



GROUP	MODEL
Safety Recall Campaign	2014-2016MY Cadenza (VG)
NUMBER	DATE
SC232 (Rev 4, 05/31/2023)	May 2022

## SAFETY RECALL CAMPAIGN

SUBJECT: **WINDSHIELD INSPECTION & REATTACHMENT (SC232)**

### NOTICE

**This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.**

This bulletin provides information to inspect and, if necessary, reattach the front windshield glass on 2014-2016MY Cadenza (VG) vehicles produced from February 1, 2013 through January 7, 2016. Certain sections of the front windshield glass may not have sufficient primer resulting in reduced adhesion of the windshield glass to the vehicle body. Although the exact cause of this condition is unknown, it is believed to be due to a deviation in the application of primer to the front windshield glass at the vehicle assembly plant. Insufficient adhesion can result in loosening of the front windshield glass, causing windshield separation. A separated windshield increases the risk of a crash and/or injury. Follow the procedure outlined in this publication to inspect the windshield for water leakage and, if necessary, remove and reattach the windshield. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



### NOTICE

**There is no charge to the vehicle owner for this repair. Under applicable law, you may not sell or otherwise deliver any affected vehicle until it has been repaired pursuant to the procedures set forth in this bulletin.**

### NOTICE

**To assure complete customer satisfaction, always remember to refer to KDealer+ Warranty Coverage (validation) Inquiry Screen (Service → Warranty Coverage → Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.**

## Inspection Procedure:

**NOTICE**

**BEFORE beginning, inspect the condition of the windshield glass when the vehicle arrives.**

Take note of any damage observed, such as large rock chips, cracks, starburst cracks, etc. and document these on the R.O., and attach photos.

If windshield passes the leakage test (OK) but previous damage was noted upon arrival, then the customer is responsible for replacement.

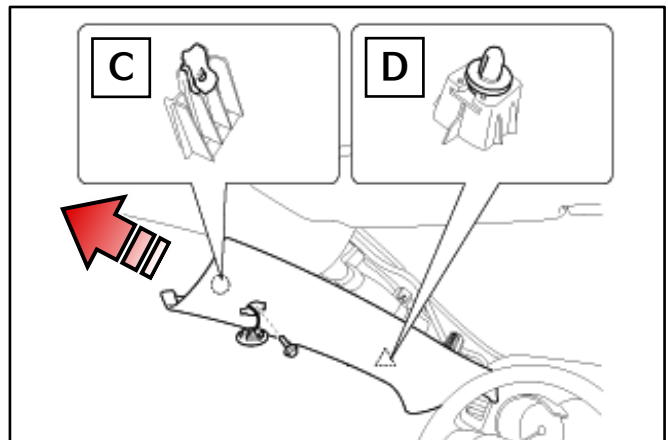
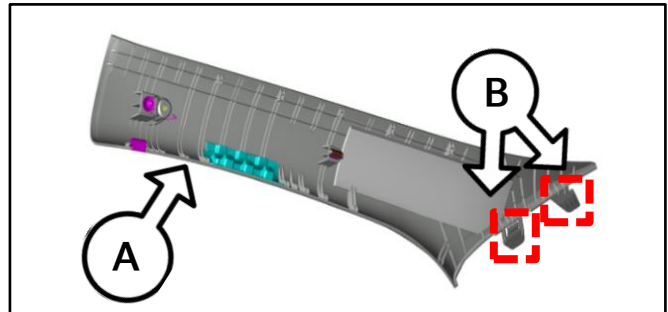
1. Before inspecting for leakage, remove the front pillar trim (A) on both sides of the vehicle by referring to the "Body (Interior and Exterior) → Interior → Interior Trim → Repair procedures" chapter in the applicable Shop Manual on KGIS.

**CAUTION**

- When removing the front pillar trim, be careful not to break the two (2) keys (B) at the bottom.
- After removing the screw and detaching clip (C) and fastener (D) lift the front pillar trim in the direction of the headlining to remove it.

**NOTICE**

Use a non-marring trim removal tool (such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.



Note: Ensure to install new A-Pillar trim fasteners.

- 2a. Mix a solution of soap and water into a clean spray bottle as follows:
  - 500ml water
  - 20ml soap
- 2b. Spray a moderate amount of soapy water along the upper outside seal area of the windshield. Make sure the solution is evenly spread across the entire surface and edges.



