



GROUP  
BODY

MODEL  
**2011-2012MY  
Sorento (XMa)**

NUMBER  
**099**

DATE  
**June 2013**

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** COMBINED TSB/SERVICE ACTION: SORENTO FUEL FILLER DOOR  
OPERATION UPGRADE (SA146)

This bulletin provides information related to some Sorento (XMa) vehicles, produced from October 15, 2009 to September 29, 2011, which may exhibit a hard to open fuel filler door. Follow the procedure outlined in this bulletin to upgrade the operation of the fuel filler door.

For vehicles not on the Affected Vehicles list, but with a customer concern as described above, perform the following procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 5.



*Fuel Filler Door*

### \*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 **SA146**.

File Under: <Body>

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

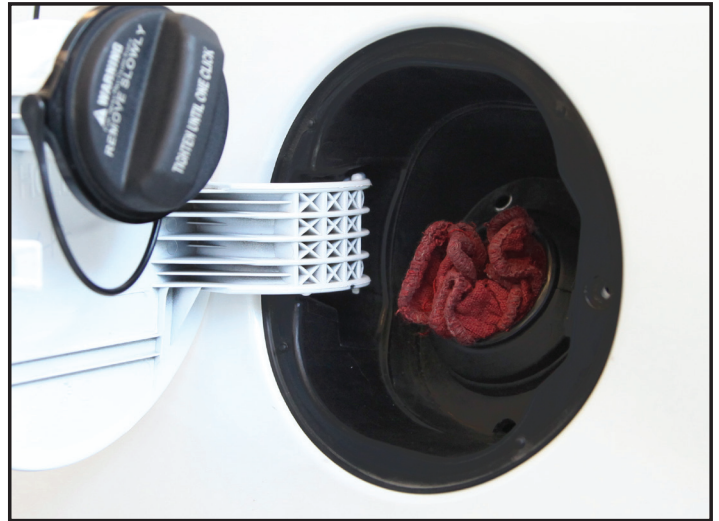
**SUBJECT: COMBINED TSB/SERVICE ACTION: SORENTO FUEL FILLER DOOR OPERATION UPGRADE (SA146)**

**Service Procedure:**

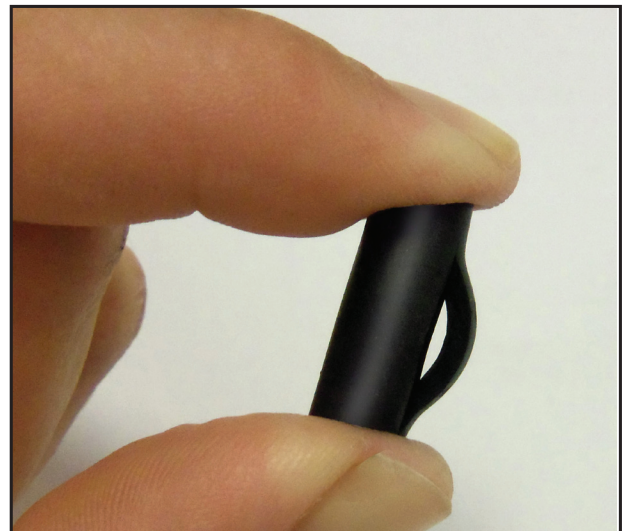
1. Open the fuel filler door and place the cap on the holder.

**\*NOTICE**

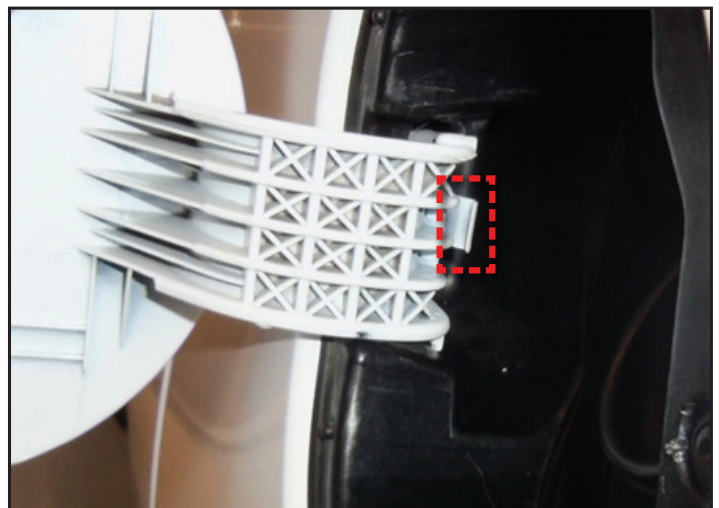
**Insert shop towel just inside fuel filler neck to prevent foreign materials from falling in during service procedure.**



