



GROUP  
Electrical

MODEL  
2011-12MY  
Sorento (XM)

NUMBER  
051 [Rev 1, 5-3-2013]

DATE  
May 2013

## TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: DRIVER'S SIDE POWER WINDOW  
MOTOR REFLASH PROCEDURE (SA 143A)

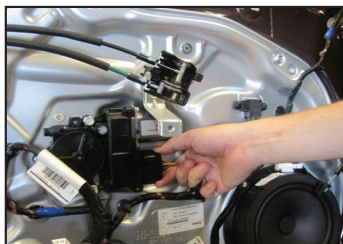
### \*NOTICE

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

### \*NOTICE

This reflash procedure requires a software download to a GDS laptop, or a common laptop, equipped with a RS-232 port.

This bulletin provides information relating to some Sorento (XM) vehicles produced from January 28, 2010 to May 16, 2011, which may exhibit an inoperable driver's side window. To correct this concern, reflash the driver's side power window motor to upgrade from software version 3.8 or 3.9 to software version 3.10, by following the service procedure outlined in this bulletin. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.



*Power Window  
Motor Reflash  
Tool P/N: 06130  
10200*

### \*NOTICE

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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

This issue number is SA143A.

File Under: <Electrical>

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

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**Service Procedure**

1. Turn the ignition to the "OFF" position and open the driver's side door.



2. Remove the quadrant inner cover using a non-marring plastic remover.



**Exercise caution when removing the quadrant inner cover as it can be easily damaged.**



3. Push the lock pin to disconnect the tweeter connector.



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4. Remove the door grip handle cover using a non-marring plastic remover.



5. Remove the screw securing the upper portion of the door grip.



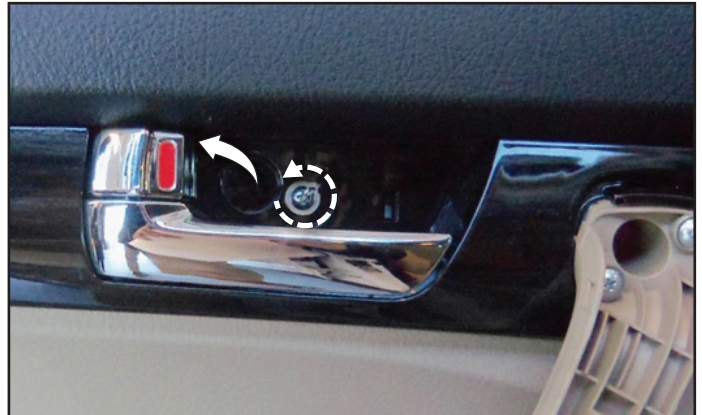
6. Remove the screw securing the lower portion of the door grip.



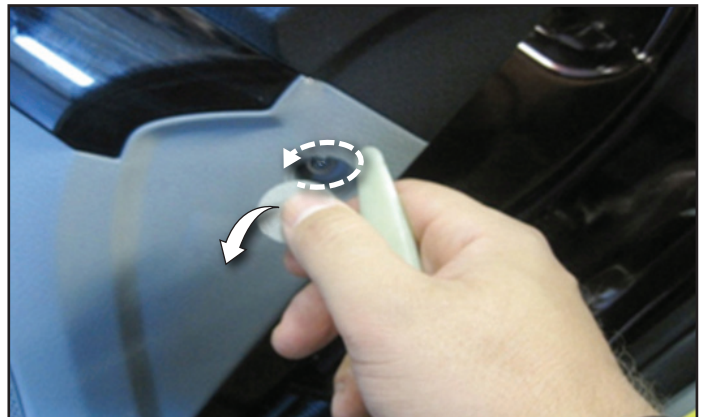


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7. Remove cover from inside door handle trim area and remove screw.



8. Remove cover from innermost door panel mounting location and remove screw.



9. Remove cap from inside the door handle and remove screw.



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10. Remove cap from outermost door panel mounting location and remove screw.



