



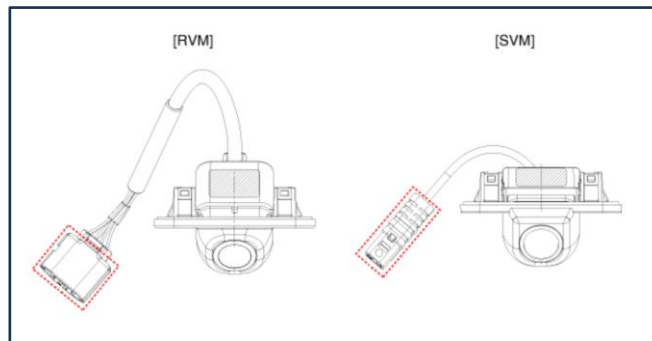
GROUP	MODEL
Noncompliance Safety Recall Campaign	2022-2023MY Sorento (MQ4a) Sorento P/HEV (MQ4 P/HEV)
NUMBER	DATE
SC280	October 2023

NONCOMPLIANCE SAFETY RECALL CAMPAIGN

REAR VIEW CAMERA MOUNTING BASE REPLACEMENT (SC280)

SUBJECT:

This bulletin provides information to replace the rear view camera mounting base on certain 2022-2023MY Sorento (MQ4a) vehicles produced from December 14, 2021 through July 31, 2023, Sorento HEV (MQ4 HEV) vehicles produced from September 13, 2021 through June 22, 2023, and Sorento PHEV (MQ4 PHEV) vehicles produced from September 07, 2021 through June 13, 2023. The mounting clips for the rear view camera may break, which can cause the rear view camera image not to appear properly on the display. As a result, the subject vehicles fail to comply with the rear visibility requirements of Federal Motor Vehicle Safety Standard 111, "Rear Visibility". A rear view camera that does not display what is behind the vehicle increases the risk of a crash. Follow the procedure outlined in this publication to replace the rear view camera mounting base with an improved 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.

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

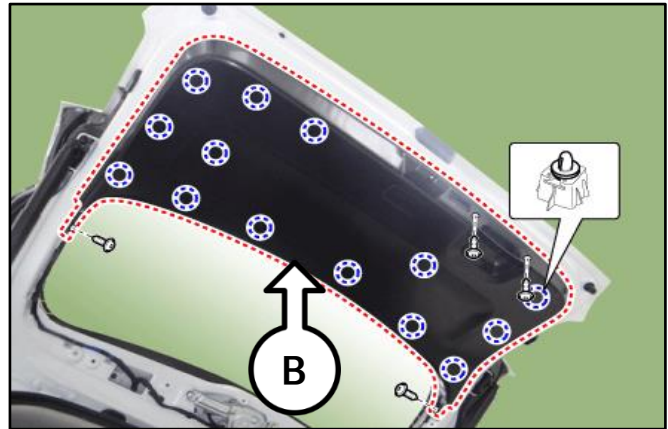
Replacement Procedure:

1. Open the tail gate (A).

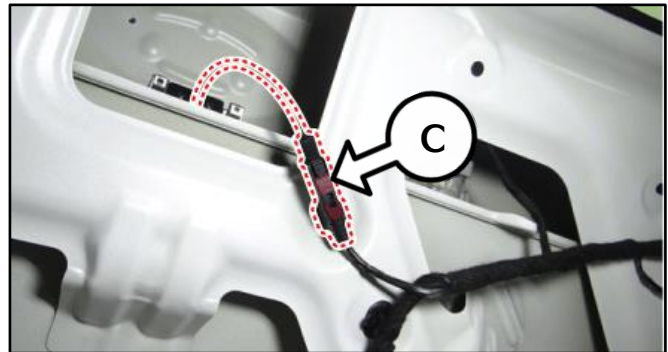


2. Disconnect negative (-) battery terminal.
3. Remove the tailgate trim (B) by referring to "Body (Interior and Exterior) → Tailgate → Tailgate Trim → Repair procedures" in the applicable Shop Manual on KGIS.

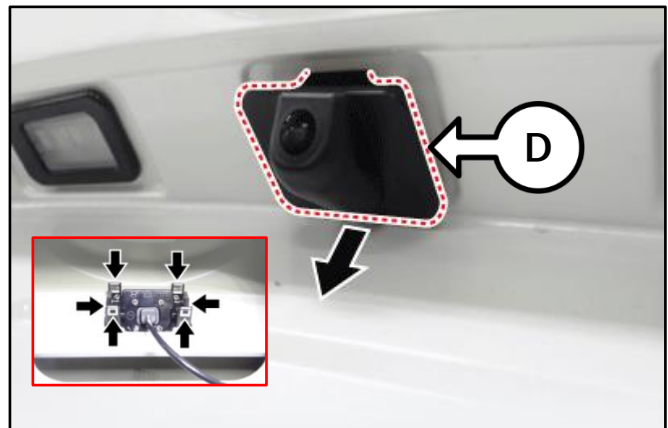
Note: Replace any damaged clips as needed.