2. Inspect the rubber tube and identify the location of the parallel slits.



3. Locate the fuel filler door spring arm.

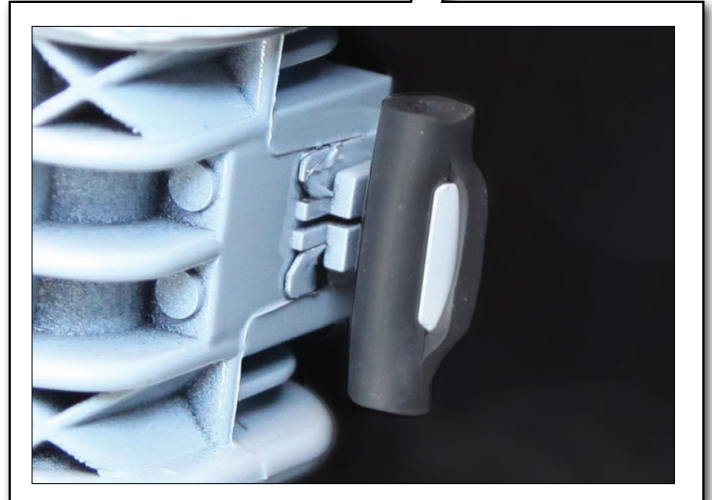


**SUBJECT: COMBINED TSB/SERVICE ACTION: SORENTO FUEL FILLER DOOR OPERATION UPGRADE (SA146)**

4. Insert the rubber tube onto the fuel filler door spring arm. Make sure the spring arm goes through both parallel slits in the rubber tube, as shown.

**\*NOTICE**

**Fuel filler door removed for demonstration purposes only. Removal is not required for this procedure.**



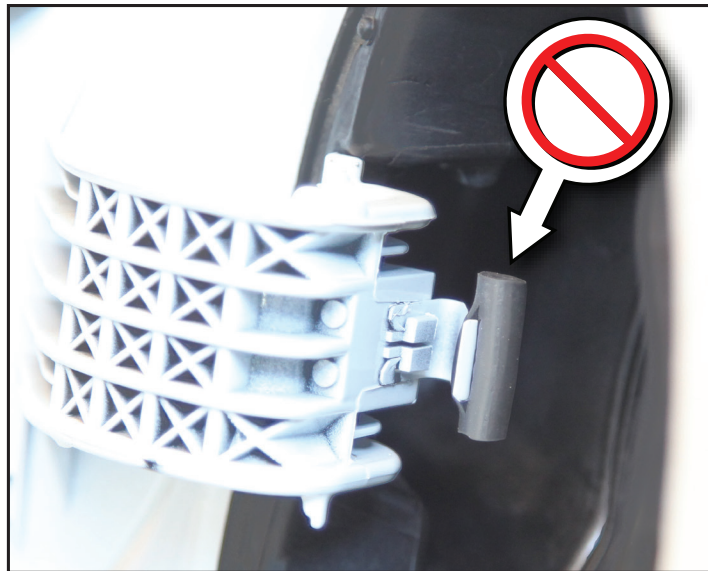
**SUBJECT:** COMBINED TSB/SERVICE ACTION: SORENTO FUEL FILLER DOOR OPERATION UPGRADE (SA146)

4. (Continued)

**DO NOT** install the rubber tube in between the spring arms without passing the spring arm through the tube slits, as shown.



**DO NOT** install the rubber tube around the outside of the spring arm, as shown.



5. Remove shop towel from fuel filler neck and replace fuel cap.
6. Test the operation of the fuel filler door to verify proper operation.




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**AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
Sorento (XMa)	From October 15, 2009 to September 29, 2011

**REQUIRED PART:**

Part Name	Part Number	Qty	Figure
Rubber Tube	69533 2P000QQK	1	

**SERVICE ACTION WARRANTY CLAIM INFORMATION:**

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement Part No.	Qty
V	69510 2P000	0	N93	C24	(SA146) FUEL DOOR UPGRADE	130064R0	0.2 M/H	69533 2P000QQK	1

**STANDARD WARRANTY CLAIM INFORMATION:**

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern.
2. The VIN does not appear on the Affected Vehicles list for Service Action 146.
3. The vehicle model year and production date range are as identified in this bulletin.

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement Part No.	Qty
W	69510 2P000	0	N93	C24	(TSB BOD 099) FUEL DOOR UPGRADE	69530F00	0.2 M/H	69533 2P000QQK	1

**\*NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA146** when accessing the WebDCS system.