



GROUP	MODEL
Noncompliance Safety Recall Campaign	2019MY Sorento (UMa)
NUMBER	DATE
SC282 (Rev 2, 05/15/2024)	March 2024

NONCOMPLIANCE SAFETY RECALL CAMPAIGN

SUBJECT: **REARVIEW CAMERA INSPECTION & REPLACEMENT (SC282)**

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, based on the inspection results, to replace the rearview camera or apply additional water proofing to the rearview camera on certain 2019MY Sorento (UMa) vehicles produced from August 1, 2018 through June 12, 2019. Due to an error in the manufacturing process, the rearview camera may be susceptible to water intrusion. If water enters the rear of the camera, the camera's image may become blank while in reverse. As a result, the subject vehicles fail to comply with the rear visibility requirement of the Federal Motor Vehicles Safety Standard (FMVSS) 111, ('Rear Visibility'). A rearview camera that does not display what is behind the vehicle increases the risk of a crash. Follow the procedure outlined in this publication to inspect and, if necessary, replace the rearview camera on the applicable vehicle. If no issue is found following inspection, dealers will apply additional water proofing to the camera wiring harness. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



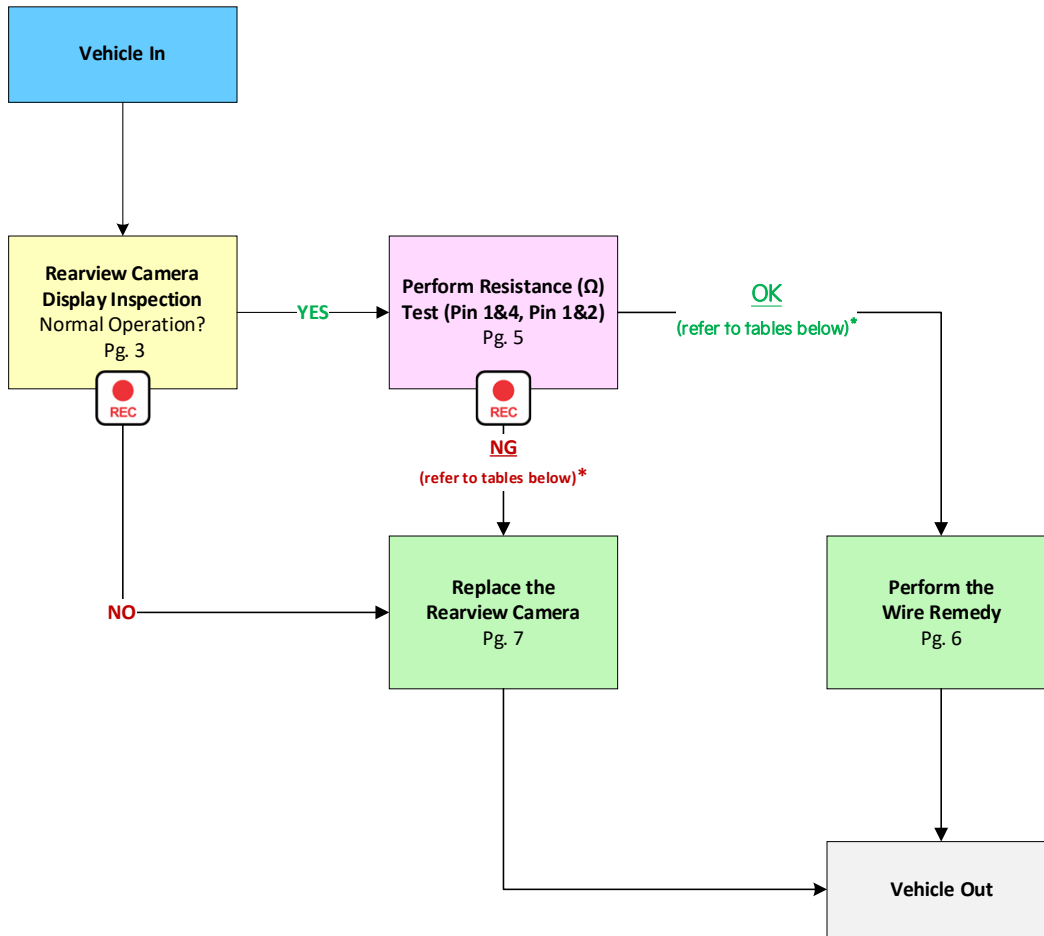
NOTICE

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.

