

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



**Kia Motors America
Technical Assistance Center**

Case Number: T1539914

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: Y6 39032

Model Code: 74222

VIN: knjdj736875 [REDACTED]

Mileage: 27,602

Prod Date: 12/15/2006

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

Dealer/Contact Data:

Dealer: FL052 Kia AutoSport

Phone: 8505762116

FAX: 8505744331

Contact: Victor Prieto

Contact Title:

Service District: SO04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/8/2009 7:20:25PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 01/08/2009 11:20 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

customer complains that pass air bag light will not go out when pass sits in seat. we have verified proper operation when we sit in seat. no trouble codes in system.

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

gds.kgis

*** PHONE LOG 01/08/2009 11:25 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

[REDACTED], there is a recalibration available for the passenger seat using the #6 tool. If you do not have the tool then have your service manager discuss the case with your DPSM and see if he wants the seat recalibrated and he'll get you the tool to do it.

*** CASE CLOSE 01/16/2009 08:00 AM clarify

*** Performed by contact: [REDACTED]

reflash ocs

*** CASE CLOSE 01/16/2009 08:06 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reflash ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1540275

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735185 [REDACTED]

Mileage: 18,161

Prod Date: 5/9/2007

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

Dealer/Contact Data:

Dealer: NC034 Stevenson Kia

Phone: 9103501650

FAX: 9103501667

Contact: Matt Adams

Contact Title:

Service District: SO07

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

1/9/2009 3:31:44PM

System: Restraints

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

Resolution: Software Upgrade

Case History

*** PHONE LOG 01/09/2009 07:36 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS lamp comes on with normal size person intermittently. Tech verified complaint.

Advised tech to inspect the pinfits on the connections under the passenger seat 1st and try stabiliant 22. If the problem is still present then try recalibrating the seat using a #6 tool . If they don't have it then arrange through their DPSM to get one. If that doesn't work , then replace the seat bottom.

*** CASE CLOSE 01/21/2009 11:53 AM clarify

*** Performed by contact: [REDACTED]

REPROGRAMED SEAT USING NUMBER 6 TOOL

*** CASE CLOSE 01/21/2009 12:26 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

REPROGRAMED SEAT USING NUMBER 6 TOOL.



**Kia Motors America
Technical Assistance Center**

Case Number: T1540303

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S22440

Model Code: 74222

VIN: KNDJD736475 [REDACTED]

Mileage: 27,543

Prod Date: 10/21/2006

Warranty Start Date: 3/17/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL106 Orlando Kia East

Phone: 4076781717

FAX: 4076786011

Contact: Ted Wong

Contact Title: Technician

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

1/9/2009 4:08:13PM

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 01/09/2009 08:20 AM Pacific Daylight Time SSilavong-TL

-OCS light is on came on.

-OCS update was performed with OCS tool #6 with no change.

-Note: customer's wife weight about 120-130 lbs.

-Compare to known good Sorento with the same package.

-If the light does not come on, on the Known good vehicle then the OCS sensor may needs to be replaces.

*** CASE AUTO CLOSE 04/22/2009 04:55:59 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1540857

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735485 [REDACTED]

Mileage: 4,508

Prod Date: 9/11/2007

Warranty Start Date: 11/28/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL094 Citrus Kia

Phone: 3525648668

FAX: 3525648119

Contact: HECTOR PABON

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/12/2009 3:59:20P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

**** PHONE LOG 01/12/2009 07:59:20 AM SSilavong-TL

-Customer states passenger OCS light stay on with a person on the seat.

-Cannot duplicate the incident.

-Recommend tech duplicate the incident with customer and compare to known good vehicle.

-Review seating procedure with customer.

-Update the OCS program with tool #6 and recheck.

*** CASE CLOSE 03/11/2009 04:55 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Performed reflash



Kia Motors America Technical Assistance Center

Case Number: T1541159

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kn djc736385 [REDACTED]

Mileage: 5,936

Prod Date: 7/10/2007

Warranty Start Date: 4/19/2008 12:00:00AM

Dealer/Contact Data:

Dealer: IA013 Mike Finnin Kia

Phone: 5635838825

FAX: 5635838796

Contact: Glenn Moser

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/12/2009 9:21:21P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 01/12/2009 01:21 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Customer complains that the "Passenger Air Bag Off" light luminesces while a passenger is seated. Have been informed by service writer that this customer will not accept being told that the passenger (of unknown weight, size, etc.) must be seated properly. I could not verify complaint as the light went off when I placed myself in the passenger seat. Is there any reprograms for the OCS system on this vehicle?

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

Did search for TSB's, etc. for reprograms and could not find any. Will scan for any codes present but no MIL is on at this time.

*** PHONE LOG 01/12/2009 01:26 PM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Assuming the customer isn't a person of small stature in which the OCS system would be working correctly. There are written cautions listed in the owner's manual for this system. There is a recalibration program available on the model which may help. You would need to use the #6 recalibration tool on the seat. If you do not have it then you would need to contact your DPSM to get one.

*** NOTES 01/12/2009 01:30 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I have only K05U-OCS-R. I'm assuming the one I need is K06U-OCS-R?

*** PHONE LOG 01/12/2009 01:35 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
That would be a correct assumption.

*** CASE CLOSE 01/13/2009 06:52 AM clarify

*** Performed by contact: Glenn Moser. 5635838825

Reflash OCS with tool 6

*** CASE CLOSE 01/13/2009 06:57 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Reflash OCS with tool 6

*** CASE CLOSE 09/02/2009 07:41 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1541416

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736285

Mileage: 3,263

Prod Date: 10/2/2007

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

Dealer/Contact Data:

Dealer: MA008 Kia of West Springfield

Phone: 4137379500

FAX: 4137462678

Contact: ERIC GUILBERT

Contact Title: TECH

Service District: EA09

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/13/2009 2:54:00P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 01/13/2009 06:58 AM Pacific Daylight Time RBrown-TL
Tech states that when a passenger is in the seat the OCS light off light will come on at times.
Advised tech to re flash the OCS module using reflash tool #6.

*** CASE AUTO CLOSE 04/22/2009 04:56:01 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1543056

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735085

Mileage: 14,906

Prod Date: 6/16/2007

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

Dealer/Contact Data:

Dealer: KY010 Jake Sweeney Kia

Phone: 8599382020

FAX: 8593717902

Contact: Tony Darpel

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/16/2009 8:08:29P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 01/16/2009 12:08 PM clarify Action Type: Manager review

*** Performed by contact: Tony Darpel, 8599382020

customer has concern that when an adult 6'5" sits in passenger seat the pass air bag off will stay on. no codes stored all connectors clean and tight. system works as designed with other people setting in the seat we tried it with four other people. Has tac seen any problems with the mat sensor or is there A OCS reflash for it

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

gds

*** PHONE LOG 01/16/2009 01:33 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Tony, try recalibrating the OCS with tool #6 . If you do not have the tool then have service manager contact DPSM and make arrangements with him to get it.

*** CASE CLOSE 02/25/2009 02:37 PM clarify

*** Performed by contact: richard middendorf, 8599382020

recalibrated the OCS with tool #6

*** CASE CLOSE 02/25/2009 02:43 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
recalibratedthe OCS with tool #6



**Kia Motors America
Technical Assistance Center**

Case Number: T1543757

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735085 [REDACTED]

Mileage: 7,850

Prod Date: 6/26/2007

Warranty Start Date: 6/28/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX050 Gene Messer Kia

Phone: 8066877900

FAX: 8067857885

Contact: Michael Cheng

Contact Title: Technician

Service District: SO10

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

1/20/2009 3:02:05P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 01/20/2009 07:07 AM Pacific Daylight Time DJackson-TL
Tech states the OCS light is on for customer and his wife. Unable to duplicate the concern.
Advise tech to bring them in and test it out on their vehicle and known good vehicles.
There no codes in the system, unable to duplicate concern.

*** CASE AUTO CLOSE 04/22/2009 04:56:13 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1544530

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17486

Model Code: 74442

VIN: KNDJC736775 [REDACTED]

Mileage: 34,787

Prod Date: 6/20/2006

Warranty Start Date: 7/25/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH023 A&B Kia

Phone: 7406712020

FAX: 7406713857

Contact: Eugene (JR) Funkhouser

Contact Title: Technician

Service District: EA04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

1/21/2009 2:29:28P

System: Restraints

Component: Connection

Resolution:

Case History

*** PHONE LOG 01/21/2009 06:37 AM Pacific Daylight Time RHicks
OCS light comes on at times
- advised to perform reflash
- inspect data using GDS

*** CASE CLOSE 02/11/2009 05:02 AM clarify
*** Performed by contact: Eugene (JR) Funkhouser, 7406712020
reflashed ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1545120

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: kndjd736585 [REDACTED]

Mileage: 12,043

Prod Date: 9/4/2007

Warranty Start Date: 3/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL060 Crown Kia

Phone: 7275255785

FAX: 7275224539

Contact: Charlie Ralph

Contact Title:

Service District: SO03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/22/2009 3:47:27P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 01/22/2009 07:47 AM clarify Action Type: Manager review

*** Performed by contact: Charlie Ralph, 7275255785

good morning.

i have this 08 sorrento and customer complaint is: when you first get in pass seat air bag light stays on. happens intermintantly.: when i sat in the seat the first time it worked normally and went off as i moved around and re-cked a few times i found that the light stayed on stating air bag is off. i ckd all tsbs. recalls. tech times. and pitstop info, all i found was a oldserv campaign sc045. which was for vehicles built 8-20-04 to 4-5-05. is there any addiational diag information or a re-flash ? or info about about proper seating information like other vehicles like the optima.. which has a current reflash only performed by reginal engineer...
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 01/22/2009 08:05 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Charlie, the seat can be recalibrated using a #6 recalibration tool. If you do not have it then have service manager contact DPSM to get one . Then try it on the seat and see if this fixes the problem. It doesn't need an FTR to do it. Its the same proceedure as the 05 Sorento OCS TSB you just need the correct tool to do it.

*** CASE AUTO CLOSE 04/22/2009 04:56:21 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1545504

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: knjd735085

Mileage: 670

Prod Date: 6/16/2007

Warranty Start Date: 12/23/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX086 Bayway Kia

Phone: 7139413600

FAX: 7139414983

Contact: Scott Dutzel

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/22/2009 11:28:22P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 01/22/2009 03:28 PM clarify Action Type: Manager review

*** Performed by contact: Scott Dutzel. 7139413600

the customer states the ocs light wont turn off when his wife seats in the seat it has no codes and turns off every time for use the customer has been explained about big butts wont turn off the light talk but he still insiste the light should turn off any help
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 01/22/2009 03:52 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Scott, to some extend what you stated maybe true if the passenger is very . very big on the bottom. They are sitting on the seat bolsters and not enough in the center of the seat. But, on this vehicle we have seen cases in which an average to larger size person may not turn off the light . The seat bottom can be recalibrated using a #6 reflash tool. This is is what needs to be done at this time. If you do not have the tool then have your service manager contact the DPSM and arrange to have one sent to you. Then recalibrate the seat and test it with your customer sitting in the seat . See if the light goes out ? The tool works the same as the campaign SC045.

*** NOTES 01/22/2009 04:08 PM clarify Action Type: Manager review

*** Performed by contact: Scott Dutzel. 7139413600

is the #6 reflash tool the one we use for sc045

*** PHONE LOG 01/23/2009 08:16 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Scott, its not the same tool as SC045. They look the same but aren't the same. The programs are different from each other.

*** CASE CLOSE 02/17/2009 06:46 AM clarify

*** Performed by contact: Scott Dutzel. 7139413600

reflashed ocs moduel

*** CASE CLOSE 02/17/2009 06:56 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reflashed ocs module



**Kia Motors America
Technical Assistance Center**

Case Number: T1547796

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: knjdj735885

Mileage: 7,966

Prod Date: 6/4/2007

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

Dealer/Contact Data:

Dealer: IND631814 Clint Young 8640

Phone: 8435727300

FAX: 8437976471

Contact: Clint Young

Contact Title:

Service District: SO07

Case Details:

Create Date & Time

Case Title: OCS - Light on #

1/29/2009 1:32:39P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Please Specify

Resolution: Information Given

Case History

*** NOTES 01/29/2009 05:32 AM clarify Action Type: Manager review

*** Performed by contact: Clint Young, 8435727300

customer states when setting in pass seat air bag lite is off. looked at real time info. when it reads small oc lite does not go off. large oc lite goes off. is this normal or is there a reprogram for this cond.

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

*** PHONE LOG 01/29/2009 05:38 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Clint. refer to TSB General 020. This TSB provides an overview of the "PASSENGER AIR BAG OFF" indicator light operation, part of the Occupant Classification System (OCS) in Kia vehicles. This TSB also reviews the procedure to follow in case of a customer complaint regarding the operation of the "PASSENGER AIR BAG OFF" indicator light.

*** CASE CLOSE 01/29/2009 09:55 AM clarify

*** Performed by contact: Clint Young, 8435727300

cnd

*** CASE CLOSE 01/29/2009 10:06 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information given.



**Kia Motors America
Technical Assistance Center**

Case Number: T1548413

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: KNDJC735985

Mileage: 593

Prod Date: 3/5/2008

Warranty Start Date: 1/8/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY044 West-Herr Kia

Phone: 7166623565

FAX: 7166620591

Contact: DWAYNE HOGENCAMP

Contact Title:

Service District: EA07

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

1/30/2009 6:44:31P

System: Restraints

Component: Please Specify

Resolution: Normal Condition

Case History

*** NOTES 01/30/2009 10:44 AM clarify Action Type: Manager review

*** Performed by contact: DWAYNE HOGENCAMP, 7166490800

customer states intermitantly passenger air bag light will not go out with his wife sitting in seat. scanned for codes none found me and several tech sat in seat and light would go out when in seat. could make it come back on by not sitting in seat properly or leaning back to far. have you had any problems that you are awhere of.

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

*** PHONE LOG 01/30/2009 11:13 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Dwayne, refer to TSB General 020. This TSB provides an overview of the "PASSENGER AIR BAG OFF" indicator light operation, part of the Occupant Classification System (OCS) in Kia vehicles. This TSB also reviews the procedure to follow in case of a customer complaint regarding the operation of the "PASSENGER AIR BAG OFF

*** CASE CLOSE 02/02/2009 06:17 AM clarify

*** Performed by contact: DWAYNE HOGENCAMP, 7166490800

sat in seat and light was working properly at this time

*** CASE CLOSE 02/02/2009 06:53 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition

CLOSING COMMENTS

Normal condition.



**Kia Motors America
Technical Assistance Center**

Case Number: T1549078

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: kndjc736x75 [REDACTED]

Mileage: 16,223

Prod Date: 4/20/2007

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

Dealer/Contact Data:

Dealer: NE004 Kia of Grand Island

Phone: 3083841700

FAX: 3083846547

Contact: Scott Schuller

Contact Title: Tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

2/2/2009 8:07:31PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 02/02/2009 12:07 PM clarify Action Type: Manager review

*** Performed by contact: Scott Schuller, 3083841700

owner states pass side air bag lite stays on even with pass in seat. tested operation. found as long as occupant is seated correctly. can get lite to function as it should.

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

is there any reprogramming updates for this? know of the one for the 05MY. but not for this MY. if there is an update. can u tell me the procedure to use with gds to program.... thanks for your help!

*** PHONE LOG 02/02/2009 12:21 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Scott. there is a recalibration program available for this vehicle . It uses the #6 recal. tool. If you don't have the tool then you would need to arrange getting one from your DPSM .

*** NOTES 02/02/2009 12:30 PM clarify Action Type: Manager review

*** Performed by contact: Scott Schuller, 3083841700

thanks, how come this is not listed anywhere as a hotfix or tsb? if there is an article number could u please reference it on

here? just for clarificaion gds cannot perform this function?

*** PHONE LOG 02/02/2009 12:35 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Scott, I understand your frustration but its not a TSB. Techtimes or pitstop article and the GDS isn't used to do the recalibration.
Contacting Techline was the correct thing to do and since you haven't found any problems with the seat , it would be up to your
DPSM on whether he wants to try this or not . Have your service manager contact your DPSM for what actions he wants taken at
this time.

