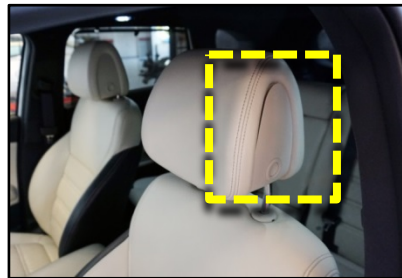
	GROUP BOD	MODEL 2016MY Sorento (UMa)
	NUMBER 113 (REV 1 , 09/23/2015)	DATE September 2015
TECHNICAL SERVICE BULLETIN		
SUBJECT: SERVICE ACTION: FRONT SEAT HEADREST REPAIR (SA196)		

*** 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 area.

This bulletin provides the procedure to repair or, if necessary, replace the front seat headrests of some 2016MY Sorento (UMa) vehicles, produced from Job #1 through June 15, 2015, which may exhibit detachment of the plastic trim piece on either side of the headrest, as shown below. To correct and/or prevent this condition, Kia is requesting the completion of this Service Action on all affected vehicles, including dealer stock, prior to delivery. 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 SA196.

File Under: <Body>

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

Service Procedure:

1. Recline the seat to allow for removal of the headrest.

 **CAUTION**

Be sure to wear disposable gloves throughout this procedure to avoid soiling the seat cover or the headrest.



2. Use a small, flat screwdriver to release the headrest detent and remove the headrest from the seat.

 **CAUTION**

Use great care to avoid perforating the leather cover with the screwdriver. Additionally, be sure to clean the screwdriver shaft and tip to avoid soiling the seat cover.



3. Use a clean, non-marring trim removal tool to detach the headrest trim piece from either side of the headrest, 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. Carefully move the headrest trim piece out of the way and mark a set of "cut-lines" on either side of the headrest, as shown.

*** NOTICE**

Headrest plastic trim piece removed for illustration purposes.



5. Use a pair of sharp scissors to carefully remove the material along the "cut-lines", as shown.

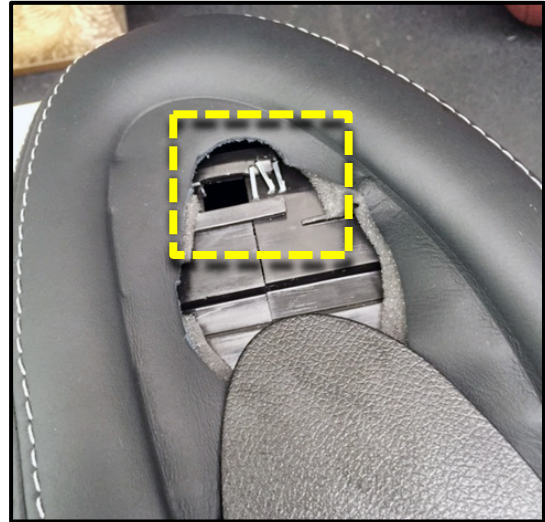

CAUTION

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



*** NOTICE**

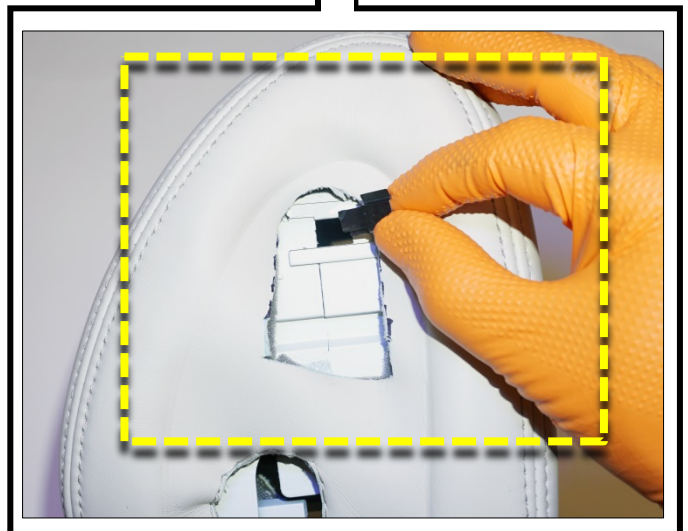
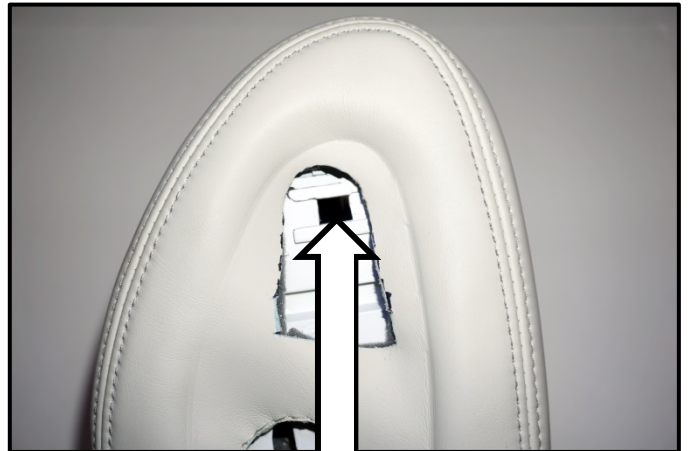
If there are staples in place on the headrest body, replace the affected headrest with a new part.