11. Use a non-marring plastic remover to dislodge bottom edge of the door panel.



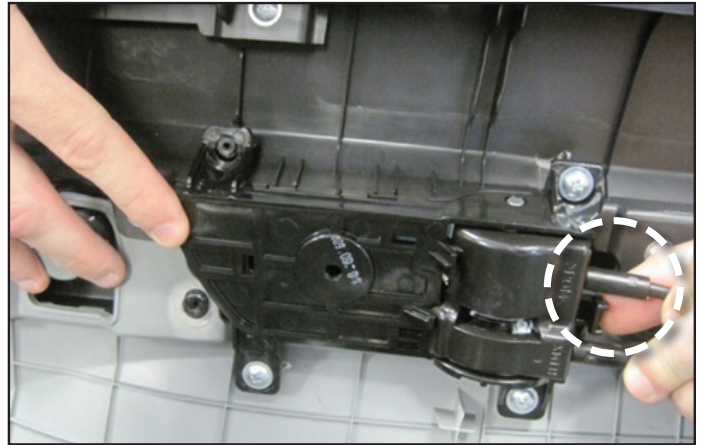
12. Remove the door panel by gently pulling on the storage compartment.



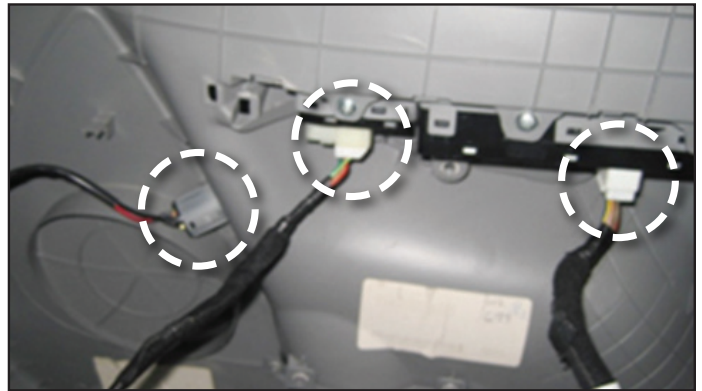
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13. Push the hook and remove the inside handle cage.



14. Disconnect the connectors from the door panel.



15. Disconnect the power window motor connector.

16. Confirm the software revision level by examining the area directly below the connector on the window motor. The embossed revision level should be 3.8 or 3.9. Window motors with a revision number of 3.10 (or higher) require no further action; proceed to Step 25.





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**Window Motor Reflash Procedure:**

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**This reflash procedure requires a software download to a GDS laptop, or a common laptop, equipped with a RS-232 port.**

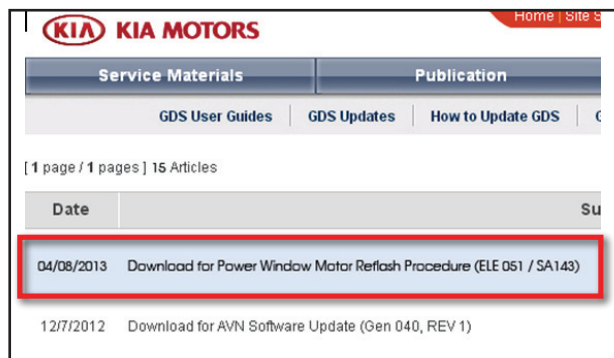
1. If viewing this TSB electronically, click the link below.

<https://www.kiatechinfo.com/pds/Downloads/Reflash Setup-2.exe>

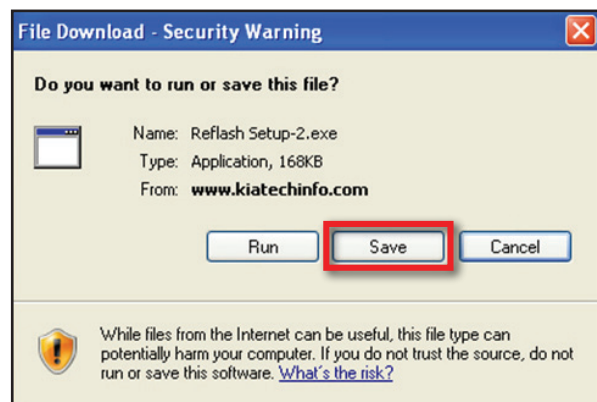
Otherwise, log on to KGIS/KiaTechInfo.com and click on Diagnostic Tools > Software Downloads.



