

\*\*\* Performed by contact: mike carfiro, 352 564-8668

REPLACED OCS ASSY AND REFLASH

\*\*\* EMAIL OUT Ôí\_ MKeiser Action Type:External email

Send to:[Peterson, Jim [KMA]]

No record of the dallas conversation but i do have a case with Rob Levy involved

<<File Attachment: \\copubs\ClarifyOBJ\TL\_Attachments\SendHistory\Case\_T1537347\_MKeiser\_01-20-2009075702.doc>>

\*\*\* CASE CLOSE 02/17/2009 10:55 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

Case Number: T1537783

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735185

Mileage: 8.529

Prod Date: 7/6/2007

Warranty Start Date: 3/14/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: PA037 Leighton Kia

Phone: 6103771570

FAX: 6103772520

Contact: anthony zender

Contact Title:

Service District: EA04

**Case Details:**

Case Title: OCS - light on

Create Date & Time

Symptom: Warning Light On

DTC:

1/2/2009 10:13:24PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* NOTES 01/02/2009 02:13 PM clarify Action Type: Manager review

\*\*\* Performed by contact: anthony zender, 6103771570

customer states that when her husband sits in the passenger seat the air bag light does not go out. other people sit in the passenger seat and the light goes out just when her husband sits in the passenger seat it stays on. the customer states that when they put a sheep skin cover on the cushion part only that it will go off 90% of the time.

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

\*\*\* PHONE LOG 01/02/2009 02:58 PM Pacific Daylight Time JBrookes Action Type: Incoming call

Anthony, it seems from your notes there is nothing wrong with the seat, as the ocs light operates normally with people other than the customer's husband.

, but this seat can be reflashed with the reflash tool, it has a # 6 sticker on it, try that, thank you.

\*\*\* NOTES 01/02/2009 08:54 PM clarify Action Type: Manager review

\*\*\* Performed by contact: anthony zender, 6103771570

thank you, will get the customer back in and try the flash.

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\*\*\* CASE AUTO CLOSE 01/22/2000 01:55:45 PM \*\*



**Kia Motors America  
Technical Assistance Center**

Case Number: T1537972

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885

Mileage: 9,574

Prod Date: 7/27/2007

Warranty Start Date: 9/1/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: WV005 Dutch Miller Kia

Phone: 3047362600

FAX: 3046975748

Contact: LELAND MOORE

Contact Title:

Service District: EA03

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

1/5/2009 2:27:44PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

**Case History**

\*\*\* NOTES 01/05/2009 06:27 AM clarify Action Type: Manager review

\*\*\* Performed by contact: LELAND MOORE, 3047362600

AIRBAG LIGHT FOR PASS.

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

CUSTOMER STATES WHEN SOMEONE IS IN PASS. SEAT AIRBAG LIGHT WONT GO OFF. I COULD NOT DUPLICATE.CUSTOMER STATES ITS A SAFETY HAZARD.SAYING LEMON LAW.WE SWITCHED SEATS WITH ONE OFF LOT.WORKS AS DESIGNED.CUSTOMER TOOK VEHICLE BROUGHT BACK COUPLE OF HOURS LATER SAYING DOING SAME THING.STILL COULD NOT DUPLICATE.IS THERE ANY RE-PROGRAMS FOR THIS.WHAT CAN TELL CUSTOMER.WHEN THERE IS NO PROBLEM THAT WE CAN TELL.

\*\*\* PHONE LOG 01/05/2009 06:57 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Leland, the seat can be reflashed . You need to use tool #6 to do it. If you do not have it then contact your DPSM.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:55:44 PM sa





**Kia Motors America  
Technical Assistance Center**

Case Number: T1538118

**Vehicle Data**

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S25633

Model Code: 74222

VIN: kndjd736575 [REDACTED]

Mileage: 31,048

Prod Date: 12/8/2006

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

**Dealer/Contact Data:**

Dealer: MS009 Kia Superstore

Phone: 6626806460

FAX: 6626808025

Contact: james pelletier

Contact Title:

Service District: SO09

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

1/5/2009 4:42:19PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

**Case History**

\*\*\* NOTES 01/05/2009 08:42 AM clarify Action Type: Manager review

\*\*\* Performed by contact: james pelletier, 6626806460

customer states the passenger side airbag is not working right

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

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chehe checked the a/b harness and found no problem and also scanned the system and found no DTCS..had the customer sit in the seat and one second the light went off and another second the airbag system showed to be turned off while the customer was sitting in the seat the same way as before

\*\*\* PHONE LOG 01/05/2009 08:55 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

James, there is a reflash for 2007 production dates which this vehicle falls under. Use TOOL\_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.

