



GROUP  
BOD

MODEL  
2015MY  
Sorento (XMa)

NUMBER  
106 (REV 1, 06/04/2014)

DATE  
May 2014

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** PAINT PEELING OFF DOOR PANELS (SA166)

This bulletin provides information related to an inspection of the door panels on some 2015MY Sorento (XMa) vehicles, produced from April 21, 2014 through May 2, 2014, which may exhibit paint peeling, flaking or bubbling from the upper surfaces of the door panels (see images below). All four doors should be inspected (excluding rear doors with the sunshade option) and, if necessary, all affected door panels should be replaced with Techline approval and per the applicable procedure on KGIS. Kia is requesting the completion of this Service Action on all affected vehicles in dealer stock, prior to delivery. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.



### \* NOTICE

If defective panels are found, a photo needs to be submitted to Techline for approval before replacement occurs. All replaced door panels will be returned to WPRC for inspection. The paint must be peeling, as shown above, and not rubbed down to the minimum surface. Any claims showing excessively rubbed down panels may be subject to chargeback.

### \* 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 SA166.

File Under: Body

Circulate To:  General Manager  Service Manager  Parts Manager  
 Service Advisors  Technicians  Body Shop Manager  Fleet Repair

**Inspection Procedure:**

1. Use a non-scratch scouring pad to rub the upper horizontal surface of each door panel using light to medium pressure. Proceed across the entire surface in 2" to 3" sections at a time and avoid using long strokes.

Once finished, inspect the surface of the panel for signs of peeling or bubbling paint. If no damage is present, proceed to step 2. If damage is present, proceed to step 4.



2. Use a non-scratch scouring pad to rub the upper vertical surface of each door panel using light to medium pressure. Proceed across the entire surface in 2" to 3" sections at a time and avoid using long strokes.

Once finished, inspect the surface of the panel for signs of peeling or bubbling paint. If no damage is present, proceed to step 3. If damage is present, proceed to step 4.



3. Use a non-scratch scouring pad to rub the rear edge of each door panel using light to medium pressure. Once finished, inspect the surface of the panel for signs of peeling or bubbling paint. If no damage is present, no further action is required. If damage is present, proceed to step 4.

**\* NOTICE**


After completing the inspection procedure, use a surface protectant, or similar product, to restore luster to the door panels.



4. Replace the affected door panel per the applicable procedure on KGIS.

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## REQUIRED TOOLS:

Tool Name	Figure	Comments
Non-Scratch Scouring Pads Scotch-Brite® Brand (P/N COBNBW773076)		Source locally

## AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (XMa)	From April 21, 2014 through May 2, 2014

## WARRANTY INFORMATION:

N Code: N54 C Code: C04

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	82301 1U800AUS	0	(SA166) Door Panel Inspect (All Doors)	140A02R0	0.2 M/H*	N/A	0
V	82301 1U800AUS	0	(SA166) Door Panel Inspect/ Replace	140A02R1 (1 Door)	0.5 M/H*	Order replacement parts through EPC using the VIN**	1
				140A02R2 (2 Doors)	0.8 M/H*		2
				140A02R3 (3 Doors)	1.1 M/H*		3
				140A02R4 (4 Doors)	1.4 M/H*		4

\*Only one op code can be claimed.

\*\*Rear door panels equipped with the sunshade option are excluded.

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA166 when accessing the WebDCS system.