

| GROUP                  | MODEL                  |
|------------------------|------------------------|
| Safety Recall Campaign | 2016-2023MY            |
|                        | Multiple Models Listed |
| NUMBER                 | DATE                   |
| NOMBLK                 | DATE                   |

## SAFETY RECALL CAMPAIGN

## SUBJECT: TRAILER TOW HITCH HARNESS INSPECTION (SC249A/B)

#### **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 certain 2016-2023MY Kia vehicles listed on page 5. To determine whether or not the subject vehicles are equipped with a Genuine Kia Tow Hitch Harness accessory, refer to page 2. If the customer's vehicle is equipped with a Genuine Kia Tow Hitch Harness accessory, as an initial remedy, dealers are to inspect the tow hitch harness fuse and, if necessary, replace it with a 15A fuse to mitigate the potential fire risk while vehicle is in operation or parked. A fire may occur in the area of the tow hitch harness module while driving or while the vehicle is parked with the ignition OFF. Foreign materials and moisture contamination on the tow hitch harness module printed circuit board (PCB) may result in an electrical short circuit, increasing the risk of a tow hitch harness module fire. Dealers can follow the procedure outlined in this publication to inspect SC249B vehicles for an installed trailer tow hitch harness and, if the vehicle is NOT equipped, the SC249B safety recall can be closed. Also, as soon as the final recall remedy becomes available, this Technical Service Bulletin (TSB) will be updated with the final recall remedy so the recall can be completed on vehicles equipped with a Genuine Kia Tow Hitch harness accessory (SC249A & SC249B). 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.

#### 'Genuine Kia' Harness Claim Guidelines:

| Installation Type             | Claim Type  | Campaign VINs  |
|-------------------------------|---|----------------|
| Port Installed Option (PIO)   | Trailer Harness Inspection & 15A Fuse Installation (If necessary) | SC249 <u>A</u> |
| Dealer Installed Option (DIO) | Trailer Harness Inspection & 15A Fuse Installation (If necessary) | SC249 <u>B</u> |
| Not Installed                 | Inspection Only   |                |

#### **(1)** IMPORTANT

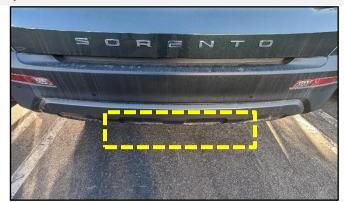
<u>Before you begin:</u> When inspecting the fuse, be sure to identify the type of trailer tow hitch harness installed on the vehicle. Wire to Battery (Page 3) or Plug & Play (Page 4).

#### **NOTICE**

VINs under SC249A (PIO) proceed to inspect the fuse and, if necessary, replace it with a 15A fuse.

#### Inspection Procedure: (SC249B Trailer Hitch, DIO)

- 1. Inspect the rear of the vehicle (SC249B VINs).
  - Vehicle is not equipped with a 'Genuine Kia' Trailer Tow Hitch Harness. No further action is required.



Vehicle is equipped with a 'Genuine Kia'
 Trailer Tow Hitch Harness. Proceed to inspect the applicable fuse based on the trailer harness type.

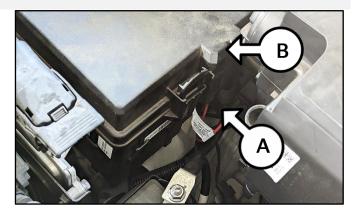
(SC249<u>A</u> PIO, SC249<u>B</u> DIO)





# Inspection and Replacement Procedure: (Wire to Battery Type) All Sportage (QL) and certain Sorento (UMa, MQ4a, MQ4 P/HEV)

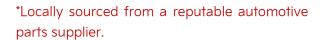
- 1. Open the hood.
- 2. Locate the 'Wire to Battery' (WTB) Trailer Tow Hitch Trailer Harness (A) secured next to the junction box (B). *If equipped.*



#### **NOTICE**

If the vehicle <u>is NOT</u> equipped with a 'Wire to Battery' Tow Hitch Trailer Harness, proceed to page 4 to inspect the fuse located in the junction box instead.

- 3. Remove the fuse holder cover/cap (C).
- 4. Is the vehicle equipped with a 15A fuse?
  - If a 15A fuse is installed (OK), no further action is required.
  - If a 15A fuse is not installed (NG), replace it with a 15A ATO/ATC fuse\*.



- 5. Confirm the 15A fuse is installed.
- 6. Reinstall the fuse holder cover/cap (C), no further action is required.