*** NOTES 02/02/2009 12:37 PM clarify Action Type: Manager review
*** Performed by contact: Scott Schuller, 3083841700
thanks for your help and understanding...will advise. again thanks

*** CASE CLOSE 02/18/2009 06:10 PM clarify
*** Performed by contact: Scott Schuller, 3083841700
waiting still on dpsm to do reflash

*** CASE CLOSE 02/19/2009 06:53 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
Information given



**Kia Motors America
Technical Assistance Center**

Case Number: T1549207

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736485 [REDACTED]

Mileage: 1,436

Prod Date: 6/21/2007

Warranty Start Date: 12/13/2008 12:00:00AM

Dealer/Contact Data:

Dealer: LA002 All Star Kia

Phone: 3184451486

FAX: 3184481828

Contact: Scott Lee

Contact Title: assistant

Service District: SO11

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

2/2/2009 10:31:20PM

System: Restraints

Component:

Resolution: Information Given

Case History

*** PHONE LOG 02/02/2009 02:36 PM Pacific Daylight Time RBrown-TL
Tech states the OCS light does not turn off with the customer sitting in the car.
Works good with the tech.
Advised tech to reflash the OCS with OCS tool #6.

*** CASE AUTO CLOSE 04/22/2009 04:56:45 PM sa

*** CASE CLOSE 09/02/2009 07:41 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1549975

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735X85 [REDACTED]

Mileage: 3,061

Prod Date: 5/17/2007

Warranty Start Date: 7/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OH029 Matt Castrucci Kia

Phone: 9374344723

FAX: 9374363403

Contact: John Vigus

Contact Title: Technician

Service District: CE03

Case Details:

Create Date & Time

Case Title: OCS - light on

Symptom: Warning Light On

DTC:

2/4/2009 3:51:20PM

System: Body Interior & Exterior

Component: Front Seats

Resolution:

Case History

*** PHONE LOG 02/04/2009 09:14 AM Pacific Daylight Time JBrookes

Tech stated that the OCS light will not go out unless pressing down on the seat hard, is achieved, but the light comes again when relaxing. there is after market leather upholstery installed, and tech finds a firm bar, part of the leather covering, goes across the seat. a new seat bottom was ordered. tech dismantled the new seat bottom to swap over the leather to the new seat, but the condition remains.

Advised, the ocs seats have presets on manufacture, installing other upholstery as tech describes, will affect the operation of the OCS system.

*** EMAIL OUT Of JBrookes Action Type:Internal email

Send to:[Bauer, Don [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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Don, I thought should should be aware of this vehicle. regards. John.

<<File Attachment: \\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_T1549975_JBrookes_02-04-2009091435.doc>>

*** CASE CLOSE 03/10/2009 02:56 AM clarify

*** Performed by contact: John Vigus. 9374397459

SENT BACK TO PLACE THAT DID THE LEATHER AND THEY FIX LEATHER ON PASS SEAT



**Kia Motors America
Technical Assistance Center**

Case Number: T1551001

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735885

Mileage: 4,288

Prod Date: 5/17/2007

Warranty Start Date: 10/31/2008 12:00:00AM

Dealer/Contact Data:

Dealer: DE005 Martin Kia

Phone: 3027385200

FAX: 3028941265

Contact: Colvin Christopher Jonas

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/6/2009 5:28:13PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 02/06/2009 09:28 AM clarify Action Type: Manager review

*** Performed by contact: Colvin Christopher Jonas, 8662813333

CUSTOMER STATES WHEN WIFE IS SITTING IN PASSENGER SEAT, THE PASSENGER AIR BAG LIGHT WILL NOT GO OUT

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

FRONT PASSENGER SEAT CUSHION WAS REPLACE AT A DEALERSHIP IN NEW JERSEY FOR THIS COMPLAIN. THE ENGINEER WAS OUT AND SAID THAT THE OCS WAS NO REPROGRAMME, HE PERFORM THE OCS REFLASH AND SAID IT WAS OK. CUSTOMER STILL STATE THAT THE PASSENGER AIR BAG LIGHT STILL WILL NOT GO OUT WITH HIS WIFE SITTING IN THE PASSENGER SEAT. WHAT SHOULD I DO NOW.

THANKS

*** PHONE LOG 02/06/2009 10:13 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

What's the wife's approx . weight ?

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



**Kia Motors America
Technical Assistance Center**

Case Number: T1551109

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: kndjd735885 [REDACTED]

Mileage: 1,150

Prod Date: 6/20/2007

Warranty Start Date: 1/26/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IL055 Shottenkirk Kia of Quincy

Phone: 2172286500

FAX: 2172282816

Contact: Zack Powell

Contact Title: Technician

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/6/2009 7:21:02PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 02/06/2009 11:21 AM - clarify Action Type: Manager review

*** Performed by contact: Zack Powell. 2172286500

this car will only turn on the passenger air bag if weight is greater than 200 pounds and the customer is only 175 i need to know if there is a reflash to cal the seat to normal specs or if seat sensor needs replaced.

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

check for codes (none) had a few different people at the shop sit in it, and check tsb

*** PHONE LOG 02/06/2009 01:53 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Zack , there is a recalibration program available for this year/model and issue . It requires using recalibration tool #6 . If you do not have it then contact your DPSM to see if he can obtain one for you.

*** PHONE LOG 02/06/2009 01:54 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

*** CASE AUTO CLOSE 04/22/2009 04:56:57 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1551463

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736185 [REDACTED]

Mileage: 1,212

Prod Date: 9/21/2007

Warranty Start Date: 11/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: IL057 Gary Lang Kia

Phone: 8153852100

FAX: 8153850849

Contact: Jim Lombardo

Contact Title: Tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/9/2009 3:50:22PM

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 02/09/2009 07:56 AM Pacific Daylight Time RBrown-TL
Tech states the OCS off light stays on. Customer is approximately 200 lbs
Advised tech to reflash the OCS using tool #6.
Retest..

*** CASE AUTO CLOSE 04/22/2009 04:56:57 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1551599

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8H

Model Code: 73422

VIN: KNDJC735385

Mileage: 1,109

Prod Date: 2/24/2008

Warranty Start Date: 12/13/2008 12:00:00AM

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706

FAX: 5157272121

Contact: JEFF CAGLE

Contact Title:

Service District: CE05

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/9/2009 6:08:40PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 02/09/2009 10:08 AM clarify Action Type: Manager review

*** Performed by contact: JEFF CAGLE, 5152700706

CAR HAS BEEN IN SEVERAL TIMES FOR CONCERN. HAVE REFLASHED AND REPLACED SEAT BOTTOM. SERVICE MANAGER HAS EXPLAINED SEATING WITH CUSTOMERS. MANAGER STATES THE OCCUPANT IS OF LARGE BUILD. WHAT DO WE DO TO REMENDIE THIS CONCERN. DPSM HAS BEEN NOTIFIED
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 02/09/2009 10:15 AM Pacific Daylight Time DFinkelstein-TL. Action Type: Incoming call

Jeff, since the seat has been recalibrated and seat bottom replaced then the issue is have you duplicated the concern with the customer sitting in the seat ? Also just how heavy is the passenger. ? Seats have limits and weight restrictions . If customer is extremely heavy then this could be an issue.

*** NOTES 02/09/2009 12:29 PM clarify Action Type: Manager review

*** Performed by contact: JEFF CAGLE, 5152700706

MY SERVICE MANAGER HAS SEEN CONCERN. THE WEIGHT IS AROUND 250

*** PHONE LOG 02/09/2009 01:33 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Jeff, I don't think 250 is problem but getting close. Have service manager contact DPSM and see what actions he wants taken since some work has already been done on the seat . If it was just recalibrated and nothing replaced on it then I would say to replace the seat bottom.

*** CASE AUTO CLOSE 04/22/2009 04:56:57 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1551632

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735485 [REDACTED]

Mileage: 7,004

Prod Date: 6/12/2007

Warranty Start Date: 9/3/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NY069 Country Club Kia

Phone: 6074322800

FAX: 6074326352

Contact: Chris Brown

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/9/2009 6:38:41PM

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** PHONE LOG 02/09/2009 10:54 AM Pacific Daylight Time RLevy-TL

Tech states OCS light on with passenger sitting in seat. States door ajar light comes on intermittently and rear glass opens intermittently by itself.

Advised tech to perform OCS reflash with TOOL_6. Advised to check all door switch adjustments and rear glass latch for sticking and or not fully latching when closed.

*** CASE CLOSE 02/11/2009 06:52 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Performed reflash.



**Kia Motors America
Technical Assistance Center**

Case Number: T1551938

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735885

Mileage: 18,658

Prod Date: 5/9/2007

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

Dealer/Contact Data:

Dealer: FL087 Bob Dance Kia

Phone: 3214528282

FAX: 3214538991

Contact: Everett Cavell

Contact Title: Tech

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

2/10/2009 1:46:37P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 02/10/2009 08:46 AM clarify Action Type: Manager review

*** Performed by contact: Everett Cavell, 3214528282

This customer has a complaint of the OCS telltale lamp going on and off intermittently with passenger in the seat. There are no codes in the system and appears to be working normally at this time. The customer has been advised of the normal operation of the system and is not satisfied. DPSM has been advised and requested contact with techine for any possible new info. I have reflashed the seat per SC045 as advised by field rep John Smith. Is there anything else to do at this point?

Everett

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

*** PHONE LOG 02/10/2009 06:05 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Everett, have the customer sit in another Sorrento on the lot and see if they have the same concern. If they do it is normal and you can refer to TSB 020. This TSB also reviews the procedure to follow in case of a customer complaint regarding the operation of the "PASSENGER AIR BAG OFF" indicator light.

*** CASE AUTO CLOSE 04/22/2009 04:56:59 PM **



**Kia Motors America
Technical Assistance Center**

Case Number: T1552422

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24553

Model Code: 74222

VIN: knjdj736475

Mileage: 4,476

Prod Date: 11/21/2006

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

Dealer/Contact Data:

Dealer: SC023 Kia of Myrtle Beach

Phone: 8434448000

FAX: 8439168330

Contact: David Hirsch

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/11/2009 1:57:17P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 02/11/2009 08:57 AM clarify Action Type: Manager review

*** Performed by contact: David Hirsch, 843 444-8000

intermittant activation of light during normal use . service writer has gone on test drive and verifies seating position was correct,normal . light flashed several times on drive . noinformation available as to reflash of acu, no codes present .,changing seat track position does not affect this event . GDS shows similar problem concerning false codes, false alerts and replacement of acu was the repair .is this also the case with 07 model's ?

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

gds,physical inspection ,verification of wiring and connectors

*** PHONE LOG 02/11/2009 06:02 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

David, there is a reflash for this concern for 2007 models. You need to use TOOL_6 and is the same procedure as SC045

*** NOTES 02/11/2009 12:58 PM clarify Action Type: Manager review

*** Performed by contact: David Hirsch, 843 444-8000

i thought that was the case, but gds does not reflect that information under listings for restraints., always better to check .

*** CASE CLOSE 02/11/2009 01:07 PM clarify

*** Performed by contact: David Hirsch. 843 444-8000

reprogram. explain proper seating position to customer,esp reclining during travel

*** CASE CLOSE 02/11/2009 10:33 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Performed reflash



**Kia Motors America
Technical Assistance Center**

Case Number: T1554702

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735385

Mileage: 26,436

Prod Date: 5/23/2007

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

Dealer/Contact Data:

Dealer: CA207 Roseville Kia

Phone: 9167831000

FAX: 9167831030

Contact: Todd Goodwalt

Contact Title: Shop

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

2/17/2009 8:30:41P

System: Restraints

Resolution: Software Upgrade

Case History

*** PHONE LOG 02/17/2009 12:46 PM Pacific Daylight Time RLevy-TL
Tech states OCS light on with some one sitting in seat. States has duplicated concern.
Advised tech to perform reflash with TOOL_6.

*** CASE CLOSE 03/06/2009 02:02 PM clarify
*** Performed by contact: Todd Goodwalt, 9167831000
reflashed and rechecks good

*** CASE CLOSE 03/06/2009 02:44 PM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
reflashed and rechecks good



**Kia Motors America
Technical Assistance Center**

Case Number: T1554738

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 5,024

Prod Date: 7/27/2007

Warranty Start Date: 11/4/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NY073 Matthews Kia

Phone: 6077296261

FAX: 6077295584

Contact: Louis Matronardi

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

2/17/2009 9:07:30P

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 02/17/2009 01:14 PM Pacific Daylight Time DJackson-TL.
Manager states the OCS light is going on and off with pass in seat and there is no codes.
Advise to have customer in another vehicle and compare light function to see if there is an issue.

*** CASE AUTO CLOSE 04/22/2009 04:57:12 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1555058

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73202

VIN: KNDJD735485 [REDACTED]

Mileage: 12,678

Prod Date: 7/6/2007

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

Dealer/Contact Data:

Dealer: NY023 Dorschel Kia

Phone: 5853349440

FAX: 5853342057

Contact: John Passamonte

Contact Title:

Service District: EA07

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/18/2009 4:36:54P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Auto Closed

Case History

*** NOTES 02/18/2009 08:36 AM clarify Action Type: Manager review

*** Performed by contact: John Passamonte. 5853349440

Customer states the passenger air bag off light stays on occasionally.

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

We have not been able to duplicate this concern. Vehicle has been in three times for this concern. On 3/4/08 we contacted our tech rep at that time Robert Joyce told us a field engineer would have to perform a reflash. On 3/14/08 Robert Joyce had the reflash tool shipped to our dealership and we performed the reflash at that time. Since that time the customer has returned once stating the same concern and we haven't been able to duplicate it. Any suggestions?? He also stated that it only happens to his wife and I made the suggestion the we have her come with the vehicle so we may observe the concern. Again any other suggestions?

*** PHONE LOG 02/18/2009 08:41 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

John, depending on the size of the man's wife it maybe working ok especially if she is of small stature. I would contact Robert Joyce again and get his opinion.

*** NOTES 02/19/2009 05:28 AM clarify Action Type: Manager review

*** Performed by contact: John Passamonte, 5853349440

Good morning David

As I understand it the customers wife is not of small stature. My ASM said the customer told him that his wife weighs at least 190 lbs. But we will contact our DPSM to see what he would like to do.

*** PHONE LOG 02/19/2009 06:56 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Thanks John.

*** CASE AUTO CLOSE 04/22/2009 04:57:14 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1555981

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB8S

Model Code: 73222

VIN: KNDJD735085 [REDACTED]

Mileage: 9,765

Prod Date: 2/27/2008

Warranty Start Date: 9/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC034 Stevenson Kia

Phone: 9103501650

FAX: 9103501667

Contact: Mike Murray

Contact Title:

Service District: SO07

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/20/2009 3:44:52P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 02/20/2009 07:44 AM clarify Action Type: Manager review

*** Performed by contact: Mike Murray, 9103501650

CUST STATES INTERMITTENTLY AIRBAG OFF LIGHT FOR PASSENGER SIDE WILL COME ON WHEN FULL ADULT IS IN SEAT

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

THIS IS SECOND TIME FOR SAME CONCERN.

UNABLE TO DUP CONCERN IN SHOP.

FOUND NO TSB, CAMPAIGN, PITSTOP OR TECHTIME INFO.

FOUND NO CODES IN SYSTEM.

*** PHONE LOG 02/20/2009 08:32 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Mike, there was a recalibration program using the #6 recal. tool for this issue but it was only good up to 12/07 vehicles on production dates. You'll need to have service manager contact your DPSM and see what actions he wants taken for this concern. If you cannot duplicate the problem this would be an issue that he would need to review. It may require replacing the seat bottom or its just the customer isn't seating correctly in the seat.

*** CASE CLOSE 03/16/2009 11:10 AM clarify

*** Performed by contact: Mike Murray, 9103501650

PRINTED OUT & GAVE COPY TO CUST. EXPLAINED HOW SYSTEM WORKS & HOW IMPROPER POSITION IN SEAT CAN AFFECT SYSTEM.

*** CASE CLOSE 03/16/2009 11:26 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information Given



**Kia Motors America
Technical Assistance Center**

Case Number: T1556469

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S19650

Model Code: 74242

VIN: KNDJD736875 [REDACTED]

Mileage: 46,239

Prod Date: 8/11/2006

Warranty Start Date: 3/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD042 M & M Kia of Waldorf

Phone: 3016451711

FAX: 3018435916

Contact: Timmothy Williams

Contact Title: Technician

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/23/2009 1:59:40P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Cust Took Vehicle

Case History

*** NOTES 02/23/2009 08:59 AM clarify Action Type: Manager review

*** Performed by contact: Timmothy Williams, 3016451711

OC sensor sometimes works, sometimes doesn't. I confirmed this by varing the speed and angles by which you sit down, Checked TSB and saw one for the older vehicles, just wondering if there was a fix for the newer ones or just replace the sensor?
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 02/23/2009 06:05 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Timmothy, there is a reflash for 2007 Sorento. You need to use reflash TOOL_6 and it is the same procedure as SC045.