Flowchart:



* Using SST DT-830D (displayed below)

Measurement (after 10 seconds)	Result
'1' (on the left)	OK
LESS than 2MΩ	NG

* Using other Multimeters

Measurement (after 10 seconds)	Result
O.L / O.F	OK
Greater than or equal to 2MΩ	OK
LESS than 2MΩ	NG



NOTICE

When using SST DT-830D (displayed on the left), the O.L / O.F condition may also be displayed as '1'. Ensure the range is set to 2MΩ.

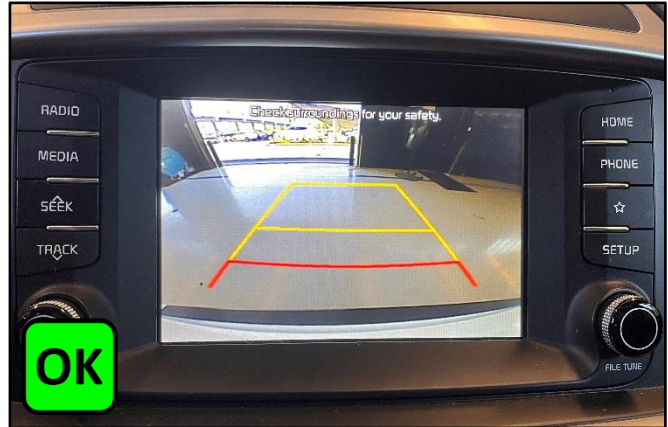


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Inspection Procedure:

1. Start vehicle and place in reverse 'R' gear.
 - If the image displayed on the infotainment screen is normal (OK), proceed to step 2.

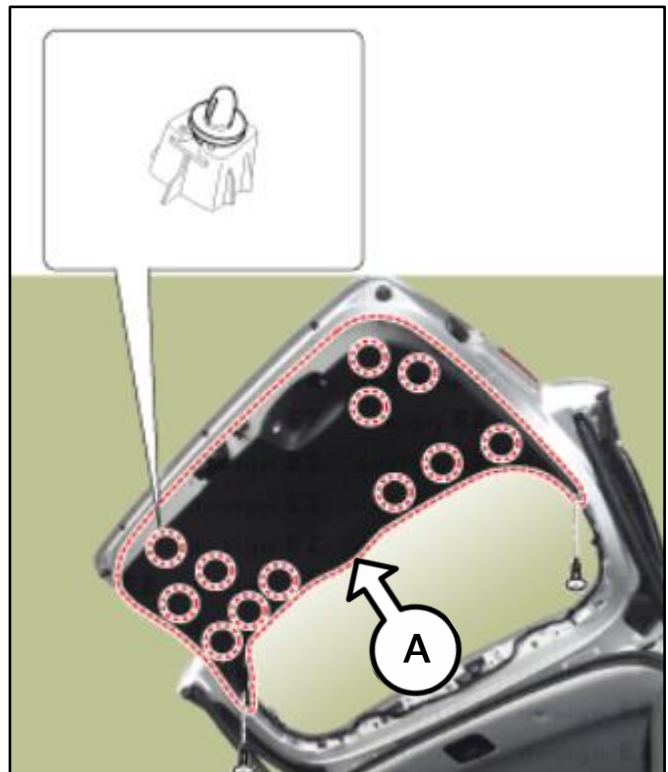


- If the image displayed on the infotainment screen is blank (NG), record a KVID video starting from the VIN label on the door and then show the NG condition on the infotainment screen, then proceed to the 'Replacement Procedure' on page 6.



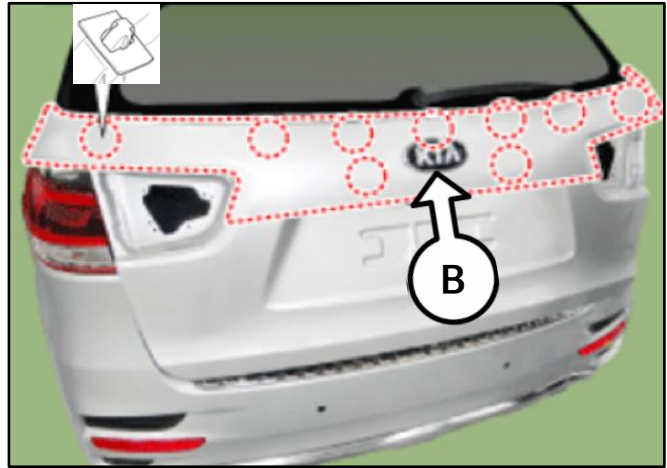
2. Remove the tailgate trim (A) by referring to "Body (Interior and Exterior) → Tail Gate → Tail Gate Trim → Repair procedures" in the applicable Shop Manual on KGIS.