\*\*\* CASE CLOSE 01/30/2009 08:40 AM clarify

\*\*\* Performed by contact: james pelletier, 6626806460

REFLASHED THE OCS SYSTEM

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\*\*\* CASE CLOSE 01/30/2009 08:48 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade  
CLOSING COMMENTS  
REFLASHED THE OCS SYSTEM



**Kia Motors America  
Technical Assistance Center**

Case Number: T1538722

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685

Mileage: 2,708

Prod Date: 1/3/2008

Warranty Start Date: 8/31/2008 12:00:00AM

Dealer/Contact Data:

Dealer: AZ032 Mark Kia

Phone: 4809940026

FAX: 4809945711

Contact: Russell Hahn

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

1/6/2009 2:56:20PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

\*\*\* NOTES 01/06/2009 06:56 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Russell Hahn, 4809940026

2008 sorento customer complains the the ocs indicator does not work half the time when a passenger is in the seat. This is his second complaint. It is working correctly for us. Should it be reprogrammed. is thier a new reprogram coming, or should we continue to tell him it is normal?

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

\*\*\* PHONE LOG 01/06/2009 07:11 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Russell, the seat can be recalibrated up to 12/07 production . Your vehicle is very close to the cutoff date and I think its worth a try. You'll need the #6 reflash tool to do this . If you do not have it contact your DPSM to obtain one.

\*\*\* NOTES 01/06/2009 10:10 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Russell Hahn, 4809940026

Ok thank you.

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\*\*\* CASE AUTO CLOSE 04/22/2009 04:55:49 PM sa



**Kia Motors America  
Technical Assistance Center**

Case Number: T1539742

**Vehicle Data**

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: kndjd735485 [REDACTED]

Mileage: 1,911

Prod Date: 10/17/2007

Warranty Start Date: 7/31/2008 12:00:00AM

**Dealer/Contact Data:**

Dealer: NC035 Stevenson Kia of Jacksonville

Phone: 9109380555

FAX: 9104550333

Contact: JOE CARTER

Contact Title:

Service District: SO07

**Case Details:**

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

1/8/2009 2:36:31PM

System: Restraints

Component: Passenger's Air Bag

Resolution: Faulty Component

**Case History**

\*\*\* NOTES 01/08/2009 06:36 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JOE CARTER, 9104551555

customer states the pass srs light is not staying off when some one is in the seat. intermittingly.  
What Reference Materials Have Been Used - What Has Already Been Tried?

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flash performed prevoiusly and checked real time info via gds. changes from empty to small.to large sometimes but most of the time it is very slow to react.

\*\*\* PHONE LOG 01/08/2009 06:47 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Joe . you can recalibrate the seat using the #6 tool . If you do not have it then have service manager contact your DPSM to obtain one.

\*\*\* CASE CLOSE 01/19/2009 11:05 AM clarify

\*\*\* Performed by contact: JOE CARTER, 9104551555  
replaced r/front seat bottom

\*\*\* CASE CLOSE 01/21/2009 10:16 AM Pacific Daylight Time DFinkelstein-TL

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Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced passenger seat bottom.



**Kia Motors America  
Technical Assistance Center**

Case Number: T1539812

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7S

Model Code: 73204

VIN: KNDJD735585 [REDACTED]

Mileage: 3,412

Prod Date: 11/3/2007

Warranty Start Date: 10/10/2008 12:00:00AM

Dealer/Contact Data:

Dealer: VA037 Blackwell Kia

Phone: 4347927411

FAX: 4347925101

Contact: Tyler Merricks

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

1/8/2009 4:26:26PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

\*\*\* PHONE LOG 01/08/2009 08:38 AM Pacific Daylight Time SSilavong-TL

-Customer states OCS light stay on.

-Tech cannot duplicate the incident. Every times he seating on the seat the light will goes out. Note: he's weight about 120 lbs.

-Have customer come in with his wife and compare to known good 2008 Sorento.

-Review the seating procedure with customer.

-Try update the OCS with tool #6.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:55:55 PM sa