4. Disconnect the rear view camera connector (C).



5. Press the tabs to remove the rear view camera (D).



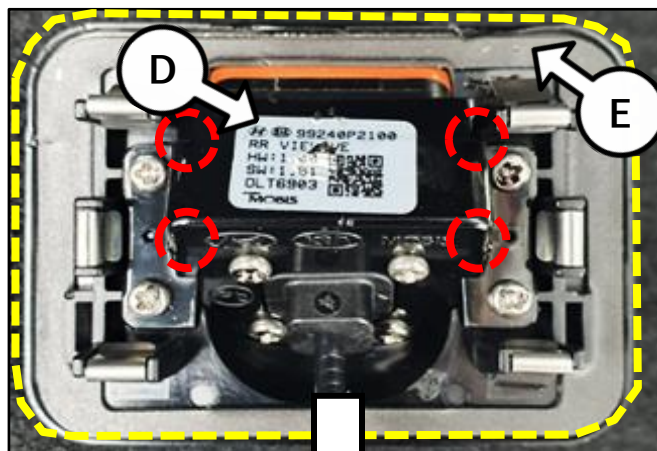
⚠ CAUTION

Be careful not to damage (bend or scratch) the tailgate body panel when pressing in the rear view camera tabs.

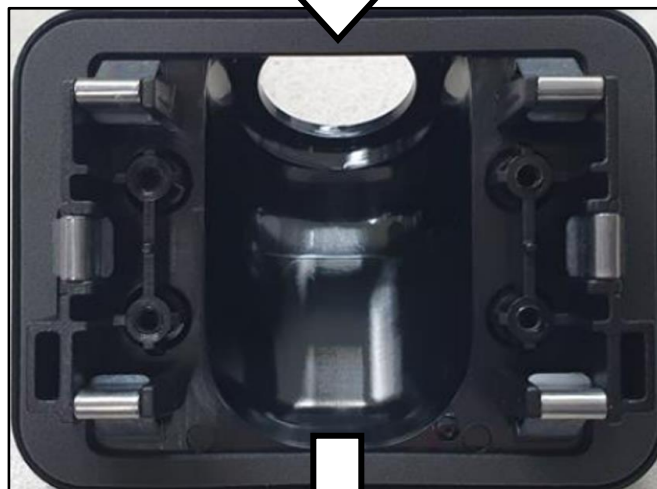
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6. Loosen the four (4) screws to remove the rear view camera (D) from the mounting base (E).

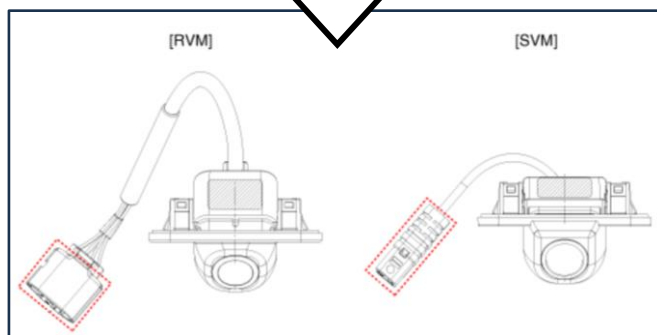


7. Replace the existing rear view camera mounting base (E) with the new mounting base E), RVM or SVM as applicable.



Note: The two (2) different rear view camera mounting bases:

- RVM (Rear View Monitor)
- SVM (Surround View Monitor)






8. Reinstall all removed parts in reverse order of removal.
Note: Replace any damaged clips from step 3, as needed.
9. Confirm normal operation of the rear view camera.

SUBJECT:

REAR VIEW CAMERA MOUNTING BASE REPLACEMENT (SC280)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento (MQ4a)	December 14, 2021 to July 31, 2023
Sorento HEV (MQ4 HEV)	September 13, 2021 to June 22, 2023
Sorento PHEV (MQ4 P/HEV)	September 07, 2021 to June 13, 2023

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Rear View Camera Mounting Base (RVM)	99245 P2000QQK		1
Surround View Camera Mounting Base (SVM)	99245 P2100QQK		1
Clips	82315 2P000		Up to 14 (if damaged)

Note: PN - 82315 2P000 are to be replaced ONLY if the clips cannot be reused.

WARRANTY INFORMATION:

N Code: N99 C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
MQ4a	R	99240 P2000	0	(SC280) Rear View Camera Mounting Base Replacement	231A31R0	0.3 M/H	99245 P2000QQK or 99245 P2100QQK	1
							82315 2P000	14
MQ4 P/HEV					231079R0	0.3 M/H	99245 P2000QQK or 99245 P2100QQK	1
							82315 2P000	14

Note: Refer to Warranty Bulletin 2023-35 for claim submission procedures. Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC280** when accessing the KDealer+ system.