2. Click on the link "Download for Power Window Motor Reflash Procedure (ELE 051 / SA143A)"



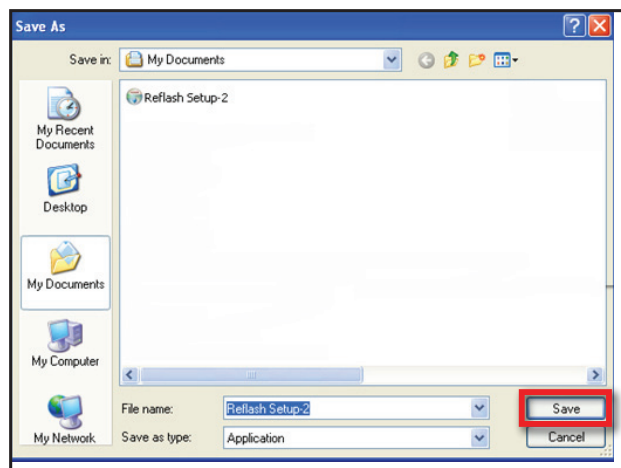
3. Click "Save".



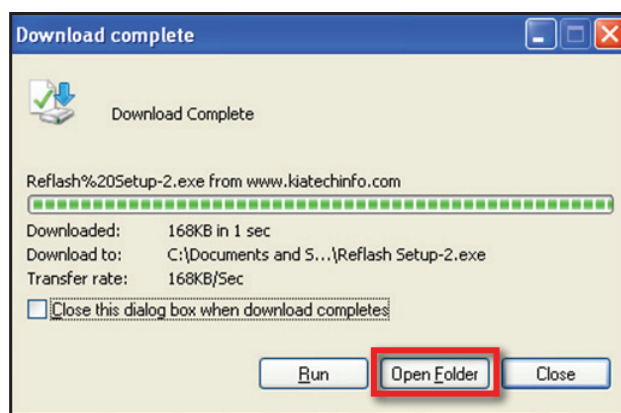
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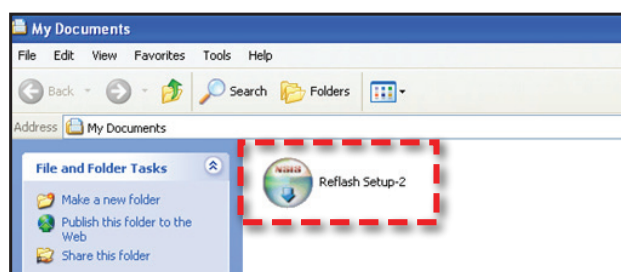
4. Click "Save".



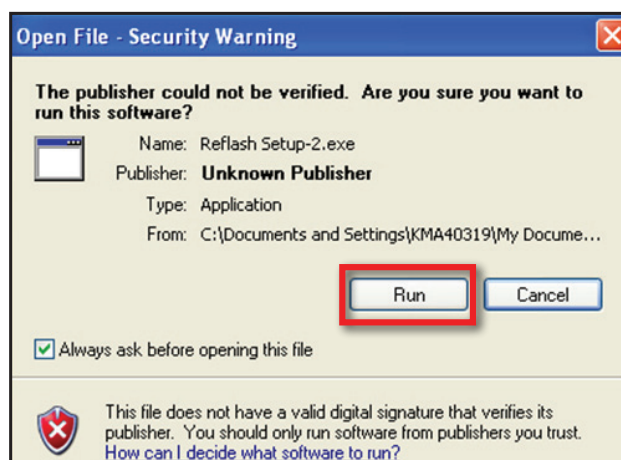
5. Click "Open Folder".



