



GROUP	MODEL
Safety Recall Campaign	2023-2024MY Sportage (NQ5a) and 2022-2024MY Carnival (KA4) <u>without Roof Rails</u>
NUMBER	DATE
SC292 (Rev 1, 10/24/2024)	March 2024

SAFETY RECALL CAMPAIGN

ROOF MOLDING INSPECTION, RETENTION AND REPLACEMENT (SC292)

SUBJECT:

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, secure or replace the roof molding on certain 2023-2024 Sportage (NQ5a) vehicles produced from January 12, 2022 through November 29, 2023, and certain 2022-2024 Carnival (KA4) vehicles (not equipped with roof rails) produced from January 5, 2021 through November 24, 2023. The roof molding may become loose or detach under certain circumstances either due to interference of the roof molding retaining clip(s) with excessive roof panel sealer or due to improper installation of the roof molding during vehicle assembly. A detached roof molding can create a road hazard for other vehicles, increasing the risk of a crash. Follow the procedure, outlined in this publication to inspect the roof moldings, and if necessary, secure the affected molding or replace and secure it with a new part. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

NOTICE

Record/submit all required videos/photos using the 'Warranty Claim Attachment' selection on KDS.

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.

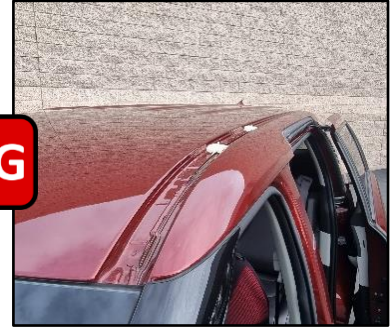
Inspection Procedure:



Loose Molding 1



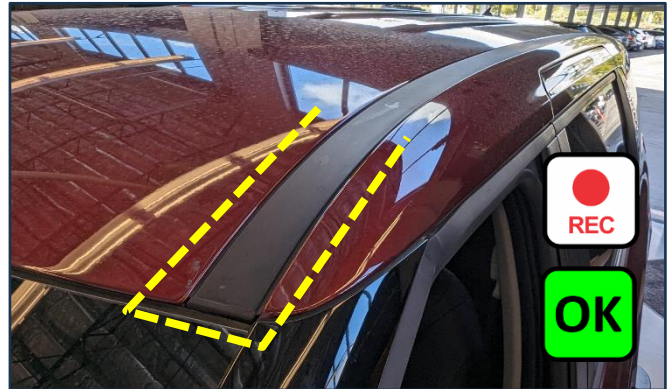
Loose Molding 2



Missing Molding

1. Inspect the front area of both the left and right side roof moldings in the area shown. The molding should be flush with the roof body and secured at the front molding windshield area.

- If the molding is secured normally (OK) take a video starting from the VIN label and show the secured (OK) roof molding(s), then proceed to the 'Repair Procedure' on page 3 to secure the affected roof molding.

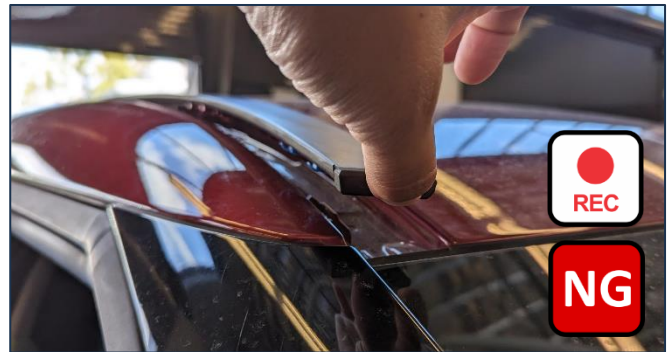


Record/submit all required videos using the 'Warranty Claim Attachment' selection on KDS.

ⓘ IMPORTANT

Record and submit all required videos using the 'Warranty Claim Attachment' selection on KDS.

- If the roof molding is not secured and/or is found to be loose/detached (NG), take a video starting from the VIN label and show the loose/detached (NG) roof molding(s) and proceed to the 'Replacement Procedure' on page 5 and replace the affected roof molding (LH, RH or Both).
- If the roof molding is missing (NG), take a video starting from the VIN label and show the missing (NG) roof molding(s) and proceed to the 'Replacement Procedure' on page 5 to replace the affected roof molding (LH, RH or Both).