Note: Replace any broken clips during removal (PN 82315 2P000QQK)

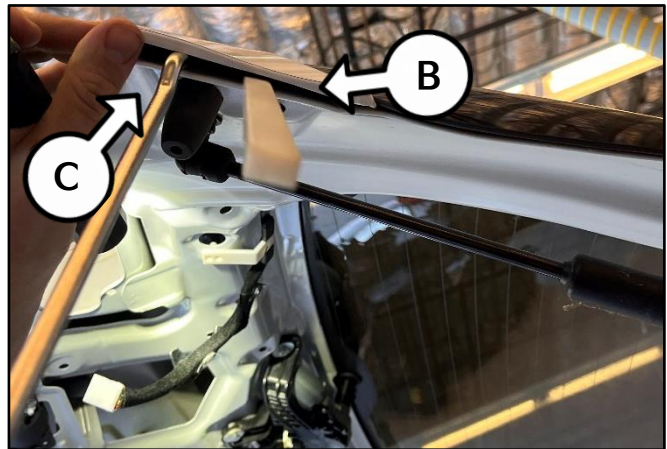


3. Remove the tailgate back panel (B) by referring to "Body (Interior and Exterior) → Tail Gate → Tail Gate Trim → Repair procedures" in the applicable Shop Manual on KGIS.

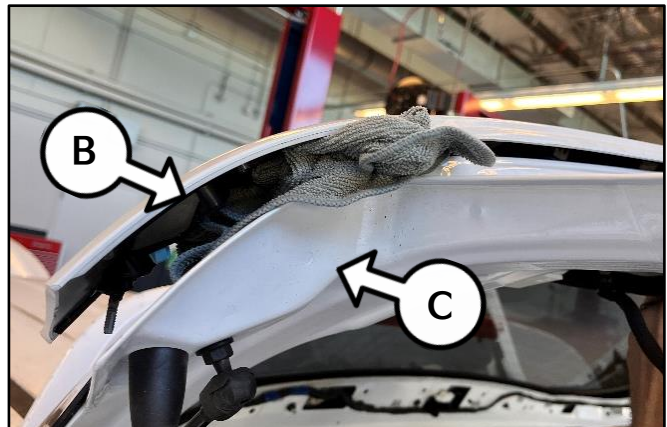
Note: Replace any broken clips during removal (PN 87382 2W000QQK)



Note: Use a non-marring trim removal tool to create a space between the tail gate (C) and the tail gate back panel (B). Use another non-marring trim removal tool to disengage the clips.



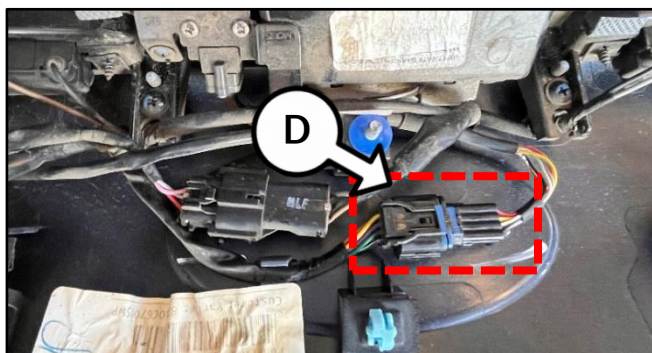
Note: Place a rag between tail gate (C) and the tail gate back panel (B) to act as a wedge while disengaging the remaining clips.



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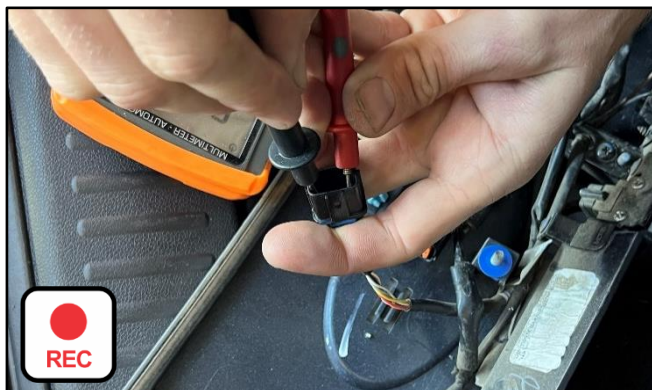
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4. Disconnect the rearview camera connector (D).
5. Using the multimeter (SST DT-830D), set the meter range to 2MΩ and measure the resistance of the rearview camera for a minimum of ten (10) seconds between:



- PIN 1 (Red) & PIN 4 (Black)
- PIN 1 (Red) & PIN 2 (Yellow)

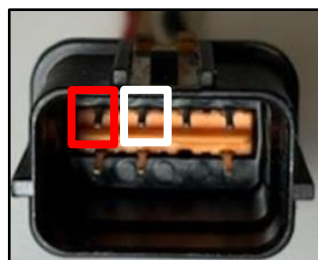
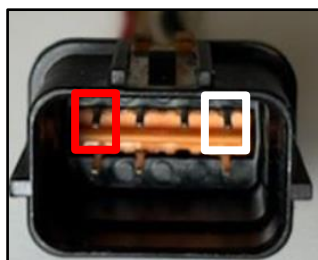
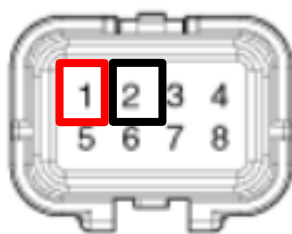
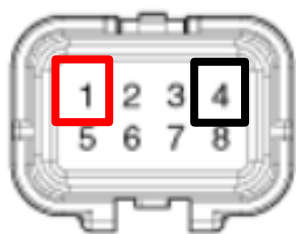
- If the resistance reading is greater than or equal to 2MΩ or 'O.L / O.F' (OK), proceed to the 'Repair Procedure' on page 6.
- If the resistance found is less than 2MΩ (NG), record a KVID video starting from the VIN label on the door and then show the meter reading, then proceed to 'Replacement Procedure' on page 7.



ⓘ IMPORTANT

To ensure a proper reading, the DVOM leads **MUST** remain on the connector pins for a minimum of ten (10) seconds.

Rear Camera



PIN 1 (Red) & PIN 4 (Black)

PIN 1 (Red) & PIN 2 (Yellow)



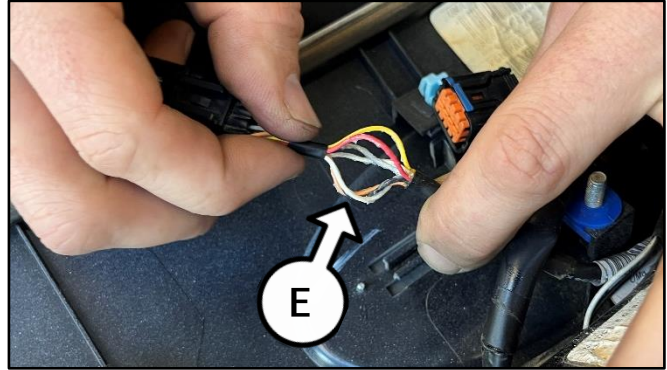
📄 NOTICE

*Refer to the tables on page 2 for **OK / NG** results based on the Multimeter used when performing resistance test.



Repair Procedure:

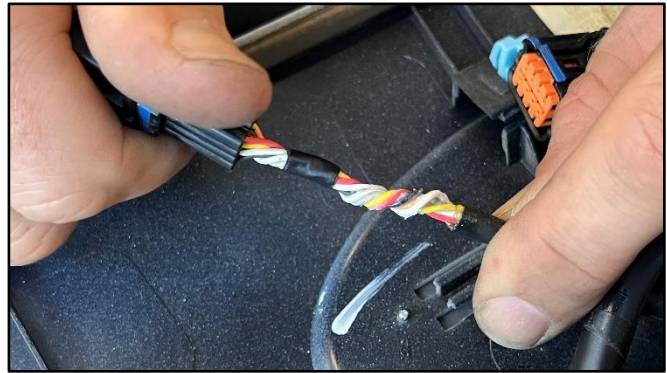
1. Untwist the exposed rearview camera wiring harness (E), as shown.