- 6. Insert the clip into the headrest, as shown.

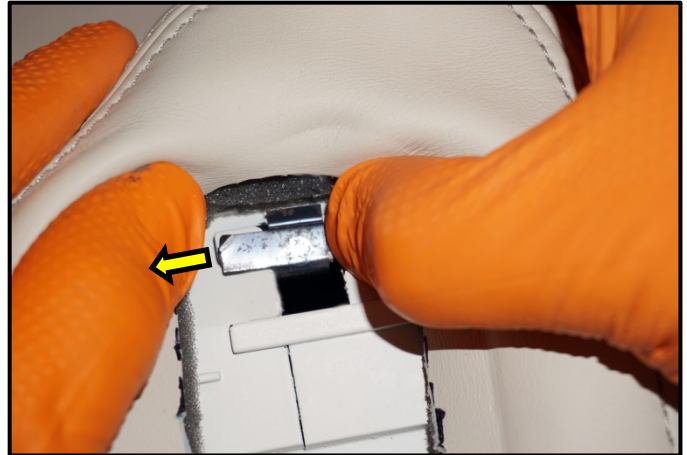
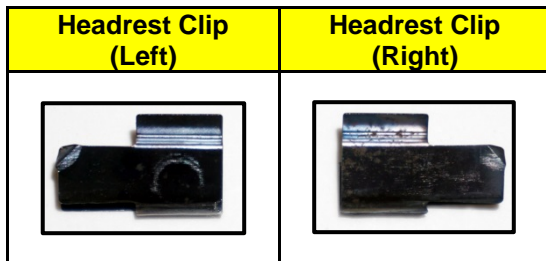
*** NOTICE**

Headrest plastic trim piece removed, and white paint applied to headrest body for illustration purposes.



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7. Push the clip forward until fully seated against the headrest body.



8. Push the sides of the headrest trim piece into the holes on the headrest, until firmly clipped in place.



9. Verify the headrest trim piece is held securely in place. If the trim piece disengages, check and adjust the position of the clip (steps 6~7). Once the clip is properly adjusted, push the trim piece into position on the headrest. If the trim piece stays in place, proceed to step 10. If the trim piece disengages, replace the affected headrest with a new one.

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10. If the headrest trim piece does not disengage, reinstall it on the vehicle.

*** NOTICE**

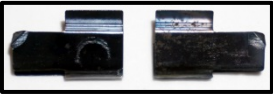
Prior to reinstalling the headrest, use Mothers® Leather Cleaner (or a similar product) to clean the headrest.



AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sorento (UMa)	From Job #1 through June 15, 2015

PARTS INFORMATION:

Part Name	Part Number	Qty.	Figure
Headrest Clip Rework Kit	88700 C6000QQK	1 (Kit includes QTY 4 clips)	

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WARRANTY CLAIM INFORMATION:

N CODE: N99 C CODE: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Time	Related Parts	Qty.
V	88700 C6000C61	0	(SA196) Repair Headrests	150A25R0	0.3 M/H	88700 C6000QQK	1
			(SA196) Repair One (1)/ Replace One (1)	150A25R1	0.4 M/H	88700 C6000QQK	1
						88700 C6410C63	1
						88700 C6410C64	
						88700 C6410C65	
						88700 C6410C66	
						88700 C6410C67	
						88700 C6420CC7	
						88700 C6420CC8	
			88700 C6420CC9				
			(SA196) Repair/ Replace Two (2)	150A25R2	0.5 M/H	88700 C6000QQK	1
						88700 C6410C63	2
						88700 C6410C64	
88700 C6410C65							
88700 C6410C66							
88700 C6410C67							
88700 C6420CC7							
88700 C6420CC8							
88700 C6420CC9							

NOTE: Only one op code can be claimed per repair

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA196 when accessing the WebDCS system.