

	GROUP	MODEL
	Safety Recall Campaign	2023MY Sorento (MQ4a)
	NUMBER	DATE
	SC277	October 2023
SAFETY RECALL CAMPAIGN		
SUBJECT: <b>SUN VISOR AIRBAG WARNING LABEL (SC277)</b>		

This bulletin provides the procedure to inspect both left (driver) and right (passenger) sun visors and, if necessary, replace one or both with new one(s) on certain 2023MY Sorento (MQ4a) vehicles produced from October 6, 2022 through August 5, 2023. The airbag warning labels on the driver and passenger sun visors in the affected vehicles may peel off. As a result, the affected vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208 (“Occupant Crash Protection”) which requires that each vehicle have a label permanently affixed to each of the sun visors. If the sun visor airbag warning label peels off, the driver and/or passenger may not be warned of the risks of airbag deployment, increasing the risk of injury in the event of a crash. Follow the procedure outlined in this publication to inspect, and if necessary, replace the driver and/or passenger sun visor with a new one. 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.**

Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

**Inspection Procedure:**

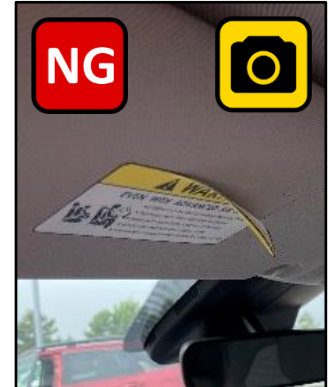
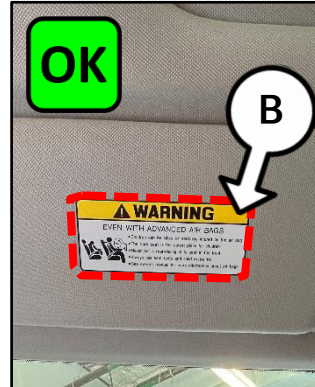
1. Identify the driver sun visor (A).
2. Inspect the Airbag Warning Label (B) for any peeling.



- If peeling is **not present (OK)**, proceed to step 3.
- If peeling is present (**NG**), proceed to 'Replacement Procedure' on page 3.

**NOTICE**

The sun visor does not need to be removed to perform the inspection.



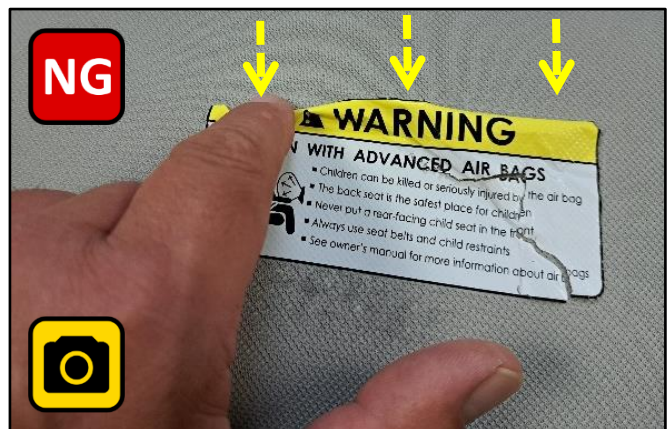
Take a photo using the KDS (KVID APP) of the peeling label. **NG** photos **ARE REQUIRED** to be attached to ALL claims.

3. Using light pressure, drag finger down and over the label starting from the top and moving towards the bottom. Repeat in the three (3) sections shown:

- If peeling is **not present (OK)**, no further action needed.
- If peeling is present (**NG**), proceed to 'Replacement Procedure'.