6. Click on the file named "Reflash-Setup-2".



7. Click "Run".

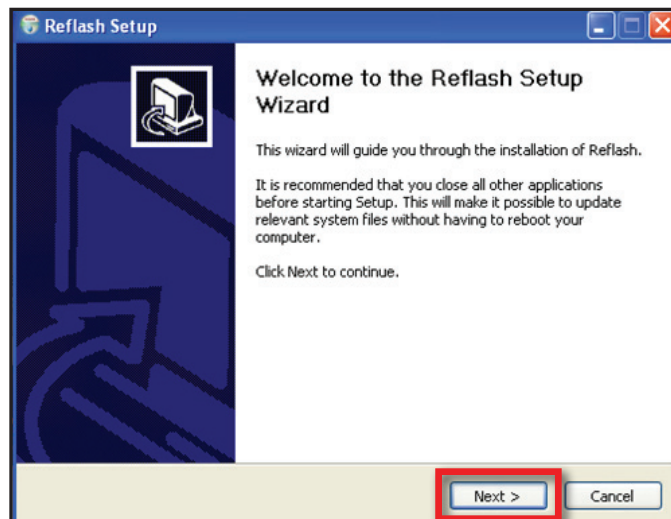




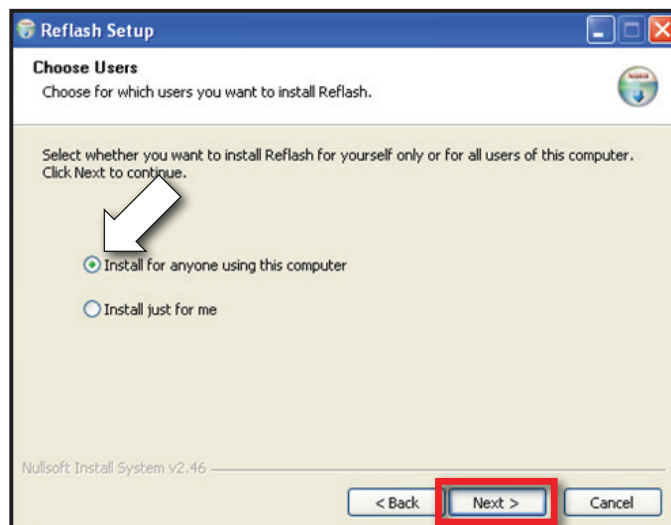
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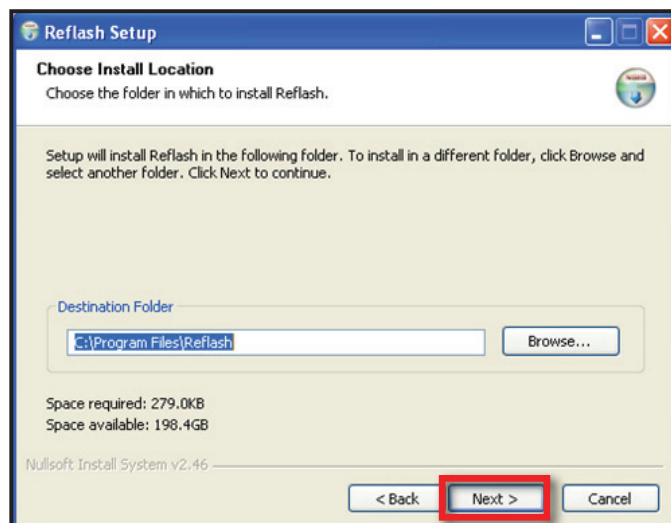
8. Click on "Next".



