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|  | GROUP BOD | MODEL 2011MY Sorento (XMa) |
| | NUMBER 118 | DATE December 2015 |
| TECHNICAL SERVICE BULLETIN | | |
| SUBJECT: SERVICE ACTION: INTERIOR DOOR HANDLE PEELING (SA 203) | | |

This bulletin provides the procedure to inspect or replace the inside chrome door handle(s) on some 2011MY Sorento (XMa) vehicles, produced from July, 2010 through February, 2011 which may experience chrome trim peeling on the inside door handle(s). Follow the procedure in this bulletin to inspect the appearance of the chrome door handle(s) and, if necessary, to replace any affected door handle(s). To correct this condition, Kia is requesting the completion of this Service Action on all affected vehicles as they come in for normal service/maintenance. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.



*** 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.

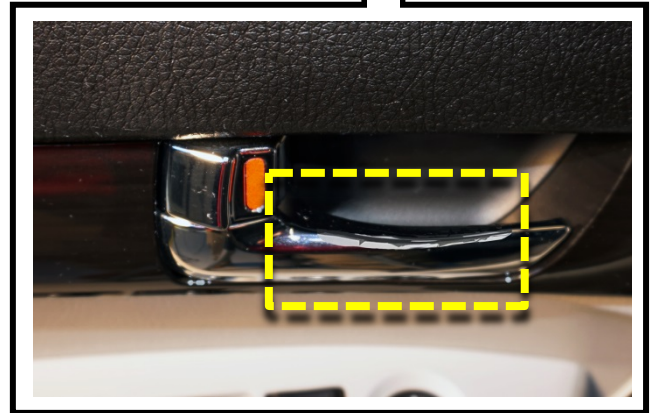
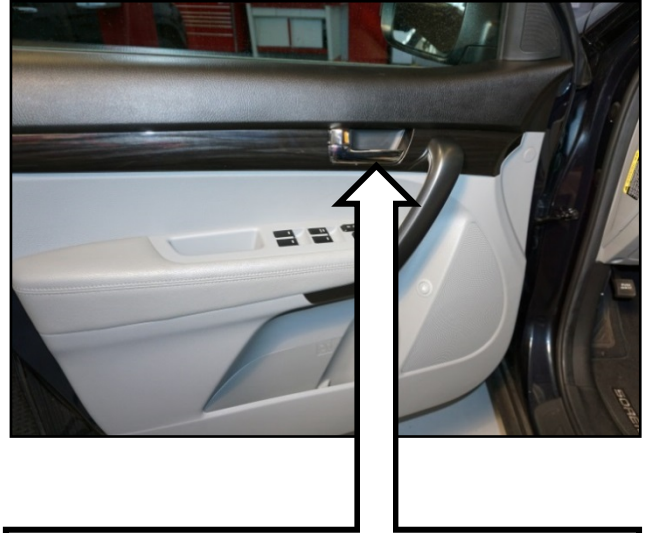
This issue number is SA 203.

File Under: BODY

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

Inspection Procedure:

1. Inspect all four (4) door handles for peeling chrome, as shown.
 - If any of the door handle(s) are affected by this condition, proceed to the Service Procedure on Page 3.
 - If none of the door handles are affected by this condition, no further action is required.



SUBJECT: SERVICE ACTION: INTERIOR DOOR HANDLE PEELING (SA 203)**Service Procedure:**

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

**CAUTION**

Be sure to wear disposable gloves throughout this procedure to avoid soiling any interior trim components.



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

**CAUTION**

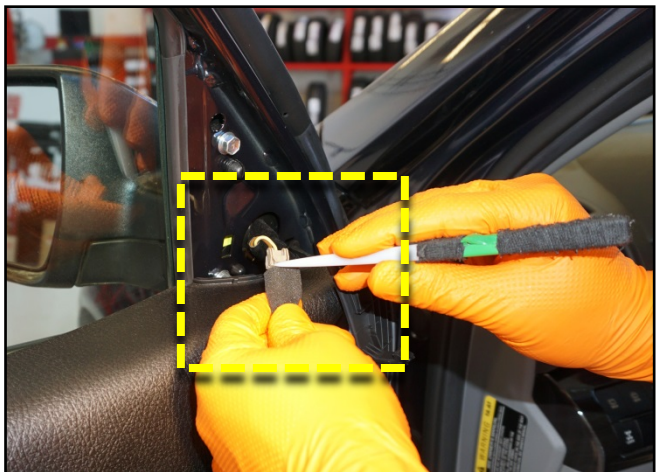
Exercise caution when removing the quadrant inner cover as it can be easily damaged.



3. Use a non-marring trim panel remover to disconnect the speaker connector, as shown.

**CAUTION**

Use a non-marring trim removal tool (Such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.



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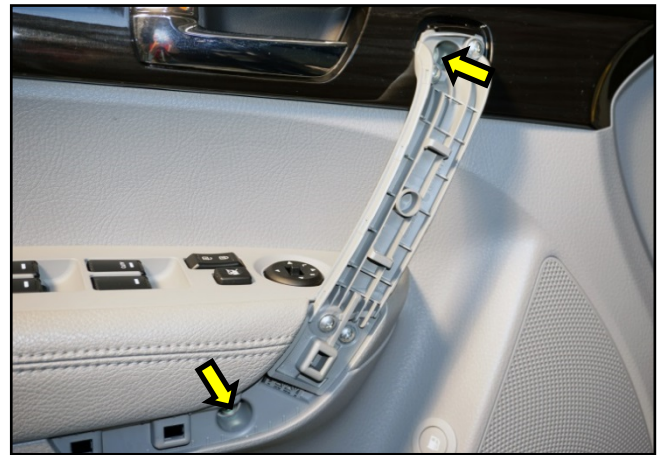
- 4. Remove the door grip handle cover, as shown.