*** CASE CLOSE 03/12/2009 03:24 PM clarify

*** Performed by contact: Timmothy Williams, 3016451711

Customer to return for repair once we receive proper tools

*** CASE CLOSE 03/12/2009 12:35 PM Pacific Daylight Time RLevy-TL

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Customer took vehicle.



**Kia Motors America
Technical Assistance Center**

Case Number: T1556825

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S22817

Model Code: 74442

VIN: KNDJC736475 [REDACTED]

Mileage: 12,976

Prod Date: 10/30/2006

Warranty Start Date: 4/7/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NY090 Fuccillo Kia

Phone: 5188470800

FAX: 5188470801

Contact: Willie Haas

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/23/2009 8:56:25P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 02/23/2009 01:00 PM Pacific Daylight Time RLevy-TL

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

Advised tech to perform reflash with TOOL_6.

*** CASE AUTO CLOSE 04/22/2009 04:57:27 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1558112

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: knjdc735285 [REDACTED]

Mileage: 9,143

Prod Date: 9/7/2007

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

Dealer/Contact Data:

Dealer: VA044 Motor Mile Kia

Phone: 5403822981

FAX: 5403818653

Contact: David Poole

Contact Title: Technician

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom:

DTC:

2/26/2009 12:46:09P

System: Restraints

Component:

Resolution: Auto Closed

Case History

**** NOTES 02/26/2009 04:46:09 AM clarify Action Type:Manager review

*** Performed by contact: David Poole. 5403822981

passenger side warning lamp comes on at times when passenger seat is occupied. Can shut vehicle off and start back up while seat is occupied and the light stays on. Did this twice and then the light went off like it should. Have duplicated concern but is intermittent.

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

there are no dtc's. no repair attempts have have been made.

**** PHONE LOG 02/26/2009 05:30:34 AM RLevy-TL

David, there is a reflash for this concern but the TSB is not out yet. You will need to use TOOL_6 to do the reflash and it is the same procedure as SC045. If you do not have TOOL_6 contact your field tech rep to see if he has one.

*** CASE AUTO CLOSE 04/22/2009 04:57:36 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T1558162

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785 [REDACTED]

Mileage: 1,853

Prod Date: 8/22/2007

Warranty Start Date: 1/2/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA062 McCafferty Kia of Longhome

Phone: 2159458000

FAX: 2159457378

Contact: john jackson

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

2/26/2009 3:10:30P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: No Problem Found

Case History

*** NOTES 02/26/2009 07:10 AM clarify Action Type: Manager review

*** Performed by contact: john jackson. 215 945-8000

CUSTOMER STATES THE AIRBAG LIGHT STAYS ON WHEN PASSENGER SEAT IS OCCUPIED. PREVIOUSLY REPLACED RF SEAT BOTTOM AND REPROGRAMMED FOR THIS CONCERN.

DURING ROAD TEST WITH SOMEONE IN THE PASSENGER SEAT, COULD ONLY GET LIGHT TO COME ON WHEN SLOUCHING OR FIGITING(SHIFTING WIEGHT OR BOUNCING) IN SEAT; INTERMITTENTLY LIGHT WOULD STAY ON TILL COMPLETELY OFF SEAT FOR A MOMENT THEN SIT BACK DOWN. IS THIS NORMAL AND ARE THERE ANY KNOWN CONCERNS?

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

*** PHONE LOG 02/26/2009 07:14 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

John. I would say proper seat positioning is critical to the operation of the OCS system and light. The OCS lamp will come on under the circumstances you described and I would consider that normal operation.

*** NOTES 02/26/2009 07:22 AM clarify Action Type: Manager review

*** Performed by contact: john jackson, 215 945-8000

MY SERVICE WRITER SAYS THAT WITH THE CUSTOMER SITTING IN PASSENGER SEAT SITTING NORMAL THAT AFTER TURNING IGNITION ON THE LIGHT GOES OUT THEN COMES BACK ON WITHIN 3 SECONDS.

*** PHONE LOG 02/26/2009 07:29 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

What is the approx weight of the passenger ? Has the passenger tried sitting in another "like" vehicle and does it do the same thing? These are the questions you need to answer. Thanks

*** CASE CLOSE 02/26/2009 08:36 AM clarify

*** Performed by contact: john jackson, 215 945-8000

NO REPAIR.CONCERN CAUSED BY CUSTOMERS WIEGHT/OCS PATTERN

*** CASE CLOSE 02/26/2009 08:37 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: No Problem Found

CLOSING COMMENTS

NO REPAIR.CONCERN CAUSED BY CUSTOMERS WIEGHT/OCS PATTERN



**Kia Motors America
Technical Assistance Center**

Case Number: T1560301

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: KNDJC736085

Mileage: 0

Prod Date: 5/15/2007

Warranty Start Date: 3/2/2009 12:00:00AM

Dealer/Contact Data:

Dealer: ID010 Dennis Dillon Kia

Phone: 2083366000

FAX: 2083366215

Contact: Keven Robinson

Contact Title: Technician

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

3/4/2009 4:10:39PM

System: Restraints

Component: Connection

Resolution:

Case History

*** NOTES 03/04/2009 08:10 AM clarify Action Type: Manager review

*** Performed by contact: Keven Robinson, 2083366000

I HAVE A SORENTO THAT WHEN AN ADULT IS SITTING IN THE PASSENGER SIDE THE OCS DOES NOT DETECT THE PRESENCE.

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

FOR SOME REASON I CANNOT SUBMIT THE VIN SO HERE IS THE VIN KNDJC736085763350.I HAVE BEEN SEEING THIS PROBLEM FOR FREQUENT.AND I HAVE THE OWNER DEMONSTRATE HOW THEY ENTER AND SIT IN THE VEHICLE.IS THERE A REPROGRAM OR FLASH UPDATE OR DO I NEED TO REPLACE THE SEAT BOTTOM?
THANKS

*** PHONE LOG 03/04/2009 08:27 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

The vin works on this end thanks, do you have mileage and RO number?

There is not a re flash, but does the OCS work correctly for the customer in another car?

If so then you have to replace the seat bottom.

*** NOTES 03/04/2009 09:21 AM clarify Action Type: Manager review

*** Performed by contact: Keven Robinson, 2083366000

AS FAR AS I KNOW THEY DONT SEEM TO HAVE ANY PROBLEMS WITH THERE OTHER CAR.I DID SOME WORK
ON THERE SPECTRS.MILES ARE 230 AND THE RO # 434726 THANKS

*** PHONE LOG 03/04/2009 09:30 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Sorento is a little different set up. However, from what it sounds like it is the seat bottom it would be better to compare to another
Sorento.

*** CASE CLOSE 03/11/2009 03:00 PM clarify

*** Performed by contact: Keven Robinson, 2083366000

POOR PINS AT WCS CAUSE DAMAGE TO SRSCM



**Kia Motors America
Technical Assistance Center**

Case Number: T1560494

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S21564

Model Code: 74202

VIN: KNDJD736975 [REDACTED]

Mileage: 26,013

Prod Date: 9/29/2006

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

Dealer/Contact Data:

Dealer: AZ036 Desert Kia of Tucson

Phone: 5202933000

FAX: 5203217895

Contact: JESUS LOPEZ

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/4/2009 8:37:18PM

System: Restraints

Component: Engine Electrical (General)

Resolution: Information Given

Case History

*** PHONE LOG 03/04/2009 12:48 PM Pacific Daylight Time JBrookes

Concern that the OCS light is on at times . tech stated this has never been duplicated. and the seat was replaced by another tech in Oct 2008.

Advised. see if the seat will take the reflash.

*** CASE CLOSE 03/16/2009 07:29 AM clarify

*** Performed by contact: KEVIN WARREN MOLDECKL. 5202933000
NPF

*** CASE CLOSE 03/17/2009 03:09 PM Pacific Daylight Time JBrookes

Resolution Code: Cant Duplicate

CLOSING COMMENTS

Tech reports no fault found .

*** CASE CLOSE 09/02/2009 07:41 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS



Kia Motors America Technical Assistance Center

Case Number: T1561464

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: knjdj735385

Mileage: 9,803

Prod Date: 6/5/2007

Warranty Start Date: 7/20/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL074 Suncoast Kia

Phone: 9414120515

FAX: 9414120516

Contact: garfield scarlett

Contact Title:

Service District: SO03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/6/2009 7:55:05PM

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger's Air Bag

Resolution: Software Upgrade

Case History

*** NOTES 03/06/2009 11:55 AM clarify Action Type: Manager review

*** Performed by contact: Garfield Scarlett, 9414846424

Passenger air bag light sometimes does not go off with passenger in seat.concern was verified.

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

check harness and under seat.

*** PHONE LOG 03/06/2009 01:34 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Garfield, there is a reflash for this. You need to use TOOL_6 and is the same procedure as SC045. If you do not have the correct tool contact your field rep for one.

*** NOTES 03/09/2009 10:46 AM clarify Action Type: Manager review

*** Performed by contact: Garfield Scarlett, 9414846424

CAN YOU GIVE ME A PART NUMBER FOR TOOL 6 my parts department cannot get a part number.

*** PHONE LOG 03/09/2009 11:28 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Garfield, you need to order this through the special tools hotline at (866)542-8665.

*** CASE CLOSE 08/04/2009 11:54 AM clarify
*** Performed by contact: garfield scarlett. 9414120515
REFLASH OCS

*** CASE CLOSE 08/04/2009 01:42 PM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
REFLASH OCS



**Kia Motors America
Technical Assistance Center**

Case Number: T1561527

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736285 [REDACTED]

Mileage: 1,850

Prod Date: 6/21/2007

Warranty Start Date: 2/9/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX081 Central Kia of Lewisville

Phone: 4696715700

FAX: 4696715705

Contact: Babak Nadimi

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on # OCS light off with no one in the seat

3/6/2009 9:48:08PM

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 03/06/2009 01:56 PM Pacific Daylight Time MGoldwasser

The tech states the OCS light will turn off with no one in the seat, the tech has verified all the WCS connections are tight and clean.

advised the tech to get DPSM authorization to replace the WCS sensor assembly.

*** CASE CLOSE 03/11/2009 11:01 AM clarify

*** Performed by contact: Babak Nadimi. 4696715700

WCS

*** CASE CLOSE 03/11/2009 01:47 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component

CLOSING COMMENTS

WCS



**Kia Motors America
Technical Assistance Center**

Case Number: T1562492

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736385 [REDACTED]

Mileage: 5,501

Prod Date: 6/8/2007

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

Dealer/Contact Data:

Dealer: NY076 Smithtown Kia

Phone: 6317248008

FAX: 6313606779

Contact: Robert Baker

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

3/10/2009 2:26:36P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 03/10/2009 06:33 AM Pacific Daylight Time RHicks

Reports the OCS light will stay on at times when occupied (can duplicate at times if sitting before key is turned on)

- advised to inspect all connections
- replace MAT



**Kia Motors America
Technical Assistance Center**

Case Number: T1562679

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kndjc736685

Mileage: 4,734

Prod Date: 6/22/2007

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

Dealer/Contact Data:

Dealer: WI014 Prestige Kia

Phone: 7158330177

FAX: 7158331569

Contact: Joe Wurm

Contact Title:

Service District: CE08

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/10/2009 6:10:03P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 03/10/2009 10:10 AM clarify Action Type: Manager review

*** Performed by contact: Joe Wurm, 7158330177

the dash light that indicates that the pass airbag is on or off indicates airbag off when passenger is in seat. unable to duplicate at this time

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

tried to duplicate. working properly at this time. customer has had it happen. if customer shuts off engine, exits vehicle then reenters and restarts sometimes it works properly

*** PHONE LOG 03/10/2009 10:30 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Joe, the OCS can be recalibrated using a #6 tool . If you do not have it then have your service manager contact your DPSM to obtain one . The issue that you described is normal operation if you shut off the vehicle , passenger exits and then re enters the vehicle , cycle the key and it works ok. Make sure this isn't a case in which the passenger is on the lightweight borderline statured person ?

*** CASE CLOSE 05/26/2009 07:09 PM clarify

*** Performed by contact: Joe Wurm, *0410092256_109476

reprogram ocs

*** CASE CLOSE 05/27/2009 05:43 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
reprogram ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1562974

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S26152

Model Code: 74422

VIN: kndjc736675

Mileage: 26,546

Prod Date: 12/19/2006

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

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7818482900

FAX: 7819171266

Contact: Robert Donachie

Contact Title: Technician

Service District: EA10

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Vibration or Shimmy

DTC:

3/11/2009 12:00:03P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 03/11/2009 04:00 AM clarify Action Type: Manager review

*** Performed by contact: Robert Donachie, 7818482900

customer states that intermittly when sitting in pass seat the pass airbag light stays on.

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

*** PHONE LOG 03/11/2009 04:57 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Robert, you need to perform the reflash with TOOL_6 and is the same procedure as SC045. If you do not have TOOL_6 contact your field rep to see if he has one.

*** PHONE LOG 03/11/2009 05:45 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tech states performed reflash and when sitting down in the seat the light take 3 seconds to go out.

Advised tech to compare it to another Sorento on the lot. Advised sounds like normal operation.

*** CASE CLOSE 03/13/2009 04:59 AM clarify

*** Performed by contact: Robert Donachie, 7818482900
reprogramed ocs

*** CASE CLOSE 03/18/2009 06:08 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Performed reflash.



**Kia Motors America
Technical Assistance Center**

Case Number: T1563063

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685 [REDACTED]

Mileage: 1,046

Prod Date: 11/9/2007

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

Dealer/Contact Data:

Dealer: NY076 Smithtown Kia

Phone: 6317248008

FAX: 6313606779

Contact: Robert Baker

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/11/2009 2:44:22P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 03/11/2009 06:50 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS light stays on with passenger in the seat. Passenger weighs approx. 120-130 lbs.

Advised tech to recalibrate the passenger seat bottom using #6 recal tool. If they don't have it, then contact DPSM to obtain one.



**Kia Motors America
Technical Assistance Center**

Case Number: T1564139

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735X85 [REDACTED]

Mileage: 3,251

Prod Date: 8/10/2007

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

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006

FAX: 8282989856

Contact: ANDREW STERTZBACH

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

3/13/2009 2:12:44P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 03/13/2009 06:12 AM clarify Action Type: Manager review

*** Performed by contact: ANDREW STERTZBACH, 8282986006

CUST STATES WHEN THEY R SITTING IN THE PASSENGER SEAT THE PASSENGER AIR BAG LIGHT IWLL NOT CUT OFF

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

MADE SURE THEIR WERE NO CODES PULLED UP THE PASSENGER AIRBAG SYSTEM AND TESTED TOO SEE IF IT WAS READING THE WEIGHT IT READ THE SMALL OCCUPANT THE AIR BAG LIGHT DID NOT GO OFF IT DID NOT READ THE MEDIUM OCCUPANT BUT IT READ THE LARGE OCCUPANT AND THE LIGHT DID GO OFF UNDER THE LARGE OCCPUANT WHAT SHOULD BE DONE NEXT

*** PHONE LOG 03/13/2009 06:23 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Andrew, the passenger seat can be recalibrated using a #6 recalibration box. If you do not have it then contact DPSM to obtain one. Thanks

*** CASE CLOSE 03/19/2009 04:04 AM clarify

*** Performed by contact: ANDREW STERTZBACH, 8282986006

recalibrated seat

*** CASE CLOSE 03/19/2009 06:33 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
recalibrated seat



**Kia Motors America
Technical Assistance Center**

Case Number: T1564685

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685 [REDACTED]

Mileage: 3,655

Prod Date: 7/2/2007

Warranty Start Date: 1/17/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MA036 Courtesy Kia

Phone: 5087619300

FAX: 5087619040

Contact: Chris Laduke

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/16/2009 1:33:22P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Improper Adjustment

Case History

*** PHONE LOG 03/16/2009 05:38 AM Pacific Daylight Time RBrown-TL
Customer states the OCS light turns on with the customers wife in the passenger seat.
Tech states the passenger in the seat weighs between 120-145.
Advised tech to reflash the OCS with tool #6.