9. Click on "Install for anyone using this computer" and then click on "Next".

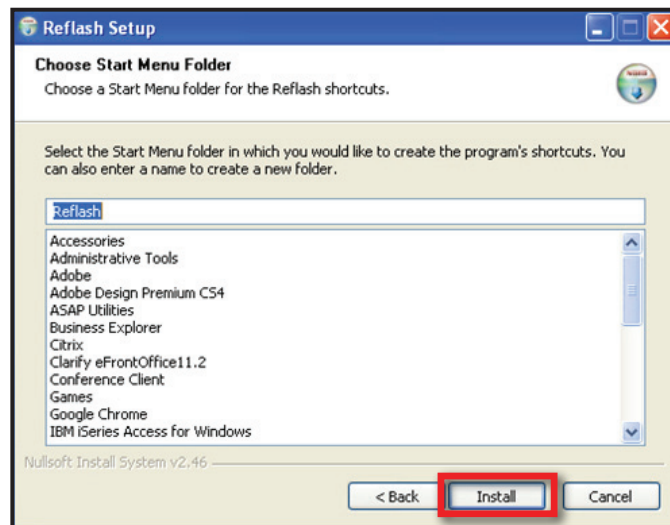


10. Click on "Next". The file will be saved in the location shown and a shortcut icon will be placed on the desktop.

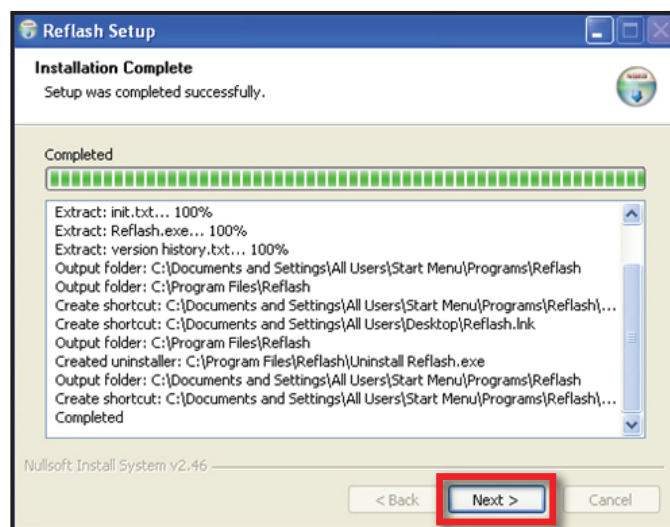


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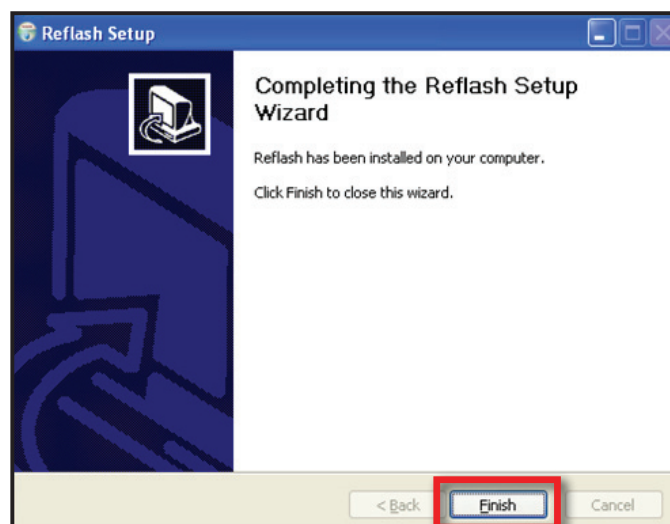
11. Click on "Install".



12. Click on "Next".



13. Click on "Finish".



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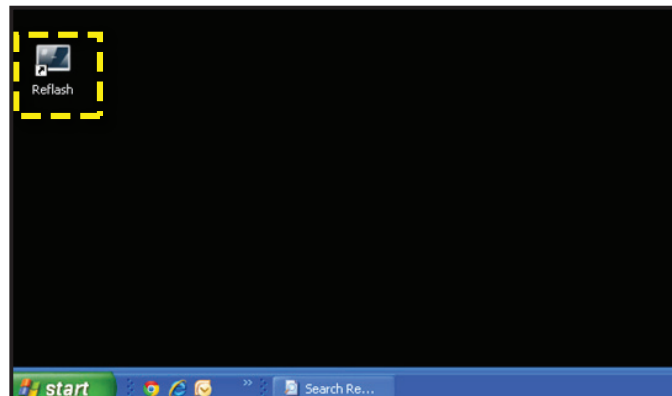
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14. Navigate to the desktop, double click on the "Reflash" icon and follow the on-screen instructions, as shown below.

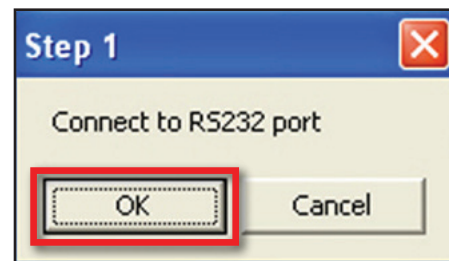
**\*NOTICE**

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15. Connect the GDS laptop to an electrical outlet and connect the red serial cable connector from window motor reflash tool to the serial port on the back of the GDS laptop.



16. Click on the "OK" button.



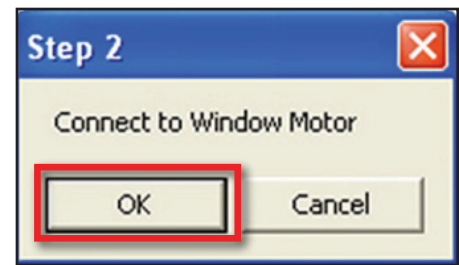
17. Connect the connector from the power window motor reflash tool to the connector on the window motor.