Note: Use very 'light' upward pressure to verify if the roof molding is not secured/loose/detached. DO NOT try to forcefully pry up the roof molding.



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Repair Procedure: (Sealant Application, ALL applications)

Complete this repair with vehicle indoors.

- 1a. **Carnival (KA4):** Using a non-marring trim removal tool, lift the front of the roof molding by detaching only the first three (3) clips.

Sportage (NQ5a): Using a non-marring trim removal tool, lift the front of the roof molding by detaching only the first two (2) clips.

CAUTION

Use a non-marring trim removal tool (such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces. Place a soft cloth on the vehicles body as to not damage the paint.

- 1b. Place the trim removal tool and/or a soft cloth between the molding and roof to prop up the molding, behind clip 3. (KA4 shown)

CAUTION

DO NOT bend, twist, or scratch the molding(s).

- 2a. **Carnival (KA4) ONLY:** Using diagonal cutting pliers, cut off the two (2) supporting legs from clip 1:

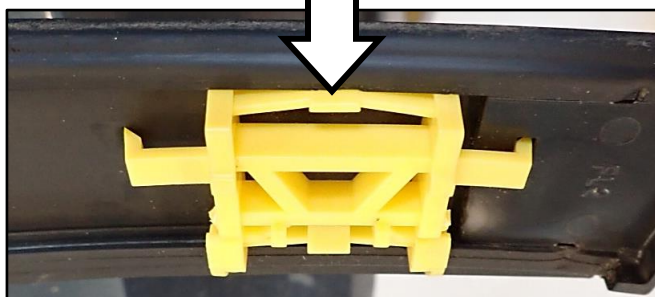
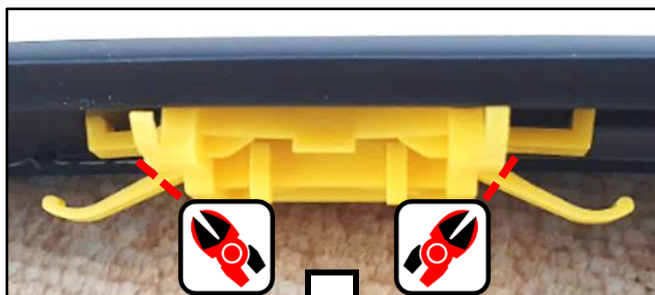
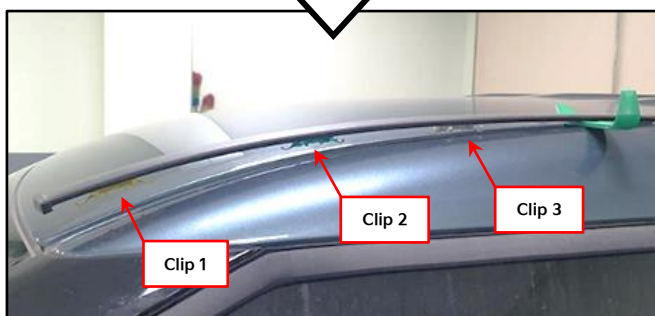
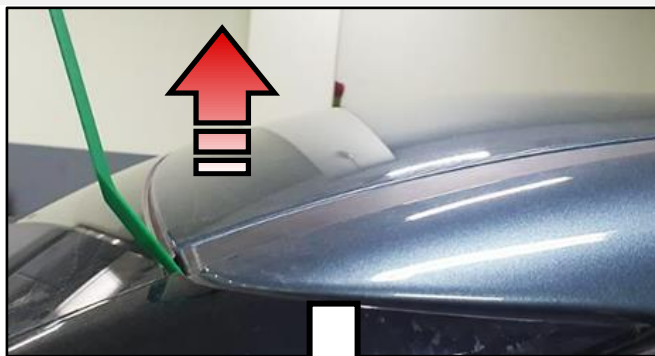
- **Yellow** (Left Side)
- **Blue** (Right Side)

The legs must be cut flush with the clip base as shown.