*** CASE CLOSE 03/16/2009 02:13 PM clarify
*** Performed by contact: Chris Laduke, 5087619300
reprogrammed ocs module to resolve customer issue

*** CASE CLOSE 03/17/2009 07:33 AM Pacific Daylight Time RBrown-TL

Resolution Code: Improper Adjustment
CLOSING COMMENTS
reprogrammed ocs module to resolve customer issue



**Kia Motors America
Technical Assistance Center**

Case Number: T1564700

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73202

VIN: KNDJD735685 [REDACTED]

Mileage: 17,376

Prod Date: 5/24/2007

Warranty Start Date: 4/24/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OH025 Taylor Kia

Phone: 4198428811

FAX: 4198420651

Contact: Doug Vore

Contact Title:

Service District: CE06

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/16/2009 1:50:40P

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 03/16/2009 05:54 AM Pacific Daylight Time DJackson-TL
Tech states the OSC light goes on and off and then stays on with no codes.
Advise to contact DPSM for update tool.



**Kia Motors America
Technical Assistance Center**

Case Number: T1565953

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735X85 [REDACTED]

Mileage: 781

Prod Date: 10/23/2007

Warranty Start Date: 2/24/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MD038 Bob Bell Kia of Essex

Phone: 4106339000

FAX: 4106335963

Contact: Carlos Flowers

Contact Title: Technician

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/18/2009 2:00:37P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 03-18/2009 06:05 AM Pacific Daylight Time RLevy-TL

Tech states: OCS light on with passenger in seat.

Advised tech to perform reflash with TOOL_6



**Kia Motors America
Technical Assistance Center**

Case Number: T1566038

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18795

Model Code: 74422

VIN: kndjc736775 [REDACTED]

Mileage: 35,916

Prod Date: 7/14/2006

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

Dealer/Contact Data:

Dealer: VA044 Motor Mile Kia

Phone: 5403822981

FAX: 5403818653

Contact: DAVID POOLE

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/18/2009 4:04:28P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 03/18/2009 08:04 AM clarify Action Type: Manager review

*** Performed by contact: David Poole, 5403822981

passenger airbag light comes on with seat occupied

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

no repairs have been made

*** PHONE LOG 03/18/2009 08:13 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

David, providing the person your referring to isn't a person of small stature and the light doesn't go out with a normal size person sitting in the seat ? Then the seat can be recalibrated using a #6 calibration tool . If you do not have one then contact DPSM to obtain one.



**Kia Motors America
Technical Assistance Center**

Case Number: T1566135

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kndjc736585

Mileage: 9,371

Prod Date: 5/11/2007

Warranty Start Date: 4/19/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OH016 Waikem Kia

Phone: 3304780281

FAX: 3304781838

Contact: daniel burton

Contact Title:

Service District: CE02

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

3/18/2009 5:45:53P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 03/18/2009 09:45 AM clarify Action Type: Manager review

*** Performed by contact: dan burton, 330 478-0281

customer complaining of the passenger airbag light not going out. The light has gone out everytime i have had someone sit in it. They are also complaining that the sunroof opened on its own a couple of times but has not done it since. The sunroof is also working fine.

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

*** PHONE LOG 03/18/2009 10:00 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Dan, 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. If you can not duplicate the sunroof concern do not replace anything until you can. It sounds like the sunroof switch may be getting intermittent contact when vehicle is in the sun due to possible plastic distortion from heat.

*** CASE CLOSE 04/22/2009 12:16 PM clarify

*** Performed by contact: daniel burton. 3304780281
used ocs tool #6 to reflash ocs module

*** CASE CLOSE 04/22/2009 12:23 PM Pacific Daylight Time RLevy-TI.

Resolution Code: Software Upgrade
CLOSING COMMENTS
used ocs tool #6 to reflash ocs module



**Kia Motors America
Technical Assistance Center**

Case Number: T1566818

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735385 [REDACTED]

Mileage: 44

Prod Date: 9/4/2007

Warranty Start Date: 7/8/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WA023 Hoover Kia

Phone: 3603775522

FAX: 3603771764

Contact: Michael King

Contact Title:

Service District: WE08

Case Details:

Case Title: OCS - light on

Create Date & Time

Symptom: OCS validation

DTC:

3/19/2009 11:20:03P

System: Body Electrical

Component: Wiring Harness (Air Bag)

Resolution:

Case History

*** PHONE LOG 03/19/2009 03:27 PM Pacific Daylight Time JBrookes

Tech stated that the passenger airbag off light, will not always go off, with normal sized adult, as this is a stock unit he can duplicate this at will.

Advised, for this production date, try the reflash.

*** CASE CLOSE 05/01/2009 12:42 PM clarify

*** Performed by contact: Michael King, *0410092255_144821

reflashed as per tech line thank you



**Kia Motors America
Technical Assistance Center**

Case Number: T1568278

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: KNDJC735X85 [REDACTED]

Mileage: 331

Prod Date: 3/18/2008

Warranty Start Date: 3/19/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA204 The Kia Depot

Phone: 7148355000

FAX: 7148030788

Contact: Chris Guiliana

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/24/2009 5:07:49P

System: Restraints

Component:

Resolution:

Case History

**** NOTES 03/24/2009 09:07:49 AM clarify Action Type:Manager review

*** Performed by contact: Chris Guiliana, 7148355000

This is the customers second visit for the pass air bag off light comes on intermitently while an adult is sitting in the front pass seat. and the customer states that the dome light blinks on intermitently while driving. On the first visit we could not reproduce the pass air bag concern. We did find a loose right front door pin switch connection on her first visit, but we have been unable to reproduce either concern on this visit.

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

We have had different sized employees sit in the pass seat and the pass air bag light went off. There are no codes stored in the system. We have driven the vehicle ten miles or more, and have been unable to reproduce either problem. Do you have any recommendations, the customer is hesitant about picking up the car if nothing has been found.

**** PHONE LOG 03/24/2009 09:18:42 AM RLevy-TL

Chris, try doing the reflash and see if it takes care of the cocern. You need to perform the reflash with TOOL_6 and is the same procedure as SC045. If you do not have TOOL_6 contact your field rep to see if he has one.

**** NOTES 03/24/2009 10:10:21 AM clarify Action Type:Manager review

*** Performed by contact: Chris Guiliana, 7148355000

I had Juan Lopez try to reflash the Air Bag module as per campaign SC045, but it didn't work, the lights blinked back and forth between green and red, then it blinked red three times, and now it is just solid red. Any recommendations?

**** PHONE LOG 03/24/2009 10:14:44 AM RLevy-TL
Chris, did he use TOOL_6 or the old one for SC045?

**** NOTES 03/24/2009 10:21:14 AM clarify Action Type:Manager review
*** Performed by contact: Chris Guiliana, 7148355000
The tech was using the tool for SC045. Our shop foreman is off today. I'm sure he would know if we have tool 6 or not. Is there a tool number?, or is it called tool 6.

**** NOTES 03/24/2009 10:23:01 AM clarify Action Type:Manager review
*** Performed by contact: Chris Guiliana, 7148355000
We found tool 6.

**** PHONE LOG 03/24/2009 10:23:05 AM RLevy-TL
Chris, It should have a sticker on it with (IEE OC-RePro_TOOL_6) and then under that will have serial and some other numbers.



**Kia Motors America
Technical Assistance Center**

Case Number: T1568327

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785

Mileage: 2,675

Prod Date: 8/13/2007

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

Dealer/Contact Data:

Dealer: NY073 Matthews Kia

Phone: 6077296261

FAX: 6077295584

Contact: John Reap

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/24/2009 6:08:32P

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 03/24/2009 10:12 AM Pacific Daylight Time RLevy-TL
Tech states OCS light on with passenger in seat.
Advised tech to perform reflash with TOOL_6



**Kia Motors America
Technical Assistance Center**

Case Number: T1568385

Vehicle Data

Model/Year: 2.008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735285 [REDACTED]

Mileage: 10,502

Prod Date: 8/7/2007

Warranty Start Date: 9/25/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH059 Cronin Kia

Phone: 5133675300

FAX: 5133673858

Contact: Dave Meyung

Contact Title: Tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/24/2009 7:40:45P

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution: Faulty Component

Case History

*** PHONE LOG 03/24/2009 11:50 AM Pacific Daylight Time RBrown-TL
Tech states that with a 170 lbs peson sitting in the seat the OCS light will come on.
Advised tech to swap a known good seat into the vehicle and retest.

*** CASE CLOSE 03/25/2009 09:45 AM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Tech replaced the track assy



**Kia Motors America
Technical Assistance Center**

Case Number: T1568657

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA8H

Model Code: 74442

VIN: KNDJC736X85 [REDACTED]

Mileage: 2,198

Prod Date: 2/29/2008

Warranty Start Date: 2/12/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA074 Battlefield Kia

Phone: 7173340126

FAX: 7173342015

Contact: MATTHEW SHEAFFER

Contact Title: TECH

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/25/2009 1:10:34P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** PHONE LOG 03/25/2009 05:15 AM Pacific Daylight Time RBrown-TL
Customer states the OCS light comes on when she sits in the passenger seat.
Tech test drove with the customer and was unable to duplicate the concern.
Tech tested with 5 different people from the shop and was unable to duplicate the concern.
The build date is after the cut off for the OCS reflash.
Advised tech we need to duplicate the concern before attempting a repair.

*** CASE CLOSE 05/11/2009 10:42 AM clarify
*** Performed by contact: Matthew Sheaffer. *0410092249_154774
nothing

*** CASE CLOSE 09/02/2009 07:42 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1568855

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735985

Mileage: 692

Prod Date: 7/13/2007

Warranty Start Date: 4/11/2009 12:00:00AM

Dealer/Contact Data:

Dealer: OH059 Cronin Kia

Phone: 5133675300

FAX: 5133673858

Contact: Dave Meyung

Contact Title: Tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/25/2009 5:45:49P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution: Information Given

Case History

*** PHONE LOG 03/25/2009 09:48 AM Pacific Daylight Time RBrown-TL
Tech swaped the seat from a known good vehicle and it fixed the problem.
DPSM wanted a tech line case number to order the part.

*** CASE CLOSE 03/25/2009 09:48 AM Pacific Daylight Time RBrown-TL

Resolution Code: Information Given

CLOSING COMMENTS

Gave tech a case number



**Kia Motors America
Technical Assistance Center**

Case Number: T1569002

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735685

Mileage: 3,070

Prod Date: 9/18/2007

Warranty Start Date: 2/10/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CO022 Shortline Automotive, Inc.

Phone: 3033642200

FAX: 3033645848

Contact: Rob Stempel

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/25/2009 8:51:35P

System: Body Electrical

Component: Please Specify

Resolution: Cant Duplicate

Case History

*** PHONE LOG 03/25/2009 12:59 PM Pacific Daylight Time SSilavong-TL

- Customer states OCS Light stay on with people on the seat.
- Tech and service manager cannot duplicate the incident.
- No code in the system.

-Recommend tech duplicate the incident with customer.

- Check customer seating procedure refer to owner's manual.
- Check if OCS program update tool #6 applies.

*** CHNG CONTACT 04/01/2009 08:40 AM Pacific Daylight Time RLevy-TL

Contact changed from Arthur Noble at Shortline Automotive, Inc. to Rob Stempel at Shortline Automotive, Inc.. Former primary phone: (303) 444-5427. Former alternate phone: .

*** PHONE LOG 04/01/2009 08:49 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

- Tech states reflash was done and concern still exists and has been duplicated.
- Advised tech to contact DPSM for authorization to replace the seat bottom/OCS module.

*** CASE CLOSE 07/30/2009 09:54 AM clarify
*** Performed by contact: Rob Stempel. *041009221324
unable to verify concern

*** CASE CLOSE 08/03/2009 05:23 AM Pacific Daylight Time RLevy-TL

Resolution Code: Cant Duplicate
CLOSING COMMENTS
Can't duplicate



**Kia Motors America
Technical Assistance Center**

Case Number: T1569040

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73202

VIN: knjd735685 [REDACTED]

Mileage: 6,748

Prod Date: 10/1/2007

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

Dealer/Contact Data:

Dealer: CA137 Perris Valley Kia

Phone: 9516577371

FAX: 9519405249

Contact: Leo Rosales

Contact Title:

Service District: WE03

Case Details:

Create Date & Time

Case Title: OCS - Light on # with passenger in seat

3/25/2009 9:52:13P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 03/25/2009 01:52 PM clarify Action Type: Manager review

*** Performed by contact: leo rosales, 9516577371

cust state air bag light off stays on even with person seating on it, cust drove in and i saw the light on i ask her if I can seat on it. I sit on it and light when off.the person that was siting on passenger seat was a female about 20 yeas old, 180lb. do you think she is too big for the seat?

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

*** PHONE LOG 03/25/2009 01:56 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

leo. 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. If you don't have TOOL_6 you will need to contact your field rep or the special tools hotline to get one.

*** CASE CLOSE 04/21/2009 09:12 AM clarify

*** Performed by contact: Leo Rosales, *041009220127

reprogrames ocscm

*** CASE CLOSE 04/21/2009 09:15 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
Reflashed OCS module.



**Kia Motors America
Technical Assistance Center**

Case Number: T1569719

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: KNDJC736775 [REDACTED]

Mileage: 27,955

Prod Date: 4/21/2007

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

Dealer/Contact Data:

Dealer: IL027 O'Brien Kia of Champaign

Phone: 2173981222

FAX: 2173672621

Contact: Michael Stivers

Contact Title:

Service District: CE04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/27/2009 2:19:14P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 03/27/2009 06:19 AM clarify Action Type: Manager review

*** Performed by contact: Michael Stivers, 2173981222

Cust. states 'pass. air bag light off' light will stay off when passenger is seated and turn on when vehicle is driving.
What Reference Materials Have Been Used - What Has Already Been Tried?

SRSCM was replaced at 8,181 miles on 7/15/08. On same date and mileage, 4 different passengers varying in weight from 105 to 235 lbs. sat in seat and tech could not duplicate concern. On 1/21/09 at 24,021 miles, cust. test drove vehicle with previous service advisor and verified cust. concern, but no action was taken for unknown reasons. Is there a reflash for this concern?

*** PHONE LOG 03/27/2009 06:21 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Michael, 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 03/27/2009 06:27 AM clarify Action Type: Manager review

*** Performed by contact: Michael Stivers, 2173981222

Is this SST # K05U-OCS-R (Version AK2PC_SA)?

*** PHONE LOG 03/27/2009 06:57 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
No it should say - IEE OC-RePro_TOOL_6

*** NOTES 03/27/2009 07:19 AM clarify Action Type: Manager review
*** Performed by contact: Michael Stivers. 2173981222
Is there a Kia part # or do I give that number to SST part provider?

*** PHONE LOG 03/27/2009 07:36 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Just call the SST hotline for TOOL_6 and they will know or contact your field tech rep and he may have one.

*** EMAIL OUT 03/27/2009 MGGoldwasser Action Type:External email
Send to:[Swartz, Michael [KMA];Capron, John [KMA]]
CC List:[Lind, Fred [KMA];Houkal, Mark [KMA]]
Gentlemen.
This dealer needs the OCS reflash Tool-6 to correct this concern, can you please assist..

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

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*** NOTES 06/03/2009 05:37 AM clarify Action Type: Manager review
*** Performed by contact: Michael Stivers. *0410092234_168841
OCS reflash performed by another tech.

*** CASE CLOSE 06/03/2009 05:38 AM clarify
*** Performed by contact: Michael Stivers. *0410092234_168841
Refer to last notes

*** CASE CLOSE 06/03/2009 05:47 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
OCS reflash performed by another tech

*** CASE CLOSE 06/03/2009 12:59 PM Pacific Daylight Time MGoldwasser

Resolution Code: Software Upgrade
CLOSING COMMENTS
OCS reflash performed by another tech



**Kia Motors America
Technical Assistance Center**

Case Number: T1570477

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736585 [REDACTED]

Mileage: 9,907

Prod Date: 10/18/2007

Warranty Start Date: 9/13/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OH023 A&B Kia

Phone: 7406712020

FAX: 7406713857

Contact: Eugene Funkhouser

Contact Title:

Service District: EA04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/30/2009 6:06:12P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** PHONE LOG 03/30/2009 10:10 AM Pacific Daylight Time RLevy-TL
Tech states OCS light on with passenger sitting in seat.
Advised tech to perform reflash with TOOL_6.

*** CASE CLOSE 05/28/2009 03:41 AM clarify
*** Performed by contact: Eugene Funkhouser. *0410092245_89329
reflashed ocs with tool 6

*** CASE CLOSE 05/28/2009 04:36 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: T1571900

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB8H

Model Code: 73222

VIN: knjd735885

Mileage: 397

Prod Date: 4/2/2008

Warranty Start Date: 3/19/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589

FAX: 7724659462

Contact: MICHAEL E. CHAMBERLIN

Contact Title: tech

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/2/2009 2:58:14PM

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 04/02/2009 06:58 AM clarify Action Type: Manager review

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

ocs stays on at times for cust.