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3. Inside the vehicle, inspect for water leakage along the top (E) and side pillar (F) areas of the windshield.



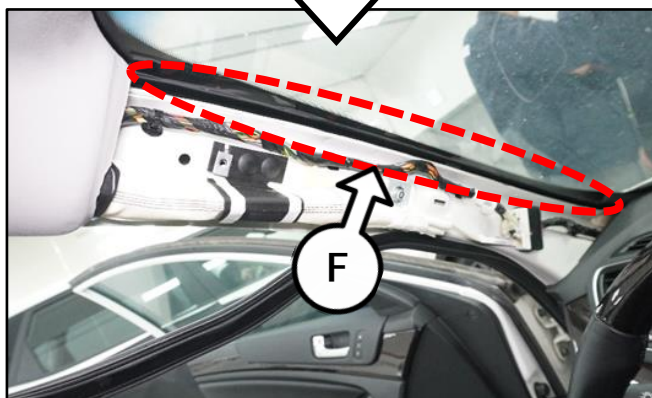
4. Using an air gun, blow air into these areas from inside the vehicle:

E: Between windshield glass and headliner.

F: Between windshield glass and front pillars.

**CAUTION**

When using the air gun, be careful NOT to lift or damage the inner tint lining on the windshield.



5. Immediately after blowing with the air gun, check for bubbles appearing on the outside of the windshield glass as shown.

- If air bubbles **are not** present, no further action is required. Reinstall all removed parts in the reverse order of removal. **Note:** New A-Pillar trim fasteners must be installed.

- If air bubbles **are** present, **open a Techline case online and attach a video of the leak PRIOR to removal**, and then proceed to the 'Repair Procedure' on page 4 to remove and reattach the front windshield glass.



Note: Be sure to clean off soap water residue from glass and paint surface.

## Repair Procedure:

**① IMPORTANT**

If the windshield glass is damaged before or after the leakage test, follow the guidelines below for replacement:

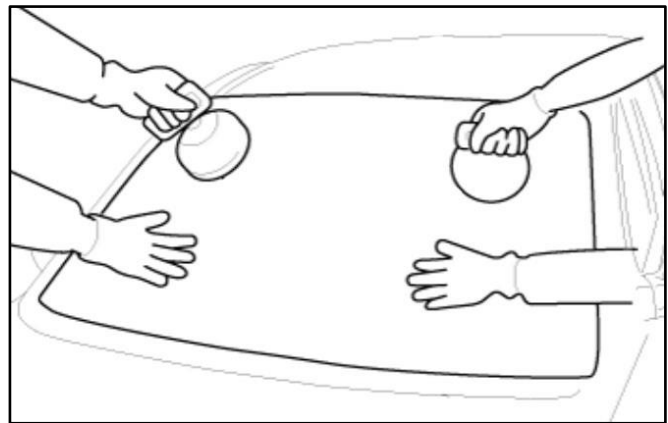
1. Windshield is damaged upon arrival or before test, and passes leakage test (i.e., no water leaks), customer is responsible for the replacement. Inform customer.
2. Windshield is damaged upon arrival or before test, and fails leakage test (i.e., water leaks are present), Kia will pay for the replacement glass.
3. Windshield fails leakage test (i.e., water leaks present), and is damaged during removal/reattaching (by dealer or subcontractor), Kia will pay\* for the replacement glass.

**Note:** If windshield requires removal for reseal or replacement under reasons #2 or #3, open a Techline case online and attach a video of the leak PRIOR to removal.

**📄 NOTICE**

It is highly recommended to sublet the vehicle to an automotive glass company to perform the removal and reattachment of the windshield glass if the technician is not equipped or trained to perform the repair.

1. Replace the windshield glass by referring to the "Body (Interior and Exterior) → Interior → Windshield Glass → Repair procedures" chapter in the applicable Shop Manual on KGIS.

**⚠️ CAUTION**

- Use a rotating wire removal tool during removal to reduce the possibility of damaging the glass.
- Be careful **NOT** to damage the windshield glass during removal. If the glass is damaged, it cannot be reused.

**\*Use ONLY genuine Kia parts.  
Aftermarket parts should never be used for repairs covered under Warranty.**

2. If replacing windshield PN 86110 3R860QQK only, follow the steps on page 5, to install the 'Rain Sensor Coupler' onto the new windshield. Otherwise, skip to step 4.