Note: DO NOT cut any other clips.

- 2b. **Sportage (NQ5a) ONLY:** DO NOT cut any of the clips from the roof molding for this model.

- 2c. Proceed to step 3.



Roof moldings removed for illustration purposes only.

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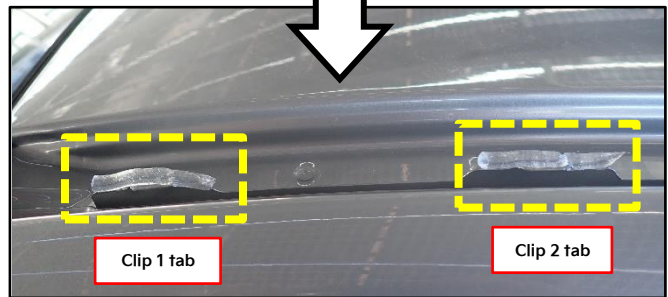
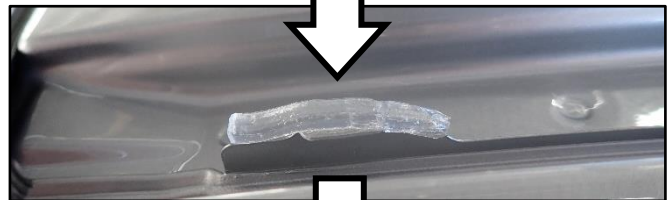
- 3a. Thoroughly clean and dry the roof surface area and clips so they are free from moisture, dirt, oil, and grease.
- 3b. Apply a 3/8" (10mm) thick bead of body seam sealant (PN UMO24 CH276) along the top of the entire length of clip 1 and clip 2 mounting tab on the roof, as shown.

IMPORTANT

Immediately, remove any sealant residue from the end of the caulking tube after each use, before storing.

NOTICE

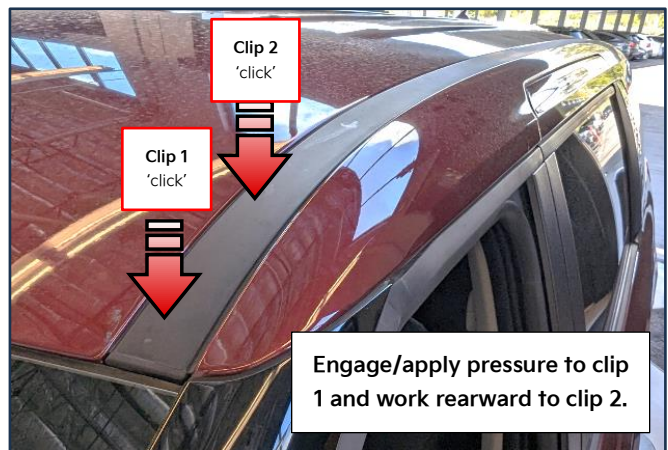
The sealant is clear and will cure clear. **DO NOT USE any other sealant type to ensure sealant properly adheres to the molding and roof. The use of unapproved sealants will result in chargeback.**



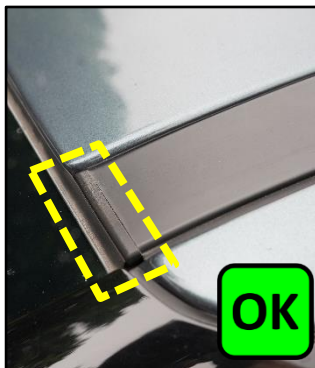
- 4. Starting from the front windshield, align and reattach the roof molding (A) onto the three (3) body tab(s) by applying downward pressure until a 'click' sound is heard.

IMPORTANT

Ensure the roof molding is properly installed and secured. There should be no lifting of the molding over the roof surface.



- 5a. Verify that there is no overlap or gap between the molding and the windshield header weatherstrip (OK).
- 5b. If the roof molding is not aligned correctly (NG), repeat the previous steps needed to correct and align properly.