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

ckeched for air bag codes none found monitored seat with GDS and sat in seat with diffrentsize people registers large occ. when light.

*** NOTES 04/02/2009 07:01 AM clarify Action Type: Manager review

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

customer is very small person had cust sit in vehicle light went out he pulled himself up did not exit vehicle, sat back down and light would not go out.

*** PHONE LOG 04/02/2009 07:39 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Michael, try performing the reflash of the OCS module with TOOL_6 and is the same procedure as SC045. If you do not have TOOL_6 contact your field rep to see if he has one.

*** NOTES 04/02/2009 07:45 AM clarify Action Type: Manager review

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

ok i will reflash the ocs

*** PHONE LOG 04/06/2009 07:01 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tech states performed reflash and customer sat in seat for a few minutes before the OCS light off went on. Tech states passenger weight is approx 120 lbs.

Advised tech this may be normal operation.

*** NOTES 04/06/2009 07:30 AM clarify Action Type: Manager review

*** Performed by contact: Matt Poirier. 7724658589

REFLASHED OCS AND TESTED WITH 3 OTHER PEOPLE BESIDES CUSTOMER AND IS WORKING TO KIA'S INTENT AND DESIGN AT THIS TIME

*** CASE CLOSE 04/06/2009 07:32 AM clarify

*** Performed by contact: Matt Poirier. 7724658589

REFLASHED OCS

*** CASE CLOSE 04/06/2009 07:36 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

REFLASHED OCS



**Kia Motors America
Technical Assistance Center**

Case Number: T1572312

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736685

Mileage: 450

Prod Date: 10/8/2007

Warranty Start Date: 3/2/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IND695405 Eddie Lugo 421

Phone: 8604491242

FAX: 8604491292

Contact: Eddie Lugo

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/3/2009 1:06:21PM

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 04/03/2009 05:12 AM Pacific Daylight Time RLevy-TL

Tech states OCS light on with passenger sitting in seat.

Advised tech to Use TOOL_6 to perform reflash which is the same procedure as SC045 but there is no TSB out yet.



**Kia Motors America
Technical Assistance Center**

Case Number: T1572364

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785

Mileage: 12,789

Prod Date: 11/8/2007

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

Dealer/Contact Data:

Dealer: OH023 A&B Kia

Phone: 7406712020

FAX: 7406713857

Contact: Eugene Funkhouser

Contact Title:

Service District: EA04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/3/2009 2:28:59PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** PHONE LOG 04/03/2009 06:36 AM Pacific Daylight Time DFinkelstein-TL

Customer states the OCS light doesn't allow go out when sitting in the seat. Tech tested the seat and could not verify the problem with himself and another tech testing it .

Advised tech he can try a recalibrate using #6 tool and see if this eliminates the concern otherwise have the customer sit in the seat and see if the light goes out.

*** CASE CLOSE 05/28/2009 03:42 AM clarify

*** Performed by contact: Eugene Funkhouser, *0410092245_89329
reflashed ocs with tool 6

*** CASE CLOSE 05/28/2009 05:54 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reflashed ocs with tool 6



**Kia Motors America
Technical Assistance Center**

Case Number: T1572502

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: knjdc735785

Mileage: 1,024

Prod Date: 8/20/2007

Warranty Start Date: 2/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA144 Hi-Desert Kia

Phone: 7602410259

FAX: 7609517298

Contact: Robert Carlos

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/3/2009 6:03:29PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Wiring Harness (Air Bag)

Resolution: Software Upgrade

Case History

*** NOTES 04/03/2009 10:03 AM clarify Action Type: Manager review

*** Performed by contact: Robert Carlos. 7602410259

cust sts the passenger air bag light stays on when his wife is sitting in passenger seat. cust sts his wife weighs 120lbs and would like to know if there is a way to make the seat more sensitive to her wieght.

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

*** PHONE LOG 04/03/2009 10:32 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Robert, there is a recalibration procedere avaiable for this vehicle. You need recalibration tool # 6 to do it. If you do not have it then contact your DPSM . Make sure the customer is sitting correctly in the seat as per the owner's manual instructions.

*** CASE CLOSE 05/14/2009 07:03 AM clarify

*** Performed by contact: Robert Carlos. *041009220140

ocs was reflashed

*** CASE CLOSE 05/14/2009 01:45 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
ocs was reflashed



**Kia Motors America
Technical Assistance Center**

Case Number: T1572855

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735X85

Mileage: 2,194

Prod Date: 9/15/2007

Warranty Start Date: 3/9/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY090 Fuccillo Kia

Phone: 5188470800

FAX: 5188470801

Contact: Rishi Mohanlall

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on # No Codes

Symptom: Warning Light On

DTC:

4/6/2009 1:03:34PM

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 04/06/2009 05:08 AM Pacific Daylight Time RBrown-TL
Tech states with a 215 lbs person sitting in the seat the light does not go off.
Advised tech to check the OCS callibration.
If good. swap the seat with a known good vehicle.

*** PHONE LOG 04/06/2009 05:52 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Tech states the seat is working ok at this time.
Advised tech to continue to try and duplicate and check the OCS connection under the seat.



**Kia Motors America
Technical Assistance Center**

Case Number: T1573251

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735785

Mileage: 8,640

Prod Date: 10/23/2007

Warranty Start Date: 7/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC053 Battleground Kia

Phone: 3362820115

FAX: 3365459842

Contact: James Adams

Contact Title: Technician

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/6/2009 8:45:31PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 04/06/2009 12:54 PM Pacific Daylight Time RLevy-TL

Tech states with passenger in seat OCS light does not go out. States performed reflash with TOOL_6 and with tech and or other people at dealer sitting in the seat the light goes out.

Advised tech to refer to OCS information for proper seat position and operation.

*** EMAIL OUT ti_RLevy-TL Action Type:External email

Send to:[ericadams4496@yahoo.com]

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*** CASE CLOSE 05/04/2009 06:40 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced seat bottom.



**Kia Motors America
Technical Assistance Center**

Case Number: T1573976

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735085 [REDACTED]

Mileage: 650

Prod Date: 10/23/2007

Warranty Start Date: 3/26/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA068 Smail Kia

Phone: 7248374210

FAX: 7248308021

Contact: Sean Pease

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/8/2009 1:14:17PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** PHONE LOG 04/08/2009 05:22 AM Pacific Daylight Time RHicks

C/S: OCS light comes on

- Tech can't verify - operating normal
- advised tech to inspect connections and verify data
- seat covers ?

*** CASE CLOSE 09/02/2009 07:43 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1574071

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S19312

Model Code: 74242

VIN: KNDJD736375 [REDACTED]

Mileage: 7,805

Prod Date: 7/27/2006

Warranty Start Date: 6/22/2008 12:00:00AM

Dealer/Contact Data:

Dealer: GA020 Kia of Union City

Phone: 7709644900

FAX: 7709645964

Contact: Winston Jack

Contact Title: Technician

Service District: SO01

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/8/2009 3:35:03PM

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 04/08/2009 07:38 AM Pacific Daylight Time RLevy-TL
Tech states OCS off light on with passenger sitting in seat.
Advised tech to perform the reflash with TOOL_6



**Kia Motors America
Technical Assistance Center**

Case Number: T1575058

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S21718

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 23,022

Prod Date: 9/30/2006

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

Dealer/Contact Data:

Dealer: VA006 Greenbrier Kia

Phone: 7574246380

FAX: 7574242116

Contact: Mark Chew

Contact Title:

Service District: EA03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/10/2009 3:18:07P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 04/10/2009 07:18 AM clarify Action Type: Manager review

*** Performed by contact: MARK CHEW, 7574246380

AT TIMES PASSANGER AIRBAG LIGHT STAYS ON WITH PASSANGER IN SEAT AND IT DOES NOT MATTER THE WEIGHT OF PASSANGER. ALREADY HAD REFLASH DONE. AND HAS NO DTC'S. WHAT CAN BE DONE TO CORRECT THIS CONCERN.

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

*** PHONE LOG 04/10/2009 07:40 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

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

*** NOTES 04/10/2009 07:44 AM clarify Action Type: Manager review

*** Performed by contact: MARK CHEW, 7574246380

WHAT IS THE PART# FOR THIS TOOL

*** PHONE LOG 04/10/2009 07:52 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Mark, the part # I'm giving you may not be 100% accurate. This is what I have : 01-900252-00-00 Also on the tool is IEF OC -
RePro_Tool_6

*** NOTES 04/10/2009 08:00 AM clarify Action Type: Manager review
*** Performed by contact: MARK CHEW, 7574246380
WE DO HAVE THE TOOL SAME PART# AND THE HISTORY OF THIS VEHICLE THE SEAT HAS ALREADY BEEN
REFLASHED 3 TIMES AND STILL NOT WORKING PROPERLY. SOULD I REPLACE THE OCS MAT SESNOR?

*** PHONE LOG 04/10/2009 08:12 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Mark, only your DPSM can decide this . Please have your service manager contact him and discuss what actions he wants taken ?

*** CASE CLOSE 05/05/2009 10:45 AM clarify
*** Performed by contact: Mark Chew, *0410092253_144953
REPLACE SEAT BOTTOM

*** CASE CLOSE 05/05/2009 10:46 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
REPLACE SEAT BOTTOM



**Kia Motors America
Technical Assistance Center**

Case Number: T1575645

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7S

Model Code: 74242

VIN: KNDJD736485 [REDACTED]

Mileage: 10,154

Prod Date: 6/5/2007

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

Dealer/Contact Data:

Dealer: GA073 Ed Voyles Kia

Phone: 7709528881

FAX: 7707015528

Contact: Jason Brown

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/13/2009 4:28:36P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 04/13/2009 08:49 AM Pacific Daylight Time DFinkelstein-TL

Tech states the dealership installed leather on the interior seats. Customer states the OCS lamp doesn't go out .

advised tech if it didn't come from the factory with leather then this is a problem . The OCS system may not function correctly .
The passenger front seat should be put back to factory and recheck system.



**Kia Motors America
Technical Assistance Center**

Case Number: T1576324

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7S

Model Code: 74442

VIN: KNDJC736885 [REDACTED]

Mileage: 3,160

Prod Date: 5/14/2007

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

Dealer/Contact Data:

Dealer: CT006 Crowley Kia

Phone: 8605894444

FAX: 8602613022

Contact: Michael Ruel

Contact Title:

Service District: EA09

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/14/2009 5:26:20P

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 04/14/2009 09:36 AM Pacific Daylight Time RBrown-TL

Customer states that intermittently with a passenger (180-200 lbs) sits in the seat the OCS light will not turn off.

Tech states the OCS is working normally at this time.

Advised tech to duplicate the concern



**Kia Motors America
Technical Assistance Center**

Case Number: T1577181

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735085 [REDACTED]

Mileage: 15,862

Prod Date: 9/13/2007

Warranty Start Date: 10/21/2008 12:00:00AM

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400

FAX: 2154916271

Contact: paul Bean

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

4/16/2009 12:54:44P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 04/16/2009 04:54 AM clarify Action Type: Manager review

*** Performed by contact: paul Bean, 2154911400

hello, this vehicle has been in befor for an intermittent air bag light concern.

the customer states that intermittently while driving with an adult sitting in the passenger seat that the air bag light comes on and stays on. i have not been able to verify the concern as of yet, and there are no codes present in the air bag control module.

i would greatly appreciate any sugestions you have.

thankyou in advance.

paul

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

*** PHONE LOG 04/16/2009 04:58 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Paul, if you are referring to the OCS light 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 05/07/2009 05:26 AM clarify
*** Performed by contact: paul Bean. 2154911400
reprogrammed ocs module

*** CASE CLOSE 05/07/2009 05:42 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade
CLOSING COMMENTS
reprogrammed ocs module



**Kia Motors America
Technical Assistance Center**

Case Number: T1577302

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736X85 [REDACTED]

Mileage: 2,256

Prod Date: 6/21/2007

Warranty Start Date: 2/21/2009 12:00:00AM

Dealer/Contact Data:

Dealer: OH036 Jeff Wyler Kia

Phone: 9373254601

FAX: 9373256154

Contact: Derrick Rice

Contact Title:

Service District: CE03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/16/2009 3:34:34P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 04/16/2009 07:55 AM Pacific Daylight Time MGoldwasser

The tech states the OCS light illuminates with the customers wife in the seat.

The tech states the customer is approximately 5'2" and 160 pounds.

The tech states the OCS system has been tested by several individuals in the dealer and works as designed.

Advised the tech that the OCS operation is being affected by the customers stature. advised the tech to contact his DPSM for further instructions.



**Kia Motors America
Technical Assistance Center**

Case Number: T157778

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: KNDJC735385 [REDACTED]

Mileage: 3,620

Prod Date: 3/26/2008

Warranty Start Date: 2/14/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MA034 Wagner Kia of Shrewsbury

Phone: 5088422242

FAX: 5088427197

Contact: KEVIN TIMMONS

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/17/2009 3:07:04P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 04/17/2009 07:12 AM Pacific Daylight Time DFinkelstein-TL

Tech states the customer is complaining that the OCS light comes on intermittently . Customer has read the cautions and is sitting correctly according to them.

Advised tech to have service manager contact DPSM on this concern. The seat may be recalibrated possibly using the #6 tool . The production date is over 12/07 which is the cutoff date . The DPSM would need to decide what actions are needed at this time.



Kia Motors America Technical Assistance Center

Case Number: T1579415

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735685 [REDACTED]

Mileage: 3,370

Prod Date: 12/31/2007

Warranty Start Date: 1/1/2009 12:00:00AM

Dealer/Contact Data:

Dealer: AZ043 Michael Crawford Kia

Phone: 6232981200

FAX: 6236439615

Contact: Greg Oler

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/21/2009 10:53:11P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 04/21/2009 03:06 PM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS light doesn't go out with passenger sitting in the seat for approx 30 seconds but does go out. The seat bottom has been replaced. Tech has tested the seat and it works ok. Customer has complained about the OCS operation on several occasions and has a CA case as well. Customer's weight is approx 110 lbs. according to tech.

Advised tech the system seems to be working. Customer needs to review the owner's manual operating instructions and cautions for the OCS system. If customer is still not happy then have service manager contact DPSM for actions to be taken.



**Kia Motors America
Technical Assistance Center**

Case Number: T1579734

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785 [REDACTED]

Mileage: 19,360

Prod Date: 8/9/2007

Warranty Start Date: 3/10/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CT026 Michael Kia

Phone: 8604491242

FAX: 8604491292

Contact: Heriberto Lugo

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

4/22/2009 4:56:57P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 04/22/2009 09:01 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS wasn't reading correctly. He reflashed the OCS and tested the seat. It now works ok. He was told he needed a techline case number in order to have the operation approved under warranty.



**Kia Motors America
Technical Assistance Center**

Case Number: T1580830

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685

Mileage: 5,232

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:

Create Date & Time

Case Title: OCS - Light on #

4/24/2009 7:01:48P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** NOTES 04/24/2009 11:01 AM - clarify Action Type: Manager review

*** Performed by contact: Russell Hahn, *041009220019

Customer states the pass airbag off light is illuminated with a passenger in the seat while driving. The reflash has been done, concern still present. We have duplicated the light on with a passenger in the seat. Is there anything else we can do?

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

*** PHONE LOG 04/24/2009 12:34 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Russell, does the light only stay on with this particular customer sitting in the seat or does it stay on with you or anyone else sitting in the seat? If it stays on with anyone sitting in the seat contact your DPSM to see if he want's to replace the seat bottom.

*** NOTES 04/24/2009 12:47 PM - clarify Action Type: Manager review

*** Performed by contact: Russell Hahn, *041009220019

Only with the customer sitting in the seat.

*** PHONE LOG 04/24/2009 01:01 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Russell. have the customer sit in 1 or 2 other Sorento's on the lot to see if they have the same concern. If they don not replace the seat bottom and if they do contact your DPSM and let him know what's going on with this vehicle.



**Kia Motors America
Technical Assistance Center**

Case Number: T1581286

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735185 [REDACTED]

Mileage: 16,474

Prod Date: 9/14/2007

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

Dealer/Contact Data:

Dealer: WI008 Palmen Kia of Kenosha

Phone: 2626973100

FAX: 2626971986

Contact: Paul Gontscharow

Contact Title:

Service District: CE07

Case Details:

Create Date & Time

Case Title: OCS - Light on #

4/27/2009 5:03:08P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 04/27/2009 09:12 AM Pacific Daylight Time RLevy-TL

Tech states OCS light indicator on with passenger sitting in seat.