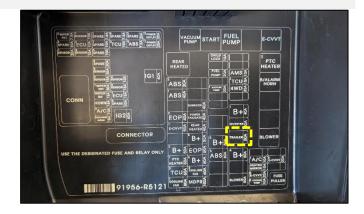


SUBJECT:

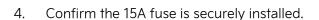
## TRAILER TOW HITCH HARNESS INSPECTION (SC249A/B)

# Inspection and Replacement Procedure: (Plug and Play Type) Certain Sorento (UMa, MQ4a, MQ4 P/HEV)

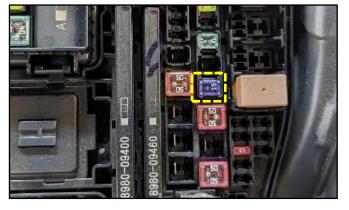
- 1. Remove the junction box cover.
- 2. Locate the TRAILER fuse. Plug and Play (PnP) Type



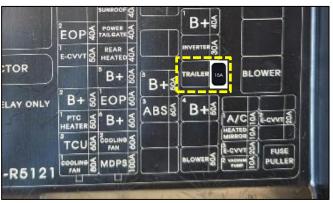
- 3. Is the vehicle equipped with a 15A fuse?
  - If a 15A fuse is installed (OK), no further action is required. Skip to step 7.
  - If a 15A fuse is not installed (NG), replace the existing fuse with the 15A fuse and proceed to step 4.







- 5. Clean the inner surface of the junction box cover using a clean cloth.
- Adhere the 15A fuse decal to the inside of the junction box cover TRAILER fuse location shown.
- 7. Reinstall the junction box cover.





#### AFFECTED VEHICLE RANGE:

| MY    | Model                         | Production Date Range                    |
|-------|-------------------------------|--|
| 21-23 | Sorento (MQ4a)                | September 10, 2020 to September 12, 2022 |
| 22-23 | Sorento HEV, PHEV (MQ4 P/HEV) | September 2, 2020 to August 31, 2022     |
| 17-22 | Sportage (QL)                 | December 10, 2015 to December 7, 2021    |
| 16-20 | Sorento (UMa)                 | October 27, 2014 to November 4, 2020     |

#### **REQUIRED PART:**

| Part Name                                   | Part Number    | Figure | Qty. |
|---|----------------|--------|------|
| 15A Fuse & Label Kit<br>(Plug & Play Type)  | 18790 04930QQK | 15A    | 1    |
| 15A ATO/ATC Fuse*<br>(Wire to Battery Type) | N/A            |        | 1    |

<sup>\*</sup>Locally sourced from a reputable automotive parts supplier.

WARRANTY INFORMATION: SC249A (PIO) PNP

N Code: N99 C Code: C99

| Model                     | Claim<br>Type | Causal<br>P/N  | Qty. | Repair<br>Description                            | Labor Op<br>Code | Op<br>Time | Replacement<br>P/N | Qty. |
|---------------------------|---------------|----------------|------|--|------------------|------------|--------------------|------|
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |  |                  |            |                    |      |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      | (SC249 <u>A</u> )<br>Fuse Inspection (OK)        |                  | 0.2        |                    |      |
| 21-23MY<br>(MQ4a)         | R             | R5F61<br>AU100 | 0    | (Port Installed Option) Plug and Play            | A5232RR0         | M/H        | N/A                | 0    |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      |  |                  |            |                    |      |
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |  |                  |            |                    |      |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      | (SC249 <u>A</u> )<br>Fuse Inspection <b>(NG)</b> |                  | 0.2        | 18790              |      |
| 21-23MY<br>(MQ4a)         |               | R5F61<br>AU100 |      | + Fuse Replacement (Port Installed Option)       | A5232RR1         | M/H        | 04930QQK           | 1    |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      | Plug and Play                                    |                  |            |                    |      |



WARRANTY INFORMATION: SC249A (PIO) WTB

N Code: N99 C Code: C99

| Model                     | Claim<br>Type | Causal<br>P/N  | Qty. | Repair<br>Description   | Labor Op<br>Code | Op<br>Time | Replacement<br>P/N              | Qty. |
|---------------------------|---------------|----------------|------|---|------------------|------------|---------------------------------|------|
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |   |                  |            |                                 | Ο    |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      |   |                  |            |                                 |      |
| 21-23MY<br>(MQ4a)         | R             | R5F61<br>AU100 | 0    | (SC249A) Fuse Inspection (OK) (Port Installed Option) Wire to Battery                             | A5233RRO         | 0.2<br>M/H | N/A                             |      |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      | wire то вапегу  |                  |            |                                 |      |
| 17-22MY<br>(QL)           |               | D9061<br>ADUSA |      |   |                  |            |                                 |      |
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |   |                  |            |                                 |      |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      | (SC2/19A)   |                  | 0.2<br>M/H | 15A ATO FUSE<br>Locally Sourced | 1    |
| 21-23MY<br>(MQ4a)         |               | R5F61<br>AU100 |      | (SC249 <u>A</u> ) Fuse Inspection (NG) + Fuse Replacement (Port Installed Option) Wire to Battery | A5233RR1         |            |                                 |      |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      |   |                  |            |                                 |      |
| 17-22MY<br>(QL)           |               | D9061<br>ADUSA |      |   |                  |            |                                 |      |