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6. Clearly, write down the last 6 digits of the VIN and date of the repair on a piece of paper.
7. Take a photo of each roof molding (OK) condition using the 'Warranty Claim Attachment' selection on KDS to submit with claim (LH and RH side). VIN and date of repair must be visible in the photo.
8. Repeat steps 1 - 7 for the opposite side (if applicable).



Note: Allow sealant to cure for at least thirty (30) minutes before returning vehicle to the customer. DO NOT wash the vehicle after completing this repair.

NOTICE

Record/submit all required videos and photos using the 'Warranty Claim Attachment' selection on KDS. Failure to provide the required video and photo will result in claim rejection or chargeback.

NOTICE

The vehicle may be moved (e.g., to park it outside of the service area) slowly and carefully avoiding harsh movements. **Allow sealant to cure for at least thirty (30) minutes before returning vehicle to the customer.**

TECH TIP

Inform the service advisor to advise the customer NOT to wash or expose the vehicle to excessive rain or moisture for at least 72 hours.

Replacement Procedure: (For Missing NG Roof Molding)

IMPORTANT

BEFORE BEGINNING THE NEW ROOF MOLDING INSTALLATION: Repeat sealant application and curing time steps outlined on pages 4 and 5 for the applicable vehicle.

1a. **Carnival (KA4):** Refer to page 4-5, steps 2a-3 of the 'Repair Procedure' to:

- Cut off supporting legs from clip 1
- Apply sealant to the two body tabs

1b. **Sportage (NQ5a):** Refer to pages 4-5, steps 2b-3 of the 'Repair Procedure' to:

- Do Not cut any clips
- Apply sealant to the two body tabs

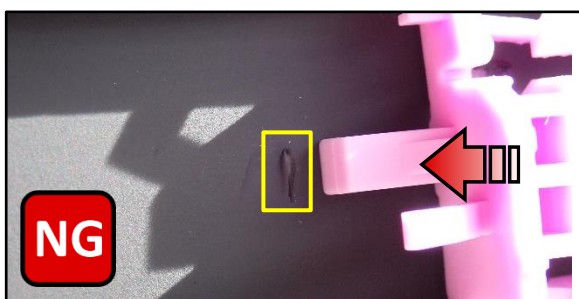


Note: Carnival (KA4) is shown for reference.

CAUTION

BEFORE INSTALLING THE NEW ROOF MOLDING TO THE VEHICLE: The clips can slide during delivery and may need to be adjusted back to the indent marking on the trim as shown below. Failure to attach misaligned clips may damage the new molding and clips.

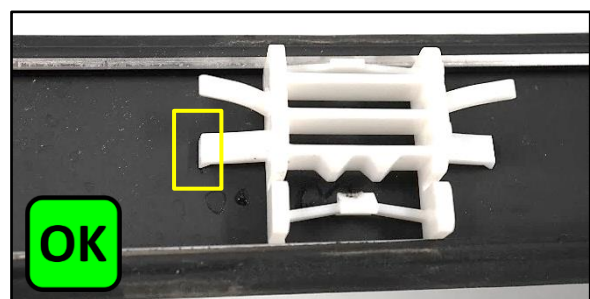
2. **If needed:** Slide the clips (fore or aft) so they align with the body roof tabs per the applicable model.



Sportage (NQ5a) - Seven (7) clips.



Carnival (KA4) - Eleven (11) clips.



TECH TIP

If the clip markings are not visible on the inside of the roof molding, use the roof tabs as a guide to align before attaching the molding.



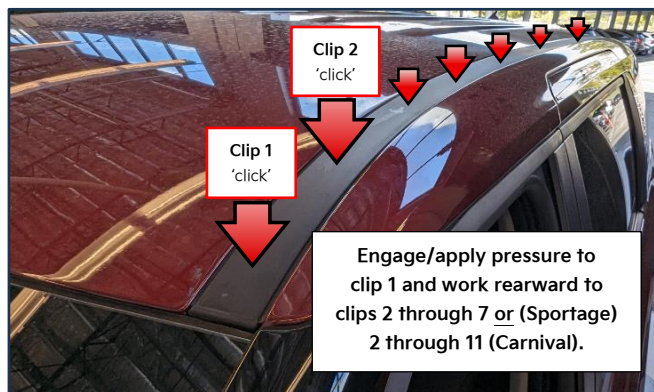
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3. Starting from the front windshield, align and reattach the roof molding (A) onto the body tabs by applying downward pressure until a 'click' sound is heard.