Advised tech to perform the OCS reflash with TOOL_6 and is the same procedure as SC045. If you do not have TOOL_6 contact your field rep to see if he has one.



**Kia Motors America
Technical Assistance Center**

Case Number: T1581932

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735385 [REDACTED]

Mileage: 17,077

Prod Date: 7/9/2007

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

Dealer/Contact Data:

Dealer: NY058 Kia of East Syracuse

Phone: 3157015898

FAX: 3157012692

Contact: nickolas hunt

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

4/28/2009 6:31:37P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Case History

*** NOTES 04/28/2009 10:31 AM clarify Action Type: Manager review

*** Performed by contact: nickolas hunt, 3157015898

Customer complaint of "Passenger Air Bag Off" light comes on intermittently when seat is occupied. I could not verify the concern. This is not the first time I have had a complaint of this type on Sorento, and I was curious to see what you guys know about this.

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

*** PHONE LOG 04/28/2009 11:26 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Nickolas, you need to perform the reflash with TOOL_6 and is the same procedure as SC045. If you do not have TOOL_6 contact your field rep to see if he has one.

*** CASE CLOSE 05/08/2009 10:08 AM clarify

*** Performed by contact: nickolas hunt, 3157015898.

Reprogram OCS system, follow TSB 012207

*** CASE CLOSE 05/08/2009 10:21 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Reprogram OCS system. follow TSB 012207



**Kia Motors America
Technical Assistance Center**

Case Number: T1585380

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8H

Model Code: 73422

VIN: KNDJC735985 [REDACTED]

Mileage: 2,590

Prod Date: 3/20/2008

Warranty Start Date: 2/28/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MN005 Luther Kia

Phone: 6514575757

FAX: 6514575009

Contact: derek soderstrom

Contact Title:

Service District: CE08

Case Details:

Create Date & Time

Case Title: OCS - Light on #

5/7/2009 4:08:47PM

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** NOTES 05/07/2009 08:08 AM clarify Action Type: Manager review

*** Performed by contact: derek soderstrom. *0410092239_150056

PASS.AIR BAG INDICATOR ON AND THEN OFF.WITH OR WITHOUT PASS.

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

*** PHONE LOG 05/07/2009 08:19 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call

Tech disconnected the OCS fuse and plugged it back in and the system is working fine.

Advised tech to continue to test.



**Kia Motors America
Technical Assistance Center**

Case Number: T1586071

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 2,311

Prod Date: 8/16/2007

Warranty Start Date: 3/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: VT001 Berlin City Kia, Burlington

Phone: 8028643905

FAX: 8028642634

Contact: Peter Austin

Contact Title:

Service District: EA11

Case Details:

Create Date & Time

Case Title: OCS - Light on #

5/8/2009 8:42:57PM

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 05/08/2009 01:07 PM Pacific Daylight Time MGoldwasser
The tech states the OCS light will turn on and off by itself with a passenger in the seat.

Advised the tech to reflash the OCS software with tool number six per engineering instructions.

*** PHONE LOG 05/08/2009 01:31 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Reflash tool is being Fed Ex to the tech from Lou Pagano. should arrive between 5/11-5/12.



**Kia Motors America
Technical Assistance Center**

Case Number: T1587179

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: KNDJC735585 [REDACTED]

Mileage: 1,579

Prod Date: 4/2/2008

Warranty Start Date: 3/10/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WV011 Hometown Kia

Phone: 3042551406

FAX: 3042555405

Contact: James Ramsey

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

5/12/2009 8:17:02P

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 05/12/2009 12:24 PM Pacific Daylight Time RBrown-TL
Advised tech to replace the ocs mat and retest.



**Kia Motors America
Technical Assistance Center**

Case Number: T1590337

Vehicle Data

Model/Year: 2.008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735585

Mileage: 309

Prod Date: 1/4/2008

Warranty Start Date: 5/11/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA204 The Kia Depot

Phone: 7148355000

FAX: 7148030788

Contact: Thomas Cruz

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

5/20/2009 3:07:17P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 05/20/2009 07:11 AM Pacific Daylight Time RLevy-TL
Tech state OCS light on when sitting in passenger seat. States has duplicated concern.
Advised tech to try SC076 reflash. Advised if reflash does not work to replace the seat bottom.

*** NOTES 05/27/2009 07:16 AM clarify Action Type: Manager review
*** Performed by contact: Thomas Cruz, 7148355000
the customer came back in and is concerned that the light does not turn off when the seat is occupied. I will order the seat sensing mat.

*** PHONE LOG 05/27/2009 08:09 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call
Yes replace the seat mat.

*** CASE CLOSE 06/22/2009 09:41 AM clarify
*** Performed by contact: Thomas Cruz, 7148355000
replaced the seat mat

*** CASE CLOSE 06/23/2009 04:52 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced the seat mat



**Kia Motors America
Technical Assistance Center**

Case Number: T1591973

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685 [REDACTED]

Mileage: 26,419

Prod Date: 6/8/2007

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

Dealer/Contact Data:

Dealer: VA001 Pence Kia

Phone: 8043783000

FAX: 8043780298

Contact: Wiley Preston

Contact Title:

Service District: EA03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

5/26/2009 3:32:56P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** PHONE LOG 05/26/2009 07:39 AM Pacific Daylight Time RHicks

Customer states the OCS light still comes on after reflash

- can not be verified at dealer
- operates as designed
- advise to have customer duplicate
- = make no repairs with out verifying concern

*** CASE CLOSE 07/09/2009 12:21 PM clarify

*** Performed by contact: Wiley Preston. *0410092253_101974

told customer how system works

*** CASE CLOSE 09/02/2009 07:43 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T1593082

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S24242

Model Code: 74442

VIN: KNDJC736775 [REDACTED]

Mileage: 29,995

Prod Date: 11/16/2006

Warranty Start Date: 3/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MO001 Zeiser Kia

Phone: 6369262110

FAX: 6369260683

Contact: John Daniels

Contact Title:

Service District: CE04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

5/28/2009 1:37:08P

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 05/28/2009 05:51 AM Pacific Daylight Time RBrown-TL
TEch states with the customer sitting in the passenger seat the OCS off light stays on.
Works fine with the tech.
Tech states he has reprogrammed the the OCS with the latest reflash.
Advised tech to have the customer sit in another Sorento and see if the light works properly.



**Kia Motors America
Technical Assistance Center**

Case Number: T1593085

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735X85 [REDACTED]

Mileage: 5,161

Prod Date: 10/20/2007

Warranty Start Date: 2/26/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY090 Fuccillo Kia

Phone: 5188470800

FAX: 5188470801

Contact: Paul Kelley

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

5/28/2009 1:36:13P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

- *** PHONE LOG 05/28/2009 05:45 AM Pacific Daylight Time RHicks
- Has had reflash completed for OCS
- customer states still keeps coming on
- has not been confirmed
- tech is going to see if customer can duplicate(waiting)
- get more info and go over seating positions



**Kia Motors America
Technical Assistance Center**

Case Number: T1594740

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735785

Mileage: 3,800

Prod Date: 7/12/2007

Warranty Start Date: 2/17/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CT025 Columbia Kia

Phone: 8602282886

FAX: 8602284443

Contact: Kevin Hotham

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/2/2009 1:09:43PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/02/2009 05:09 AM clarify Action Type: Manager review

*** Performed by contact: Kevin Hotham, 8602282886

cust states pass airbag off light is on with occupant in vehicle.

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

could not verify concern until cust came to pick up vehicle and his wife sat in the pass seat and the light would not go off. check for codes none found. performed recall sc076. what should i do from here. thanks

*** PHONE LOG 06/02/2009 05:45 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Kevin, what is the approx. weight of the passenger? If she is a person of small stature then the seat maybe working correctly. If she is of normal size then have service manager contact DPSM to see if he wants to replace the seat bottom.

*** NOTES 08/03/2009 10:00 AM clarify Action Type: Manager review

*** Performed by contact: Kevin Hotham, 8602282886

This vehicle has returned to our shop after seat foam replacement with the same concern. it seems to be a little worse after seat foam replacement. i can verify the concern with a normal size adult in the seat. no codes. what should i do now.

thank you

*** PHONE LOG 08/03/2009 10:04 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Kevin . try using the SC076 proceedure on the seat and see if it accepts recalibration ? If it does, then retest the seat and see if its
any better ?



**Kia Motors America
Technical Assistance Center**

Case Number: T1594809

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: knjd735485 [REDACTED]

Mileage: 9,605

Prod Date: 5/8/2007

Warranty Start Date: 4/17/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL068 Alan Jay Kia

Phone: 8634024230

FAX: 8633861274

Contact: Douglas Campbell

Contact Title:

Service District: SO02

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/2/2009 3:13:00PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/02/2009 07:13 AM clarify Action Type: Manager review

*** Performed by contact: Douglas Campbell, *0410092230_88988

customer states that passenger airbaglight stays on when passenger is sitting in seat at times.

customer has been complaining of this since purchasing the vehicle in 2008. vehicle has been here over 5 times for this concern.....tech has not had a problem with airbag light coming on.

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

performed all updates and recalls as needed.

no codes in any system.

*** PHONE LOG 06/02/2009 07:31 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Douglas, there is a service campaign to recalibrate the passenger seat at this time . Look up SC076 and perform it if this hasn't been done yet.

*** NOTES 06/02/2009 10:00 AM clarify Action Type: Manager review

*** Performed by contact: Douglas Campbell, *0410092230_88988

has been done as of last week

*** PHONE LOG 06/02/2009 10:05 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
You'll need to contact the DPSM and see if he wants to replace the seat bottom.



**Kia Motors America
Technical Assistance Center**

Case Number: T1595619

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735785 [REDACTED]

Mileage: 2,958

Prod Date: 5/9/2007

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

Dealer/Contact Data:

Dealer: NC050 Keffer Kia

Phone: 7046601520

FAX: 8283284977

Contact: CHRIS WRIGHT

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - light on

6/3/2009 6:16:29PM

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 06/03/2009 10:28 AM Pacific Daylight Time JBrookes
Concern that the OCS light stays on with passenger in the fr seat. tech stated that the customer is 112 lbs in weight is below the threshold. and sits in the seat with the back reclined. he stated they have explained the sitting requirements, and the weight requirements to the customer, who, will not accept this. he also stated that with a person of higher weight the light goes out as designed.
Advised as, according to what he stated, the system is operating as designed. explain that to the customer. and inform the DPSM, of this situation.



**Kia Motors America
Technical Assistance Center**

Case Number: T1595681

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 AT

Engine: G6S24394

Model Code: 74202

VIN: KNDJD736075 [REDACTED]

Mileage: 24,114

Prod Date: 11/18/2006

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

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley Kia

Phone: 4323320441

FAX: 4323325208

Contact: manuel palma

Contact Title:

Service District: SO10

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/3/2009 7:42:09PM

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 06/03/2009 11:46 AM Pacific Daylight Time DJackson-TL

Tech states the cust. Son who is a large football player size kid can cause the light to go on and off.

Updates have been done.

Advise to confirm how cust. son is sitting in car.

Also have him sit in another Sorento and compare results.



**Kia Motors America
Technical Assistance Center**

Case Number: T1596138

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 AT

Engine: G6G6DB7H

Model Code: 73204

VIN: KNDJD735385

Mileage: 20,684

Prod Date: 11/2/2007

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

Dealer/Contact Data:

Dealer: FL052 Kia AutoSport

Phone: 8505762116

FAX: 8505744331

Contact: Victor Prieto

Contact Title:

Service District: SO04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/4/2009 3:48:38PM

Symptom: Warning Light On

DTC:

System: Body Electrical

Component: Please Specify

Resolution: Information Given

Case History

*** NOTES 06/04/2009 07:48 AM clarify Action Type: Manager review

*** Performed by contact: Victor Prieto, *041009221444

AT TIMES REGARDLESS OF HOW YOU SEAT ON IT
THE TELLTALE LIGHT COMES ON AND STAYS ON
REGARDLESS OF WHAT YOU DO.

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

THERE ARE NO TROUBLE CODES AND THE REFLASH
HAS BEEN DONE.

*** PHONE LOG 06/04/2009 08:05 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Victor, refer to TSB Campaign SC076.

*** NOTES 06/04/2009 08:14 AM clarify Action Type: Manager review

*** Performed by contact: Victor Prieto, *041009221444

AS PREVIOUSLY STATED IT HAS BEEN DONE.

WHAT ELSE IF ANYTHING SHOULD WE DO?

*** PHONE LOG 06/04/2009 08:17 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Have the customer sit in 1 or 2 other Sorento's on the lot to see if they have the same concern. If they don not replace the seat bottom and if they do there is nothing further to do except to refer to owners manual for proper seating position.

*** CASE CLOSE 09/02/2009 07:40 AM clarify
*** Performed by contact: Victor Prieto, *041009221444
inform customer of proper seating position

*** CASE CLOSE 09/02/2009 09:31 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given
CLOSING COMMENTS
Information given.



**Kia Motors America
Technical Assistance Center**

Case Number: T1596360

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA8H

Model Code: 74442

VIN: kndjc736485 [REDACTED]

Mileage: 3,243

Prod Date: 3/18/2008

Warranty Start Date: 4/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: OH023 A&B Kia

Phone: 7406712020

FAX: 7406713857

Contact: Eugene Funkhouser

Contact Title:

Service District: EA04

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

6/4/2009 8:45:39PM

System: Restraints

Component: Please Specify

Resolution: Normal Condition

Case History

*** PHONE LOG 06/04/2009 01:01 PM Pacific Daylight Time RLevy-TL

Tech states passenger weigh about 100 lbs and when sitting in the passenger seat the OCS light OFF will stay on intermittently. Advised tech the reflash does not apply to this production date. Advised tech 100 lbs may be between an adult and child and if not sitting in the proper position the light may come on. Advised tech to refer to TSB General 020.

*** CASE CLOSE 07/13/2009 08:45 AM clarify

*** Performed by contact: Eugene Funkhouser, *06122009095004
normal condision

*** CASE CLOSE 07/14/2009 04:59 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition

CLOSING COMMENTS

Normal condition



**Kia Motors America
Technical Assistance Center**

Case Number: T1596793

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: knjdj736685 [REDACTED]

Mileage: 8,900

Prod Date: 9/7/2007

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

Dealer/Contact Data:

Dealer: IL050 Kia of Bradley

Phone: 8159321000

FAX: 8159285129

Contact: Brad Barker

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/5/2009 6:25:04PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 06/05/2009 10:25 AM clarify Action Type: Manager review

*** Performed by contact: Brad Barker. *0410092234_85343

customer states pass airbag off light stays on even with adult in seat. recall has been performed and seat works as specified when in shop. customer says light goes on and off when vehicle is in there possession.

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

*** PHONE LOG 06/05/2009 01:00 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Brad . if customer hasn't reviewed the cautions and seating instructions for the OCS then review it with them. IF the seat tests ok at the dealership and you cannot duplicate the concern, then have service manager contact the DPSM and see what actions he wants taken for this problem. May require a new seat bottom possibly.

*** CASE CLOSE 09/08/2009 05:29 AM clarify

*** Performed by contact: Brad Barker. *0410092234_85343

customer has not returned manager has yet to get approval for ocs

*** CASE CLOSE 09/08/2009 07:52 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Information Given

CLOSING COMMENTS

customer has not returned manager has yet to get approval for ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1598019

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736685 [REDACTED]

Mileage: 6,736

Prod Date: 9/19/2007

Warranty Start Date: 9/27/2008 12:00:00AM

Dealer/Contact Data:

Dealer: WA018 Wenatchee Kia

Phone: 5096643200

FAX: 5096641851

Contact: Jeremy Best

Contact Title:

Service District: WE08

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/9/2009 4:58:27PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger's Air Bag

Resolution: Normal Condition

Case History

*** PHONE LOG 06/09/2009 09:02 AM Pacific Daylight Time RBrown-TL
Tech states the OCS light is staying on with the customer sitting in the seat.
SC076 has been done
Advised tech to test drive with the customer in another Sorento to see if the light comes on.

*** CASE CLOSE 06/22/2009 03:13 PM clarify
*** Performed by contact: Jeremy Best. *0410092255_166588
help customer understand the ocs better

*** CASE CLOSE 06/24/2009 09:54 AM Pacific Daylight Time RBrown-TL

Resolution Code: Normal Condition
CLOSING COMMENTS
help customer understand the ocs better



**Kia Motors America
Technical Assistance Center**

Case Number: T1599883

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735485 [REDACTED]

Mileage: 4,045

Prod Date: 10/19/2007

Warranty Start Date: 1/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY089 Kia of New Windsor

Phone: 8455228055

FAX: 8455612927

Contact: ANTHONY STEVENS

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/12/2009 8:42:28P

Symptom: Improper Operation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 06/12/2009 12:49 PM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS light comes on now after the SC076 was performed whereas it didn't have any issues prior to the seat being recalibrated.