WARRANTY INFORMATION: SC249B (DIO) PNP

N Code: N99 C Code: C99

| Model                     | Claim<br>Type | Causal<br>P/N  | Qty. | Repair<br>Description   | Labor Op<br>Code | Op<br>Time | Replacement<br>P/N | Qty. |
|---------------------------|---------------|----------------|------|---|------------------|------------|--------------------|------|
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |   |                  |            |                    |      |
| 17-20MY<br>(UMa)          | R             | C6061<br>ADUSG | 0    | (SC249 <u>B</u> ) Fuse Inspection (OK) (Dealer Installed Option) Plug and Play                    | A5222RRO         | 0.2<br>M/H | N/A                | 0    |
| 21-23MY<br>(MQ4a)         | K             | R5F61<br>AU100 | O    |   |                  |            |                    |      |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      |   |                  |            |                    |      |
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |   |                  |            |                    |      |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      | (SC249 <u>B</u> ) Fuse Inspection (NG) + Fuse Replacement (Dealer Installed Option) Plug and Play | A5222RR1         | 0.2<br>M/H | 18790<br>04930QQK  | 1    |
| 21-23MY<br>(MQ4a)         |               | R5F61<br>AU100 |      |   |                  |            |                    |      |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      |   |                  |            |                    |      |



WARRANTY INFORMATION: SC249B (DIO) WTB

N Code: N99 C Code: C99

| Model                     | Claim<br>Type | Causal<br>P/N  | Qty. | Repair<br>Description   | Labor Op<br>Code | Op<br>Time | Replacement<br>P/N              | Qty. |  |
|---------------------------|---------------|----------------|------|---|------------------|------------|---------------------------------|------|--|
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |   |                  |            | 0.2<br>M/H                      |      |  |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      |   |                  |            |                                 |      |  |
| 21-23MY<br>(MQ4a)         | R             | R5F61<br>AU100 | 0    | (SC249 <u>B</u> )  Fuse Inspection (OK)  (Dealer Installed Option)  Wire to Battery                 | A5212RRO         | N/A        |                                 | 0    |  |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      | Wife to Battery   |                  |            |                                 |      |  |
| 17-22MY<br>(QL)           |               | D9061<br>ADUSA |      |   |                  |            |                                 |      |  |
| 16MY<br>(UMa)             |               | C6061<br>ADUSH |      |   |                  |            |                                 |      |  |
| 17-20MY<br>(UMa)          |               | C6061<br>ADUSG |      | (SC249 <u>B</u> )   |                  | 0.2<br>M/H | 15A ATO FUSE<br>Locally Sourced | 1    |  |
| 21-23MY<br>(MQ4a)         |               | R5F61<br>AU100 |      | (SC249 <u>B</u> ) Fuse Inspection (NG) + Fuse Replacement (Dealer Installed Option) Wire to Battery | A5212RR1         |            |                                 |      |  |
| 22-23MY<br>(MQ4<br>P/HEV) |               | R5F61<br>AU200 |      |   |                  |            |                                 |      |  |
| 17-22MY<br>(QL)           |               | D9061<br>ADUSA |      |   |                  |            |                                 |      |  |



#### WARRANTY INFORMATION: SC249B (DIO) NO TOW HITCH HARNESS

N Code: N99 C Code: C99

| Model                         | Claim<br>Type | Causal<br>P/N                      | Qty. | Repair<br>Description  | Labor Op<br>Code | Op<br>Time | Replacement<br>P/N | Qty. |
|-------------------------------|---------------|------------------------------------|------|--|------------------|------------|--------------------|------|
| 16MY<br>(UMa)                 |               | C6061<br>ADUSH                     |      |  |                  |            |                    |      |
| 17-<br>20MY<br>(UMa)          |               | C6061<br>ADUSG                     |      | (SC249B)   |                  |            |                    |      |
| 21-<br>23MY<br>(MQ4a)         | R             | R5F61<br>AU100 0<br>R5F61<br>AU200 | 0    | Tow Hitch Harness  Inspection Only  'Genuine Kia Trailer  Tow Hitch Harness'  DIO Not Equipped | A5212RR2         | 0.1<br>M/H | N/A                | 0    |
| 22-<br>23MY<br>(MQ4<br>P/HEV) |               |                                    |      |  |                  |            |                    |      |
| 17-<br>22MY<br>(QL)           |               | D9061<br>ADUSA                     |      |  |                  |            |                    |      |

<u>Note</u>: For labor operations A5233RR1 & A5212RR1, use sublet code 'X1' with a maximum allowed amount of \$1.80 for 15 AMP ATO or ATC fuse. The fuse must be locally sourced from a reputable automotive parts supplier. Refer to Warranty Bulletin 2022-40 for claim submission procedures.

### **NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <a href="SC249">SC249</a> when accessing the KDealer+ system.