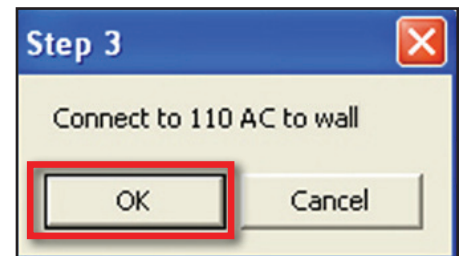
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18. Click on the "OK" button (Step 2).

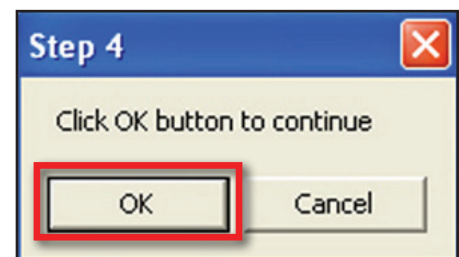


19. Connect the power supply from the power window motor reflash tool to an electrical outlet.

20. Click on the "OK" button (Step 3).



21. When ready to perform the reflash, click the "OK" button (Step 4).

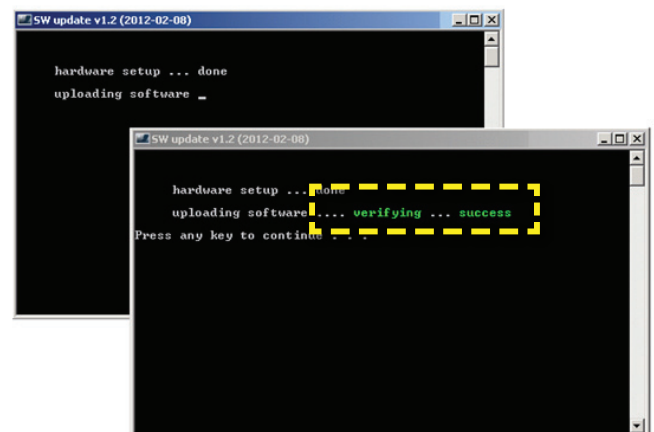


22. If the reflash procedure was successful, the screen will display the "success" message. Proceed to Step 24.

**\*NOTICE**

This reflash completes within a few seconds, then "success" will display in the window.

**DO NOT** attempt the reflash a second time, as doing so will result in a "communication error" message.

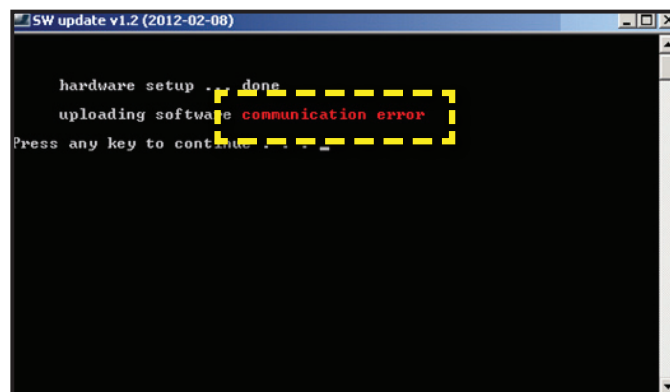


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23. If the reflash procedure displays the message "communication error", check the following:

- Reflash tool power supply is properly connected.
- RS-232 cable connector is properly connected.
- Window motor cable connector is properly connected.

After all checks are complete, perform the reflash procedure a second time. If the communication error occurs again on the second attempt, this indicates the software is already up to date.



**\*NOTICE**

If "Communication Error" is received on two or more consecutive vehicles, contact Kia Tech Line for assistance.

24. After successfully performing the reflash procedure, remove the programming connector and reconnect the OE connector to the window motor.



25. Reinstall all removed components by reversing the order of removal.


26. Allow the motor to re-learn the window auto function by pressing the window down switch until window is completely down. Then, press window up switch and once the window has reached the top, hold the window up switch for 1 second.

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**AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
Sorento (XM)	From Jan. 28, 2010 to May 16, 2011

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Quantity	Remarks
Power Window Motor Reflash Tool	06130 10200		1	Auto-shipped to Dealer (For additional re-flash tool orders, contact Snap-On Business Solutions at 888-542-1011)

**WARRANTY CLAIM INFORMATION:**

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty
V	82450 2P010	0	N94	C99	(SA 143A) XM Power Window Motor Reflash	130A01R0*	0.4 M/H	N/A	0

***\*Includes: R&R Door trim panel***

**\*NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA143A when accessing the WebDCS system.**