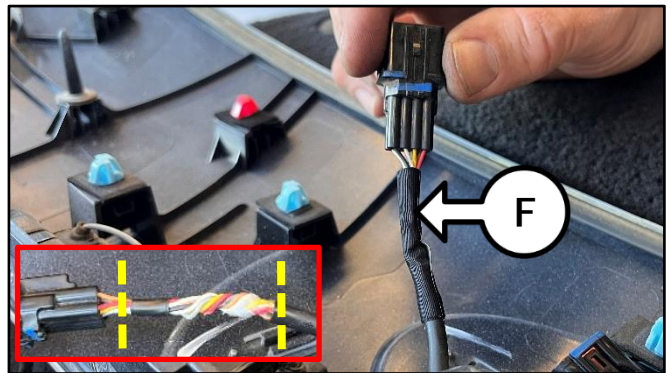
2. Apply the provided grease to the rearview camera harness (E) at the end of the wire sleeve, as shown.



3. Twist the rearview camera connector (D) to tighten the wire harness (E), as shown.



4. Align one (1) strip of the provided tape (F) to the edge of the harness tape and firmly wrap the tape around the rearview camera harness (E), as shown.



5. Reinstall all removed parts in reverse order of removal.
6. Confirm rearview camera functions as designed.

SUBJECT:

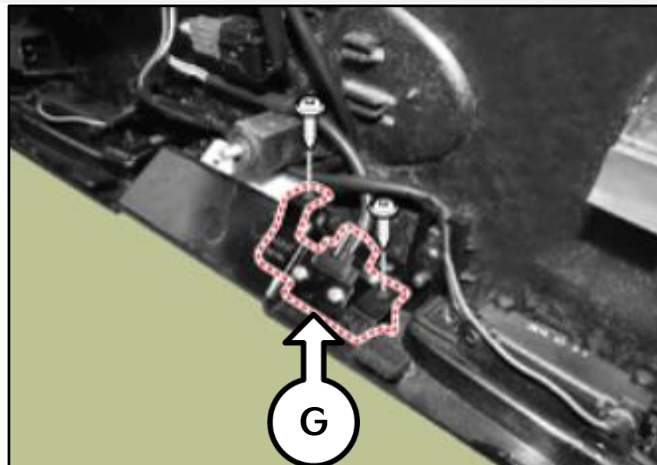
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Replacement Procedure:

1. Loosen the two (2) screws to remove the rearview camera (G).

NOTICE

DO NOT apply the grease and tape as outlined in the 'Repair Procedure' on page 6 to the new installed camera (PNs 99240 C6501QQK or 99240 C6600QQK)





2. Reinstall all removed parts in reverse order of removal.
3. Confirm rearview camera functions as designed.

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AFFECTED VEHICLE RANGE:

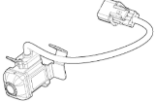
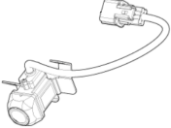


Model	Production Date Range
Sorento (UMa)	August 1, 2018 to June 12, 2019

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
Multimeter DT-830D	SC197Meter		Only one (1) multimeter set was auto shipped to each dealer by MPA, P/N: KQ589 4C100QQK. <u>Additional warrantable concerns will be handled by Snap-On Business Solutions*</u> .
	SC197Leads		

*Call Snap-on Business Solutions at (888) 542-1011 for lead and/or meter replacement.

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Rearview Camera (RVM)	99240 C6501QQK		1
Rearview Camera (SVM)	99240 C6600QQK		1
Service Kit	99245 C6000QQK	N/A	1
Clip	82315 2P000QQK		Up to 13 (as needed)
Trim Fastener	87382 2W000QQK		Up to 13 (as needed)

Note: The replacement part numbers will require a VIN entry for parts ordering. 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.



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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	87382 2W000	0	(SC282) Video Image Check (OK) +Resistance Check (OK) <u>+Wire Remedy</u>	231A37R0	0.6 M/H	99245 C6000QQK	1
			(SC282) Video Image Check (NG) <u>+Rearview Camera Replacement</u>	231A37R1*	0.5 M/H	99240 C6501QQK <u>or</u> 99240 C6600QQK	1
			(SC282) Video Image Check (OK) +Resistance Check (NG) <u>+Rearview Camera Replacement</u>	231A37R2*	0.6 M/H	99240 C6501QQK <u>or</u> 99240 C6600QQK	1

Note: Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation. Refer to [Warranty Bulletin 2024-09](#) for claim submission procedures.

*A KVID Video recording of the NG condition is required for labor op 231A37R1 and 231A37R2. If a KVID video for the NG condition(s) is not created as described in this TSB, Warranty claim submission issues will occur. All claims are subject to review and Warranty chargeback.

 NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference [SC282](#) when accessing the KDealer+ system.