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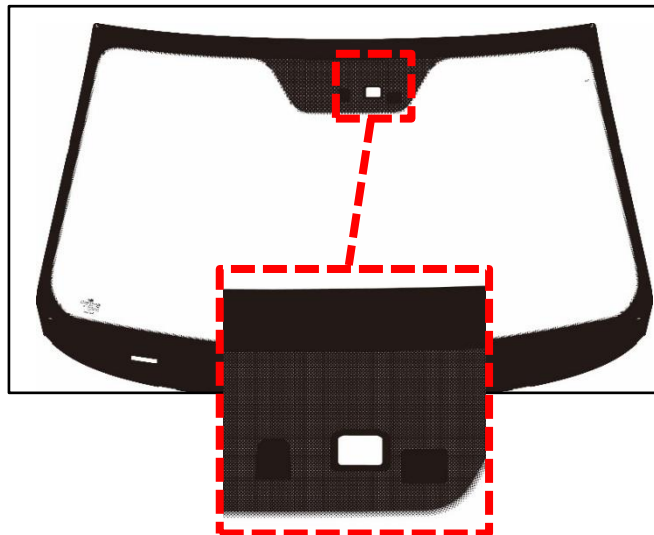
**WINDSHIELD INSPECTION AND REATTACHMENT (SC232)****Rain Sensor Installation (if applicable):**

- Clean the surface of the rain sensor coupler mounting area shown on the 'new' windshield.

**Note:** Ensure the surface is warm (at room temperature, 70°-75° degrees Fahrenheit) for the adhesive to adhere properly.

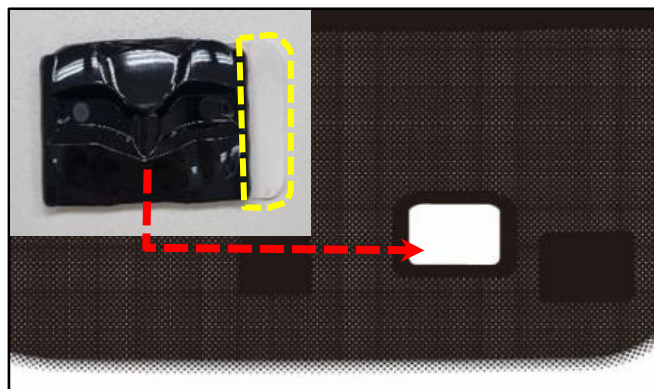
**❗ IMPORTANT**

Be sure all dust/debris is removed from the windshield surface and the surface is warm (room temperature, 70°-75° degrees Fahrenheit) for the adhesive to adhere properly.



- Remove the protective double-sided adhesive tape film attached to rain sensor coupler.
- Install/adhere the rain sensor coupler to the windshield in the area shown by applying even pressure.

**Note:** Ensure there are no bubbles formed between the windshield and adhesive tape during application.



- Reinstall the windshield glass by referring to the "Body (Interior and Exterior) → Interior → Windshield Glass → Repair procedures" chapter in the applicable Shop Manual on KGIS.

**Note:** New A-Pillar trim fasteners must be installed.

- Perform LDWS calibration by referring to the "Body Electrical System → Lane Departure Warning System (LDWS) → Description and Operation" in the applicable Shop Manual on KGIS. **Note:** The LDWS/LKAS calibration must be performed by dealer only.

**If the vehicle is equipped with the rain sensing feature**, confirm normal operation by:

- Set the wiper mode switch to 'Auto' position.
- Spray water from outside of the windshield in the ran sensor area.

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**WINDSHIELD INSPECTION AND REATTACHMENT (SC232)****AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Cadenza (VG)	February 1, 2013 to January 7, 2016

**REQUIRED SUPPLIES:**

Part Name	Figure	Comments
Sika Mach 60 Glazing Adhesive*		Locally Sourced

\*To be used by dealer only if dealer staff is resealing windshield (reattachment/installation).

**REQUIRED PART:**

Part Name	Part Number		Qty.
	Old	New	
Windshield Molding	86130 3R000	86130 3R000QQK	1
A-Pillar Trim Fastener**	85849 3B000	85849 3B000QQK	2

\*\*Replace both A-Pillar Trim Fasteners.

