



GROUP  
Gen

MODEL  
2014MY  
Sorento (XM)

NUMBER  
037 [Rev 1, 2/5/2013]

DATE  
February 2010

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** ELECTRICAL OR OTHER RELATED INFORMATION COLLECTION  
FOR LIMITED TIME PERIOD THROUGH 06/15/2013

### \*NOTICE

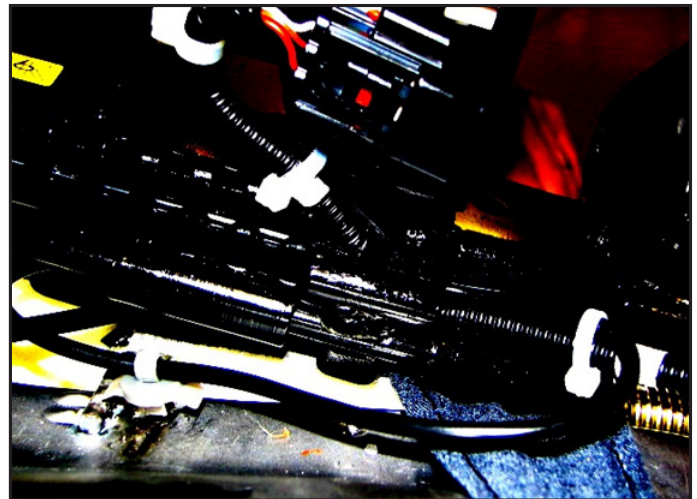
This bulletin has been revised most recently to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

KMA is conducting a special photo and information collection warranty time reimbursement TSB to enhance the communication and findings at the dealer on the newly released 2014 Sorento (XM) for a limited time. This is similar to a previous program presented in TSB Gen 027 (2009). To qualify for the labor time, the photo must be accompanied with a technical assistance web case with all related information provided:

- A) Tech-line web case explaining customer complaint and correction related to electrical wiring (terminals), ground concerns or system operation concern.
- B) Clear photo of electrical/other concern as shown in the "good quality photo" example below.
- C) Tech-line agent will evaluate photo quality and information for payment of labor time.



*Good quality photo; full credit at .1 (6 min.) for photo.*



*Poor quality photo; warranty time rejected.*

**File Under:** General

**Circulate To:**  General Manager  Service Manager  Parts Manager  
 Service Advisor(s)  Technician(s)  Body Shop Manager  Fleet Repair

**SUBJECT: ELECTRICAL OR OTHER RELATED INFORMATION COLLECTION  
FOR LIMITED TIME PERIOD THROUGH 06/15/2013**

**\*NOTICE**

This limited information collection reimbursement period ends on 06/15/2013. All photographs must be accompanied with a valid customer complaint or system operation problem.

Dealers should always gather, record and provide 'freeze frame data' before issuing a Tech-line web-case. DO NOT erase this valuable data. Failure to provide this data may result in delayed time to repair the vehicle and possible chargeback.

**AFFECTED VEHICLES:**

2014 Sorento (XM)

**WARRANTY CLAIM INFORMATION:**

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Time	Replacement Part No.	Qty
W	N/A	0	N/A	N/A	(TSB) – Information collection – limited time	77777RA0	0.1 M/H	N/A	0

**Note: This Labor Op. must be submitted as a "detail" Labor Op with the primary repair Labor Op.**

**\*NOTICE**

This is a limited time program to submit your findings, ending 06/15/2013. Warranty will reimburse the technician an additional .1 M/H (6 minutes for photo submitted with related information as referenced above). Only one "good quality" photo per TechLine case at this time qualifies for the additional time allowance.