Note: Work from the front to the rear.

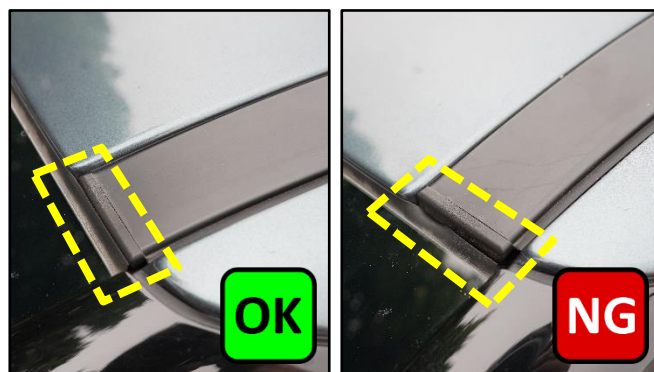
ⓘ IMPORTANT

Ensure the roof molding is properly installed and secured. There should be no lifting of the molding over the roof surface.



- 4a. Verify that there is no overlap or gap between the molding and the windshield header weatherstrip (OK).

- 4b. If the roof molding is not aligned correctly (NG), repeat the previous steps needed to correct and align properly.



5. Review and complete the instructions outlined on page 5 (steps 6-8) of this bulletin.

Note: Be sure to review the Notice and Tech Tip boxes.

6. Repeat steps 1-5 for the opposite side (if applicable).



📄 NOTICE






The vehicle may be moved by driving slowly and carefully avoiding harsh movements. **Allow sealant to cure for at least thirty (30) minutes before returning vehicle to the customer.**

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (NQ5a)	January 12, 2022 to November 29, 2023
Carnival (KA4)	January 5, 2021 to November 24, 2023

REQUIRED PART:

Model	Part Name	Part Number	Figure	Qty.	Comments
NQ5a	Roof Molding (LH)	87230 DW000QQK		1	N/A
	Roof Molding (RH)	87240 DW000QQK		1	N/A
KA4	Roof Molding (LH)	87230 R0000QQK		1	N/A
	Roof Molding (RH)	87240 R0000QQK		1	N/A
All	Sealant* 3M 730 UV <u>Clear</u>	UM024 CH276		0	Kia Chemicals or Locally Sourced

Note: The QQK 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. Please be sure to expedite warranty claim filing.

*Note: The sealant tube can be used for up to 10 vehicles. [DO NOT USE any other sealant type.](#)

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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.
KA4	R	87230 R0000	0	(SC292) Roof Sealant Application (Both sides)	241016R3*	0.5 M/H	N/A	0
			0	(SC292) Roof Sealant Application + Molding Replacement (Both sides)	241016R4*	0.5 M/H	87230 R0000QQK and 87240 R0000QQK	2
			0	(SC292) Roof Sealant Application (One side) + Molding Replacement (One side L/R)	241016R5*	0.5 M/H	87230 R0000QQK or 87240 R0000QQK	1
NQ5a	R	87230 DW000	0	(SC292) Roof Sealant Application (Both sides)	241A02R3*	0.5 M/H	N/A	0
			0	(SC292) Roof Sealant Application + Molding Replacement (Both sides)	241A02R4*	0.5 M/H	87230 DW000QQK and 87240 DW000QQK	2
			0	(SC292) Roof Sealant Application (One side) + Molding Replacement (One side L/R)	241A02R5*	0.5 M/H	87230 DW000QQK or 87240 DW000QQK	1

Note: Refer to [Warranty Bulletin 2024-11](#) 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. Use sublet 'X1' with a maximum allowed amount of \$6.00 per vehicle for sealant.

***Two (2) videos and two (2) photos are required for all labor ops.** Record/ and submit all required videos and photos using the 'Warranty Claim Attachment' selection on KDS. Failure to provide the required videos and photos will result in claim rejection or chargeback.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC292** when accessing the KDealer+ system.