CAUTION

Use a non-marring trim removal tool (Such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.



- 5. Remove two (2) door panel mounting screws from the door grip area.



- 6. Remove trim cover from inside door handle area and remove one (1) door panel mounting screw.

CAUTION

Use a non-marring trim removal tool (Such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.



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- Carefully remove the blanking cover from the innermost mounting location and remove one (1) door panel mounting screw.



- Carefully remove the blanking cover from inside the door grip area and remove one (1) door panel mounting screw.



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- 9. Carefully remove the blanking cover from the outermost mounting location and remove one (1) door panel mounting screw.

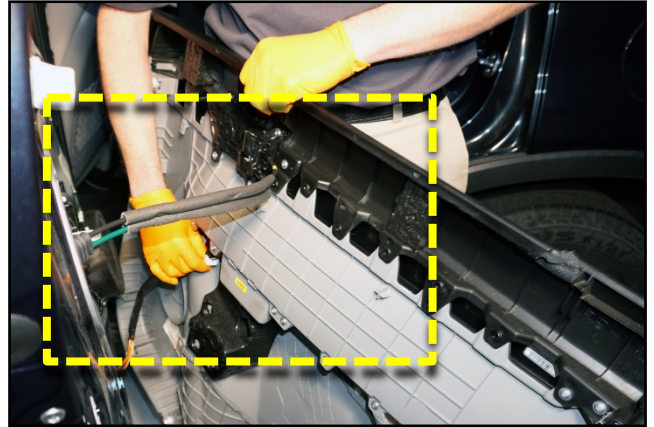


- 10. Use trim panel remover to dislodge the bottom edge of the door panel and remove the door panel by applying gentle outward pulling force.

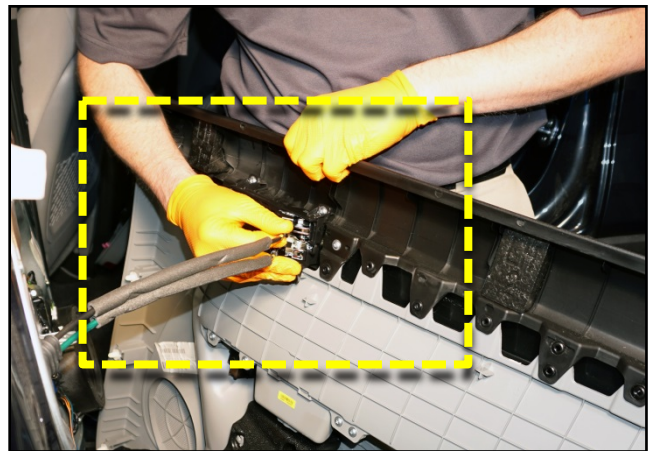


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11. Carefully disconnect all connectors from the back of the door panel.



12. Disconnect the door latch mechanism from the interior door handle.



13. Remove four (4) screws securing the door interior door handle cage to the door panel.



14. Install the new interior door handle(s) and reinstall all removed components by reversing the order of removal.
15. Verify proper door handle(s) operation.

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AFFECTED VEHICLE PRODUCTION RANGE:

| Model | Production Date Range |
|---------------|-----------------------|
| Sorento (XMa) | 2011MY |

PARTS REQUIRED:

| Part Name | Part Number |
|---|----------------|
| Handle Assy. Front Door Inside (LH) Handle Assy. Rear Door Inside (LH) | 82610 1U000QQK |
| Handle Assy. Front Door Inside (RH) Handle Assy. Rear Door Inside (RH) | 82620 1U000QQK |

WARRANTY CLAIM INFORMATION:

| Claim Type | Causal P/N | Qty. | N Code | C Code | Repair Description | Labor Op Code | Time | Related Parts | Qty. |
|------------|------------------|------|--------|--------|--|---------------|------------|----------------------------------|--------|
| V | 82619 2P000VA | 0 | N99 | C99 | (SA 203) Inside Door Handle Inspect Four (4) | 150A27R0 | 0.2 M/H | N/A | 0 |
| | | | | | (SA 203) Inside Door Handle Replace One (1) LH | 150A27R1 | 0.3 M/H | 82610 1U000QQK | 1 |
| | | | | | (SA 203) Inside Door Handle Replace One (1) RH | 150A27R8 | 0.3 M/H | 82620 1U000QQK | 1 |
| | | | | | (SA 203) Inside Door Handle Replace Two (2) RH + LH | 150A27R2 | 0.5 M/H | 82610 1U000QQK 82620 1U000QQK | 1 1 |
| | | | | | (SA 203) Inside Door Handle Replace Two (2) LH Only | 150A27R5 | 0.5 M/H | 82610 1U000QQK | 2 |
| | | | | | (SA 203) Inside Door Handle Replace Two (2) RH Only | 150A27R6 | 0.5 M/H | 82620 1U000QQK | 2 |
| | | | | | (SA 203) Inside Door Handle Replace Three (3) 2 LH + 1 RH | 150A27R3 | 0.7 M/H | 82610 1U000QQK 82620 1U000QQK | 2 1 |
| | | | | | (SA 203) Inside Door Handle Replace Three (3) 2 RH + 1 LH | 150A27R7 | 0.7 M/H | 82610 1U000QQK 82620 1U000QQK | 1 2 |
| | | | | | (SA 203) Inside Door Handle Replace Four (4) | 150A27R4 | 0.9 M/H | 82610 1U000QQK 82620 1U000QQK | 2 2 |

Note: only one op code can be claimed per vehicle

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA 203** when accessing the WebDCS system.