Part Name	Part Number		Qty.	Comments
	Old	New		
Windshield Glass***	86111 3R800	86110 3R800QQK	1	Refer to Mobis Catalog for the applicable windshield glass part number.
	86111 3R180	86110 3R820DS2QK	1	
	86111 3R820			
	86111 3R860	86110 3R860DS2QK	1	
	86111 3R230			
	86111 3R870	86110 3R870DS2QK	1	
86111 3R531				
Rain Sensor Coupler	N/A	960203K000DS1QK	1	<u>Only required for</u> Windshield PN: 861103R860DS2QK

\*\*\*Windshield Glass part numbers should only be ordered with Techline approval. A VIN control will be active on these part numbers. Order PN 960203 K000DS1QK only if applicable to the vehicle.

**CAUTION**

If Kia is paying for the repair (refer to Important Note on page 4), use ONLY genuine Kia parts. Aftermarket parts should never be used for repairs covered under Warranty.

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**WINDSHIELD INSPECTION AND REATTACHMENT (SC232)****WARRANTY INFORMATION: (DEALER)****N Code: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	86111 3R150	0	(SC232) Dealer performed Windshield Inspection	221051R0	0.3 M/H	85849 3B000QQK (Up to 2)	2
			(SC232) Dealer performed Windshield Inspection + Windshield Reattachment*	221051R3	2.2 M/H	86130 3R000QQK and 85849 3B000QQK (Up to 2)	1
			(SC232) Dealer performed Windshield Inspection + Windshield Reattachment* + Calibration w/LDWS/LKAS**	221051R4	2.5 M/H		
			(SC232) Dealer performed Windshield Inspection + Install New Windshield*	221051R7	2.2 M/H	86130 3R000QQK and 86110 3R800QQK or 86110 3R820DS2QK or 86110 3R860DS2QK or 86110 3R870DS2QK and 85849 3B000QQK (Up to 2) and (If applicable) 96020 3K000DS1QK	1
			(SC232) Dealer performed Windshield Inspection + Install New Windshield* + Calibration w/LDWS/LKAS**	221051R8	2.5 M/H		

\*Use this Labor Op Code only if windshield is removed and reattached/installed by dealer. Kia strongly recommends 3rd party windshield reattachment or installation procedure be performed by a reputable automotive glass company.

\*\*The LDWS/LKAS calibration must be performed by dealer only.

**Note:** Use sublet code 'X1' with a maximum allowed amount of \$50.00 for locally sourced items required to successfully and safely remove/install the windshield (e.g. adhesive, wire, razor blades).

Refer to Warranty Bulletin 2022-14 for claim submission procedures.

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC232 when accessing the KDealer+ system.



SUBJECT: **WINDSHIELD INSPECTION AND REATTACHMENT (SC232)**

**WARRANTY INFORMATION: (3<sup>RD</sup> PARTY)**

**N Code: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	86111 3R150	0	(SC232) Dealer performed Windshield Inspection + <b>3<sup>rd</sup> Party</b> Windshield Reattachment	221051R1	0.3 M/H	86130 3R000QQK  <b>and</b> 85849 3B000QQK <i>(Up to 2)</i>	1
			(SC232) Dealer performed Windshield Inspection + <b>3<sup>rd</sup> Party</b> Windshield Reattachment + Dealer performed Calibration w/LDWS/LKAS**	221051R2	0.6 M/H		
			(SC232) Dealer performed Windshield Inspection + <b>3<sup>rd</sup> Party</b> Install New Windshield	221051R5	0.3 M/H	86130 3R000QQK <b>and</b> 86110 3R800QQK <b>or</b> 86110 3R820DS2QK <b>or</b> 86110 3R860DS2QK <b>or</b> 86110 3R870DS2QK <b>and</b> 85849 3B000QQK <i>(Up to 2)</i> <b>and</b> <i>(If applicable)</i> 96020 3K000DS1QK	1
			(SC232) Dealer performed Windshield Inspection + <b>3<sup>rd</sup> Party</b> Install New Windshield + Dealer performed Calibration w/LDWS/LKAS**	221051R6	0.6 M/H		

\*Use this Labor Op Code only if windshield is removed and reattached/installed by dealer. Kia strongly recommends 3rd party windshield reattachment or installation procedure be performed by a reputable automotive glass company.

\*\*The LDWS/LKAS calibration must be performed by dealer only.

**Note:** Use sublet code 'X1' with a maximum allowed amount of \$50.00 for locally sourced items required to successfully and safely remove/install the windshield (adhesive, wire, razor blades).

**Refer to Warranty Bulletin 2022-14 for claim submission procedures.**

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC232** when accessing the KDealer+ system.