Advised tech to go over the OCS pins with stabiliant 22a on the male pins , let them airdry for 5 minutes and reconnect. If vehicle comes back with same complaint then have service manager contact DPSM for seat bottom approval.



**Kia Motors America
Technical Assistance Center**

Case Number: T1602421

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: knjd735385

Mileage: 25,929

Prod Date: 6/23/2007

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

Dealer/Contact Data:

Dealer: CA185 Carl Kia

Phone: 4089793600

FAX: 4087230741

Contact: Randy Hogue

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/18/2009 7:45:05P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/18/2009 11:45 AM clarify Action Type: Manager review

*** Performed by contact: Randy Hogue. *041009220153

customer states. pass air bag lite off is on when occupied. ideas?

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

etm. shop. inspection of r/f seat

*** PHONE LOG 06/18/2009 12:00 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Randy. perform SC076 reflash.

*** NOTES 06/18/2009 12:05 PM clarify Action Type: Manager review

*** Performed by contact: Randy Hogue. *041009220153

i neglected to mention it was done

*** PHONE LOG 06/18/2009 12:12 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Randy. have the customer sit in 1 or 2 other Somto's on the lot to see if they have the same concern. If they do not replace

the seat bottom and if they do there is nothing further to do except to refer to owners manual for proper seating position.

*** CASE CLOSE 07/22/2009 08:41 AM clarify
*** Performed by contact: Randy Hogue. *041009220153
replaced r/s ocs



**Kia Motors America
Technical Assistance Center**

Case Number: T1604585

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: kndjc735785 [REDACTED]

Mileage: 4,452

Prod Date: 4/2/2008

Warranty Start Date: 2/19/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IN008 Evansville Kia

Phone: 8124730215

FAX: 8124744421

Contact: Jeffrey Wittgen

Contact Title:

Service District: CE09

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/23/2009 6:08:20P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 06/23/2009 10:08 AM clarify Action Type: Manager review

*** Performed by contact: Jeffrey Wittgen, *0410092235_93616

paasenger air bag light come on and off with cust. sitting in seat.wife weighs 220pds husband weighs 175.

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

Operates ok for me. I weigh 175, no Dtc's. checked ocs reflash, up to date.

*** PHONE LOG 06/23/2009 10:29 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Jeff, you would need to contact your DPSM and see what actions he wants taken at this time. If the reflash for the seat has been done and it tests ok for you then it should be confirmed with the customer sitting in the seat . The wife may not be making good contact on the center of the seat ? Possibly sitting on the bolsters ?

*** CASE CLOSE 08/20/2009 08:27 AM clarify

*** Performed by contact: Jeffrey Wittgen, *0410092235_93616

nothing

*** CASE CLOSE 08/20/2009 08:38 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Information Given
CLOSING COMMENTS
INFORMATION GIVEN



**Kia Motors America
Technical Assistance Center**

Case Number: T1605215

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: knjdj736885

Mileage: 5,363

Prod Date: 6/13/2007

Warranty Start Date: 2/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC052 Kia of Gastonia

Phone: 7048235010

FAX: 7048235011

Contact: DEREK DIXON

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/24/2009 5:23:18P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 06/24/2009 09:23 AM clarify Action Type: Manager review

*** Performed by contact: DEREK DIXON, 7048235010

OCS IS STILL INOP AFTER THE REFLASH HAS BEEN COMPLETED. PIN TENSION IS OK ON THE CONNECTORS. NOTHING LOOSE. IS THERE ANOTHER UPDATED REFLASH FOR THE MODULE?

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

*** PHONE LOG 06/24/2009 10:18 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Assuming you used the correct recalibration tool #6 (IEE OC-REPro _ Tool 6) 01-900252-00-00 Then there is no other recalibration needed. Go over the male pins on the OCS with stabiliant 22a . Let them airdry for 5 minutes and reconnect the plugs . See if the OCS works afterword.

*** CASE CLOSE 06/26/2009 11:05 AM clarify

*** Performed by contact: DEREK DIXON, 7048235010

replaced seat bottem

*** CASE CLOSE 06/26/2009 12:30 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced seat bottom



**Kia Motors America
Technical Assistance Center**

Case Number: T1606012

Vehicle Data

Model/Year: 2.008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: KNDJC735685 [REDACTED]

Mileage: 7,556

Prod Date: 3/5/2008

Warranty Start Date: 9/27/2008 12:00:00AM

Dealer/Contact Data:

Dealer: ME001 Charlie's Kia

Phone: 2076226621

FAX: 2076232836

Contact: Dennis Corson

Contact Title:

Service District: EA11

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/25/2009 7:35:11P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/25/2009 11:35 AM clarify Action Type: Manager review

*** Performed by contact: Dennis Corson. 2076226621

Customer states passenger airbag off light stays on with adult sitting in seat.

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

We have verified the complaint. I tried to view the airbag status with GDS scantool but was unable to find it in current data. Vehicle has had ocs reprogram performed per instruction from kia rep. I suspect problem is in the seat bottom, any way to verify.

*** PHONE LOG 06/25/2009 11:58 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Check all your connections under the seat. If you have another "like" vehicle then install that seat into your vehicle and see if it works. If it works then have service manager contact DPSM for approval on a new seat bottom.



**Kia Motors America
Technical Assistance Center**

Case Number: T1608312

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20214

Model Code: 74422

VIN: kndjc736375

Mileage: 20,776

Prod Date: 9/8/2006

Warranty Start Date: 11/21/2006 12:00:00AM

Dealer/Contact Data:

Dealer: WV003 Warner Kia

Phone: 3044223502

FAX: 3044225159

Contact: ROB RICHARDS

Contact Title:

Service District: EA03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

6/30/2009 3:37:33P

Symptom: Warning Light On

DTC:

System: Body Interior & Exterior

Component: Front Seats

Resolution: Faulty Component

Case History

*** NOTES 06/30/2009 07:37 AM clarify Action Type: Manager review

*** Performed by contact: ROB RICHARDS, *0410092256_98676

pass. side seat airbag light off when sitting in seat.

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

performed recall sc076 ocs reprogram. no codes.whats next.

*** PHONE LOG 06/30/2009 08:00 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Rob. can you duplicate the concern with you sitting in the passenger seat?

*** NOTES 06/30/2009 11:16 AM clarify Action Type: Manager review

*** Performed by contact: ROB RICHARDS, *0410092256_98676

yes but not all the time.

*** PHONE LOG 06/30/2009 11:31 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Rob, you will need to replace the seat bottom assy and retest.

*** CASE CLOSE 08/06/2009 10:26 AM clarify
*** Performed by contact: ROB RICHARDS. *0410092256_98676
replaced seat bottom

*** CASE CLOSE 08/06/2009 01:03 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced seat bottom



**Kia Motors America
Technical Assistance Center**

Case Number: T1610090

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S20211

Model Code: 74422

VIN: KNDJC736075 [REDACTED]

Mileage: 37,274

Prod Date: 9/8/2006

Warranty Start Date: 1/2/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC016 Leith Kia of Fayetteville

Phone: 9108641449

FAX: 9108646153

Contact: FRANK DORADO

Contact Title:

Service District: SO08

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/2/2009 7:16:03PM

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 07/02/2009 11:16 AM clarify Action Type: Manager review

*** Performed by contact: FRANK DORADO, *0410092240_155480

OCS LIGHT IS ON. HAVE ALREADY REPROGRAMMED BY KT2009050801.

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

HAVE ALREADY REPROGRAMMED BY KT2009050801. AT MILES 36136. AND KNOW A 138 IT HAS CAME BACK ON.
I CAN SET IN THE SEAT AND THE LIGHT WILL NOT GO OFF.

*** PHONE LOG 07/02/2009 11:23 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Frank, contact your DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 07/30/2009 05:19 AM clarify

*** Performed by contact: FRANK DORADO, *0410092240_155480

REPLACED SEAT BOTTOM

*** CASE CLOSE 08/03/2009 05:25 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
REPLACED SEAT BOTTOM



**Kia Motors America
Technical Assistance Center**

Case Number: T1610609

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18969

Model Code: 74422

VIN: KNDJC736875 [REDACTED]

Mileage: 63,757

Prod Date: 7/19/2006

Warranty Start Date: 11/21/2006 12:00:00AM

Dealer/Contact Data:

Dealer: NC043 Carolina Kia of High Point

Phone: 3368847000

FAX: 3368847070

Contact: JEREMY SILK

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/6/2009 2:14:02PM

Symptom: OCS validation

DTC:

System: Body Electrical

Component: Seat Cushion Heater

Resolution:

Case History

*** NOTES 07/06/2009 06:14 AM clarify Action Type: Manager review

*** Performed by contact: JEREMY SILK, *04162009053505

Cust states pass air bag light is staying on

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

checked over system, no dtc's present. ocs reflash has already been performed. sat in seat to test operating properly at this time. are there any concerns that you guys have seen,

*** PHONE LOG 07/06/2009 06:35 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Have you been able to get the light to go out with the customer?

Does the same issue happen in another Sorento.

*** CASE CLOSE 07/31/2009 07:44 AM clarify

*** Performed by contact: JEREMY SILK, *04162009053505

CUST TOOK



**Kia Motors America
Technical Assistance Center**

Case Number: T1612031

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S23582

Model Code: 74242

VIN: KNDJD736175 [REDACTED]

Mileage: 11,963

Prod Date: 11/7/2006

Warranty Start Date: 11/15/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AZ043 Michael Crawford Kia

Phone: 6232981200

FAX: 6236439615

Contact: Greg Oler

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/7/2009 11:08:03PM

Symptom: Information Given

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 07/07/2009 03:21 PM Pacific Daylight Time JBrookes

Tech stated that he was told to call by the service manager. the concern is that at times the OCS light comes on with passener seat occupied. tech stated that this has not been duplicated. and the light does go off when seat is occupied. and the seat reflash has been done .

Advised, from his information the system is operating as designed. the customer could be asked to sit in the seat and see that the light does operate as designed .



**Kia Motors America
Technical Assistance Center**

Case Number: T1612281

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735x85 [REDACTED]

Mileage: 4,098

Prod Date: 11/9/2007

Warranty Start Date: 3/28/2009 12:00:00AM

Dealer/Contact Data:

Dealer: ID010 Dennis Dillon Kia

Phone: 2083366000

FAX: 2083366215

Contact: Keven Robinson

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/8/2009 2:49:52PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 07/08/2009 06:49 AM clarify Action Type: Manager review

*** Performed by contact: Keven Robinson. *04302009152506

THE PASSENGER SEAT OR OCS HAS BEEN REPROGRAMMED TWICE. ONCE BEFORE THE RECALL CAME OUT
NAND THEN AFTER THE RECALL CAME OUT.

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

THE OCS ILLUMINATES WHEN A REGULAR SIZE ADULT SITS IN THE SEAT. THE CUSTOMER STATED THAT IT
ONLY HAPPENS INTERMITT. NO TROUBLE CODES. AND I HAVE NOT BEEN ABLE TO VERIFY. NOTHING FOUND
UNDER THE SEAT . AND ALL CONNECTINS LOOK GREAT. WHAT DO YOU RECOMMEND? THANKS

*** PHONE LOG 07/08/2009 06:55 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Keven, have your service manager contact the DPSM for approval for a new seat bottom.

*** CASE CLOSE 07/20/2009 08:04 AM clarify

*** Performed by contact: Keven Robinson. *04302009152506

replaced passenger seat bottom assy.

*** CASE CLOSE 07/20/2009 09:21 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced passenger seat bottom assy.



**Kia Motors America
Technical Assistance Center**

Case Number: T1612556

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 4,284

Prod Date: 9/12/2007

Warranty Start Date: 2/2/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA068 Smail Kia

Phone: 7248374210

FAX: 7248308021

Contact: ROBERT PRESTON

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/8/2009 7:44:59PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** PHONE LOG 07/08/2009 11:49 AM Pacific Daylight Time DFinkelstein-TL

Customer states the OCS light comes on at times and then goes out. Passenger is a female approximate weight 125 lbs. The seat has been recalibrated with SC076 . Tech has tested the seat and the OCS lamp goes out with a 95 lb. female cashier sitting in it.

Advised tech to have vehicle owner 's wife sit in the seat and go for a test drive with the customer and verify the complaint . If the OCS lamp comes on and she is sitting correctly then have service manager contact the DPSM and see if he wants to replace the seat bottom. ?

*** CASE CLOSE 08/10/2009 10:59 AM clarify

*** Performed by contact: ROBERT PRESTON, 7248374210

No repair done. Customer did not return for test drive.

*** CASE CLOSE 08/10/2009 12:25 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Information Given

CLOSING COMMENTS

INFORMATION GIVEN

INFORMATION GIVEN



**Kia Motors America
Technical Assistance Center**

Case Number: T1613868

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735585 [REDACTED]

Mileage: 33,359

Prod Date: 10/5/2007

Warranty Start Date: 7/18/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC004 Paramount Kia

Phone: 8283284012

FAX: 8283284977

Contact: Bobby Stenstrom

Contact Title:

Service District: SO08

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/10/2009 9:28:20P

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 07/10/2009 01:42 PM Pacific Daylight Time MGoldwasser

The tech states the OCS light comes on intermittently only with the customers wife in the seat. the tech states the OCS software has been re flashed with tool number six.

Advised the tech to have the customer seat in another Serento and see if the OCS light comes on.



**Kia Motors America
Technical Assistance Center**

Case Number: T1615198

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: kndjd735885 [REDACTED]

Mileage: 1,490

Prod Date: 7/6/2007

Warranty Start Date: 6/7/2009 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia

Phone: 4808137729

FAX:

Contact: MICHAEL LONG

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

7/14/2009 4:19:55P

System: Restraints

Component: Connection

Resolution: Faulty Component

Case History

*** NOTES 07/14/2009 08:19 AM clarify Action Type: Manager review

*** Performed by contact: MICHAEL LONG, 4809940026

passanger airbag light will not shut off.

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

performed OCS reflash first attempt. sensor not responding. replaced seat bottom. 6/29/09.customer returned today with same problem. all connectors appear ok and pin tension is good.

*** PHONE LOG 07/14/2009 08:23 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Michael. swap the seat out with a known good one from another vehicle for testing purposes. If the light goes out then the seat bottom is still the issue. Maybe the connection under the seat for the OCS is bad. Use stabiliant 22a on all those male pins and allow it to air dry for 5 minutes and then reconnect.

*** NOTES 07/14/2009 08:50 AM clarify Action Type: Manager review

*** Performed by contact: MICHAEL LONG, 4809940026

installed known good sensor from another vehicle and works properly.

*** PHONE LOG 07/14/2009 08:53 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Mike. if that's the case then I would think the seat bottom you put in is faulty. Have service manager contact DPSM for parts
warranty approval.

*** NOTES 07/14/2009 08:58 AM clarify Action Type: Manager review
*** Performed by contact: MICHAEL LONG, 4809940026
thank you very much

*** CASE CLOSE 07/24/2009 09:56 AM clarify
*** Performed by contact: MICHAEL LONG, 4809940026
replaced seat bottom

*** CASE CLOSE 07/24/2009 09:58 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced seat bottom



**Kia Motors America
Technical Assistance Center**

Case Number: T1615407

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: kndjd735485 [REDACTED]

Mileage: 4,602

Prod Date: 6/11/2007

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

Dealer/Contact Data:

Dealer: PA001 Ryan Kia

Phone: 6105440100

FAX: 6103380452

Contact: MATTHEW KAUFFMAN

Contact Title:

Service District: EA05

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/14/2009 8:14:50P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** NOTES 07/14/2009 12:14 PM clarify Action Type: Manager review

*** Performed by contact: MATTHEW KAUFFMAN, 6105440100

Cust states air bag off light stays on when she sits in seat. road tested with customer, verified.

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

e at times if sitting before key is turned on)-----

Had passenger 1 sit in seat - 130 lbs, classifies as small occupant, light stayed on.

passenger 2 - 160 lbs, GDS shows large occupant, light goes off.

had passenger 1 sit in seat again, classified as large occupant and turned light off.

No codes in modules.