**NOTICE**

**DO NOT** use a tool or fingernail to scrape the label's edge.



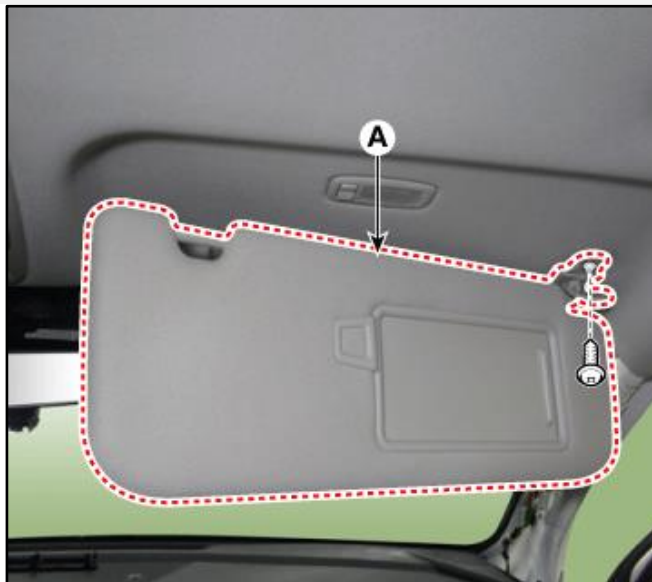
Take a photo using the KDS (KVID APP) of the peeling label. **NG** photos **ARE REQUIRED** to be attached to ALL claims.

4. Repeat procedure (steps 2-3) for passenger sun visor.

SUBJECT:

**SUN VISOR AIRBAG WARNING LABEL (SC277)****Replacement Procedure:**

1. Replace the driver and/or passenger sun visor (A) by referring to "Body (Interior and Exterior) → Roof Trim → Sun Visor → Repair procedures" in the applicable Shop Manual on KGIS.




2. Reinstall all removed parts in reverse order of removal.
3. Confirm normal vehicle operation.

SUBJECT:

**SUN VISOR AIRBAG WARNING LABEL (SC277)****AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento (MQ4a)	October 6, 2022 to August 5, 2023

**REQUIRED PART:**

Part Name	Part Number	Figure	Qty.
Sun Visor Assembly - LH	85210 R5000GYTQK		1
	85210 R5500GYTQK		
Sun Visor Assembly - RH	85220 R5000GYTQK		1
	85220 R5500GYTQK		

**Note:** The replacement part numbers will require a VIN entry for parts ordering. This repair is an inspect and if necessary, replace. DO NOT order these parts for stocking purposes, related to this Campaign. Supply is very limited. Until supply stabilizes, please confirm part availability before scheduling customers. Please be sure to expedite warranty claim filing.

SUBJECT:

**SUN VISOR AIRBAG WARNING LABEL (SC277)****WARRANTY INFORMATION:****N Code: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	85210 R5000GYT	0	(SC277) Sun Visor Inspection	231A2710	0.2 M/H	N/A	0
			(SC277) Sun Visor Inspection + Replacement (one side)	231A27R0	0.3 M/H	85210 R5000GYTQK <u>or</u> 85210 R5500GYTQK <u>or</u> 85220 R5000GYTQK <u>or</u> 85220 R5500GYTQK	1
			(SC277) Sun Visor Inspection + Replacement (both sides)	231A27R1	0.4 M/H	85210 R5000GYTQK <u>and</u> 85220 R5000GYTQK <u>or</u> 85210 R5500GYTQK <u>and</u> 85220 R5500GYTQK	2

**Note:** For each NG part found, a photo of the peeled label must be attached using the KVID app and photo must be attached to claim using Warranty Claim Attachment type 'XX - Other'. Claims will be subject to chargeback if photos are not submitted. Refer to Warranty Bulletin 2023-33 for claim submission procedures. Manually enter sublet code 'ZZ' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation.

**IMPORTANT:** Failure to properly inspect the sun visor label measure for the Air Bag warning label "peeling" condition, as described in TSB SC277 will result in claim chargeback for unnecessary replacement of the sun visor assembly.

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC277 when accessing the KDealer+ system.