*** PHONE LOG 07/14/2009 12:19 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Matthew, perform Campaign SC076.

*** NOTES 07/14/2009 12:38 PM clarify Action Type: Manager review

*** Performed by contact: michael candeloro, 6105440100

campaign sc076 was completed 06/11/2009
concern predated that visit also a ocs reflash was completed at the port
PUP336 (SORENTO OCS RE-FLASH)09/2008

*** PHONE LOG 07/14/2009 01:04 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Then you will need to contact your DPSM for authorization to replace the sea bottom assy.



**Kia Motors America
Technical Assistance Center**

Case Number: T1616337

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735785 [REDACTED]

Mileage: 24,936

Prod Date: 1/3/2008

Warranty Start Date: 6/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MI023 Kia of Lansing

Phone: 5173935700

FAX: 5173947633

Contact: william PROUT

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

7/16/2009 2:33:45P

System: Restraints

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

Resolution: Software Upgrade

Case History

*** PHONE LOG 07/16/2009 06:41 AM Pacific Daylight Time RLevy-TL

Tech states OCS light on when sitting in passenger seat. States actual build date is late Dec 2007.

Advised tech to try the reflash per SC076

*** CASE CLOSE 08/11/2009 08:37 AM - clarify

*** Performed by contact: william PROUT, 5173935700

build date was late december reprogram took ok at this time

*** CASE CLOSE 08/11/2009 08:54 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

Performed reflash



**Kia Motors America
Technical Assistance Center**

Case Number: T1619263

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736385 [REDACTED]

Mileage: 19,020

Prod Date: 7/10/2007

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

Dealer/Contact Data:

Dealer: md035 Thompson Kia

Phone: 4108771700

FAX: 4108778490

Contact: Harold Grewe

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/22/2009 10:33:09P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 07/22/2009 02:41 PM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS lamp doesn't go out with a large sized occupant in the passenger seat . Tech states that aftermarket leather seating has been added to the vehicle.

Advised tech you cannot use aftermarket seat covers on the vehicle . This compromises the proper operation of the OCS system.



**Kia Motors America
Technical Assistance Center**

Case Number: T1619577

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735685 [REDACTED]

Mileage: 7,144

Prod Date: 6/13/2007

Warranty Start Date: 3/18/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX036 Miller Kia

Phone: 2546623610

FAX: 2516623130

Contact: Milton Campos

Contact Title:

Service District: SO06

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/23/2009 4:40:32P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 07/23/2009 08:54 AM Pacific Daylight Time RLevy-TL

Tech states OCS lighth does not go out when sitting in the seat. Tech states has duplicated concern and the reflash has been done a few month ago.

Advised tech to contact DPSM for authorization to replace the seat bottom.



**Kia Motors America
Technical Assistance Center**

Case Number: T1621842

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: kndjc735785 [REDACTED]

Mileage: 2,217

Prod Date: 5/15/2007

Warranty Start Date: 4/26/2009 12:00:00AM

Dealer/Contact Data:

Dealer: OH059 Cronin Kia

Phone: 5133675300

FAX: 5133673858

Contact: DAVID MEYUNG

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/28/2009 7:34:20P

Symptom: OCS validation

DTC:

System: Restraints

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

Resolution: Faulty Component

Case History

*** NOTES 07/28/2009 11:34 AM clarify Action Type: Manager review

*** Performed by contact: DAVID MEYUNG, 5133675300

passenger airbag light not registering correctly

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

it cam in a week ago after the recall update and the passenger airbag light was not turning off with passenger in it. it was doing this before the update and the recall did not fix it. i swapped seats and the problem was corrected so i replaced the seat bottom. the customer came back in today saying it is still not working correctly. i cannot duplicate the concern and there are no codes.

*** PHONE LOG 07/28/2009 12:05 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Have customer sit in the seat and go for a test drive to verify their complaint. Then we'll go from there.

*** NOTES 07/28/2009 12:22 PM clarify Action Type: Manager review

*** Performed by contact: DAVID MEYUNG, 5133675300

JUST GOT BACK FROM A TEST DRIVE AND ITS NOT ACTING UP

*** PHONE LOG 07/28/2009 12:27 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Same advise . Show customer its working correctly or they are not sitting correctly in the seat causing the lamp to come on. ??

*** NOTES 07/30/2009 05:38 AM clarify Action Type: Manager review

*** Performed by contact: DAVID MEYUNG. 5133675300

Last night the customer picked up the car and a tech went for a ride with them. She was sitting in the seat correctly and when they started the car the ocs light went out but came back on with the customer in the seat. They went to move so the tech could try and sit in the seat and the light went out. It could not be duplicated again after that. I just inspected all the wiring and it is good.

*** PHONE LOG 07/30/2009 07:09 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Go find another "like" vehicle and see if it does the same thing or not ?

*** NOTES 07/30/2009 08:56 AM clarify Action Type: Manager review

*** Performed by contact: DAVID MEYUNG. 5133675300

I compared it to another vehicle and it doesn't do the same thing

*** PHONE LOG 07/30/2009 09:19 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Then I would suggest getting approval for a new seat bottom from your DPSM . Have your service manager call him .

*** NOTES 07/30/2009 09:22 AM clarify Action Type: Manager review

*** Performed by contact: DAVID MEYUNG. 5133675300

It has a new seat bottom in it. i think something may be wrong with the srs unit. the problem is very hard to duplicate though.

*** PHONE LOG 07/30/2009 09:33 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Have Service manager contact the DPSM and see if he wants to go in that direction or not. This may require an FTR visit to resolve but I would think trying a new SRS unit to see if it resolves the issue is worth a try but its his call. Being that it is hard to duplicate complicates matters.

*** NOTES 08/10/2009 06:04 AM clarify Action Type: Manager review

*** Performed by contact: DAVID MEYUNG. 5133675300

I swapped the srs unit with a stock unit and the problem was corrected. Thank you for your help.

*** CASE CLOSE 08/10/2009 06:05 AM clarify

*** Performed by contact: DAVID MEYUNG. 5133675300

srs unit replaced

*** CASE CLOSE 08/10/2009 06:12 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
srs unit replaced



**Kia Motors America
Technical Assistance Center**

Case Number: T1622220

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736785 [REDACTED]

Mileage: 2,118

Prod Date: 12/28/2007

Warranty Start Date: 5/18/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY090 Fuccillo Kia

Phone: 5188470800

FAX: 5188470801

Contact: Paul Kelley

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/29/2009 2:36:21P

Symptom: Improper Operation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 07/29/2009 06:41 AM Pacific Daylight Time DFinkelstein-TL

Tech states the OCS lamp comes on with a passenger in the seat. The seat has been reflashed and tech has duplicated the concern.

Advised tech to have service manager contact their DPSM for approval for a new seat bottom.



**Kia Motors America
Technical Assistance Center**

Case Number: T1622770

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7S

Model Code: 73222

VIN: KNDJD735X85 [REDACTED]

Mileage: 14,860

Prod Date: 10/22/2007

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

Dealer/Contact Data:

Dealer: GA076 Terry Reid Bulldog Kia

Phone: 7066121200

FAX: 7066121281

Contact: DAVID HEMBREE

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

7/30/2009 1:40:53P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/30/2009 05:40 AM clarify Action Type: Manager review

*** Performed by contact: DAVID HEMBREE. 7066121200

The customer states that even after the recall has been done the ocs that his 170lb wife and 130lb daughter cant sit in the seat with out the light staying on. I have not been able to duplicate the concern I had a 125lb lady. 145lb man and myself 210lbs sit in the seat and every time the light went off.I feel obligated to open the case because customer is already talking lemon law
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 07/30/2009 05:54 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Dave, You should go for a ride with the customer and see if the light comes on with them in the seat. If that isn't going to happen then have your service manager contact the DPSM and see what actions he wants taken on the vehicle . Perhaps he wants to replace the seat bottom .



**Kia Motors America
Technical Assistance Center**

Case Number: T1622777

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25919

Model Code: 74422

VIN: KNDJC736875 [REDACTED]

Mileage: 11,578

Prod Date: 12/14/2006

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

Dealer/Contact Data:

Dealer: OH044 Taylor Kia of Boardman

Phone: 3307587281

FAX: 3307299072

Contact: Jon Jordan

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

7/30/2009 1:44:55P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

- *** PHONE LOG 07/30/2009 05:58 AM Pacific Daylight Time RHicks
- OCS light will show "LIGHT LOAD" with the slightest repositioning
- OCS and reflash has been completed
- CA case open
- advised to contact DPSM and see if he will approve another OCS mat



**Kia Motors America
Technical Assistance Center**

Case Number: T1625189

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S21718

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 29,669

Prod Date: 9/30/2006

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

Dealer/Contact Data:

Dealer: VA006 Greenbrier Kia

Phone: 7574246380

FAX: 7574242116

Contact: Richard Olson

Contact Title:

Service District: EA03

Case Details:

Create Date & Time

Case Title: OCS - Light on #

8/4/2009 6:19:48PM

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** NOTES 08/04/2009 10:19 AM clarify Action Type: Manager review

*** Performed by contact: Richard Olson, *0410092253_97021

STOMER STATES PASS SIDE AIR BAG DOES NOT ACTIVATE WHEN A LARGE ADULT IS IN SEAT
What Reference Materials Have Been Used - What Has Already Been Tried?

JULY 25. RECALL WAS DONE. @27111

MAY 7 REPLACE SEAT BOTTOM ASSY TECH LINE CASE.#T1575058. AND BEFORE THAT WAS REFLASHED SEVEARL TIMES. . TODAY SHE CAME LIGHT WAS ON WITH HER DAUGHTER IN CAR. TEST DROVE WITH HER IN SEAT. LIGHT STAY ON. AND TURNED OFF CAR AND STARTED UP TO GET MILAGE AND LIGHT WAS OFF TEST DROVE AGING AND LIGHT WAS OFF . SHE SAID LIGHT COMES ON AND OFF AT TIMES. . CALL ME AT [757-408-3042] THANKS RICHARD

*** PHONE LOG 08/04/2009 11:26 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Richard, contact your DPSM to see if he wants to replace the seat bottom again. That usually takes care of it.



**Kia Motors America
Technical Assistance Center**

Case Number: T1630498

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735x85 [REDACTED]

Mileage: 6,524

Prod Date: 11/9/2007

Warranty Start Date: 3/28/2009 12:00:00AM

Dealer/Contact Data:

Dealer: ID010 Dennis Dillon Kia

Phone: 2083366000

FAX: 2083366215

Contact: Keven Robinson

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

8/14/2009 7:43:47P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/14/2009 11:43 AM clarify Action Type: Manager review

*** Performed by contact: Keven Robinson, *04302009152506

THE PASSENGER DETECTION FOR AIR BAG COMES ON INTERMITTENTLY. WHEN THERE IS A PASSENGER IN THE SEAT.

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

PREVIOUS REPAIR SHOWS , OCS REFLASH TWICE AND THE PASSENGER SEAT BOTTOM REPLACEMENT. NOW IT IS AN INTERMITTENT PROBLEM. I HAVE NOT BEEN ABLE TO VERIFY. AND AS FIRST REPAIR ATTEMPT. CONTACT ENHANCER WAS APPLIED TO ALL CONNECTORS INCLUDING THE AIR BAG MODULE.

*** PHONE LOG 08/14/2009 01:09 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Keven , due to the nature of this concern please have your service manager contact the DPSM and let them discuss the actions needing to be taken on the vehicle since you haven't been able to duplicate the concern. You may need to go for a test drive with the passenger in question to verify their complaint . This maybe a case in which the customer is a person of smaller stature as well and the seat maybe functioning as designed.



**Kia Motors America
Technical Assistance Center**

Case Number: T1631319

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: kndjc736485 [REDACTED]

Mileage: 10,021

Prod Date: 6/21/2007

Warranty Start Date: 3/28/2009 12:00:00AM

Dealer/Contact Data:

Dealer: OH059 Cronin Kia

Phone: 5133675300

FAX: 5133673858

Contact: John-Michael Rogers

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

8/17/2009 7:35:05P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/17/2009 11:35 AM clarify Action Type: Manager review

*** Performed by contact: John-Michael Rogers. 5133675300

customer states passenger air bag light stays on with normal size adult sitting in seat
What Reference Materials Have Been Used - What Has Already Been Tried?

performed scan test with gds--no codes test drove with adult in passenger seat could not duplicate concern---2nd customer to come in with same concern. sc076 performed with tool#6 6/29/2009

*** PHONE LOG 08/17/2009 11:43 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

John, Your DPSM may decide to replace the seat bottom or have someone come out to inspect the vehicle since you were unable to verify the problem . You could also have the person in question sit in another "like" vehicle and see if the light goes out ? If the person is of smaller stature then the seat maybe working correctly.Have service manager contact DPSM and see what actions he wants taken at this time.



**Kia Motors America
Technical Assistance Center**

Case Number: T1633452

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB8H

Model Code: 73222

VIN: kndjd735x85 [REDACTED]

Mileage: 1,605

Prod Date: 1/12/2008

Warranty Start Date: 5/14/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: Frank Ballard

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

8/20/2009 8:37:22P

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Normal Condition

Case History

*** NOTES 08/20/2009 12:37 PM clarify Action Type: Manager review

*** Performed by contact: Frank Ballard. *0410092231_90040

c/s ocs indicator lamp shows sys. off with wife in seat.

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

monitored ocs operation with several different people in seat.all functioning properly.ck for dtc's-none.instructed customer how to sit in seat.still is malfunctioning only with this person.ck.recalls.no ocs re-flash for this car.do you think re-flash would help?

*** PHONE LOG 08/20/2009 01:12 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

If the wife is a person of small stature then the seat is probably working as designed. Any information on the size of his wife available ?

*** NOTES 08/21/2009 08:49 AM clarify Action Type: Manager review

*** Performed by contact: Frank Ballard. *0410092231_90040

have contacted customer.he says his wife is 5ft.4in.and weighs 130lbs.he also states she is not the only person the seat does this to.our tests contradict this as we have not seen it be incorrect at any time.

*** PHONE LOG 08/21/2009 09:01 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Frank . I spoke to our platform specialist on this . He states you can try the reflash for the SC077 but you will not be able to use
the operation code from the service campaign to get paid. Try it.

*** NOTES 09/02/2009 04:37 AM clarify Action Type: Manager review
*** Performed by contact: Frank Ballard. *0410092231_90040
please clarify.do you mean tool 6 for ocs reflash?the sc077 recall is for the brake lamp switch and has no re-flash.

*** PHONE LOG 09/02/2009 05:52 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Frank. typo problem . I meant SC076

*** NOTES 09/04/2009 11:51 AM clarify Action Type: Manager review
*** Performed by contact: Frank Ballard. *0410092231_90040
dpsm present for insp.monitored ocs status with gds.dpsm sat in seat.sys.classified him as lg.person.customer sat in seat.sys
classified him as large.cust.wife sat in seat.sys.classified her as small person.system reset to empty between all
people.sys.functioning as designed.also perf.sc076 re-flash for customer satisfaction.dpsm returned vehicle to customer.

*** CASE CLOSE 09/04/2009 11:54 AM clarify
*** Performed by contact: Frank Ballard. *0410092231_90040
system functioning as designed

*** CASE CLOSE 09/04/2009 12:39 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Normal Condition
CLOSING COMMENTS
system functioning as designed



**Kia Motors America
Technical Assistance Center**

Case Number: T1635469

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735185 [REDACTED]

Mileage: 6,622

Prod Date: 9/7/2007

Warranty Start Date: 2/14/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY090 Fuccillo Kia

Phone: 5188470800

FAX: 5188470801

Contact: Paul Kelley

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

8/25/2009 4:41:23P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Case History

*** PHONE LOG 08/25/2009 08:48 AM Pacific Daylight Time MGoldwasser
The tech states the OCS light will come on intermittently with the owner in the seat.
The tech has not been able to duplicate the customers concern.
Advised the tech to go on a road test with the customer to see if the concern can be duplicated.



**Kia Motors America
Technical Assistance Center**

Case Number: T1639414

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17888

Model Code: 74442

VIN: KNDJC736475 [REDACTED]

Mileage: 23,466

Prod Date: 6/29/2006

Warranty Start Date: 8/17/2007 12:00:00AM

Dealer/Contact Data:

Dealer: M019 Williams Kia

Phone: 2319461111

FAX: 2319478301

Contact: Mark bradley

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on # not duplicated

9/2/2009 3:41:33PM

Symptom: OCS validation

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 09/02/2009 07:55 AM Pacific Daylight Time JBrookes

Tech stated that he has checked the ocs operation by getting in /out of the seat several times and the light goes out when he is in the seat. he is of average size. his manager also says the seat is operating normally. the seat reprogram was done.

Advised. it may be wise to inform the dpsm of this .