



GROUP  
ELE

MODEL  
**2016MY  
Optima (JFa)  
w/Base Audio**

NUMBER  
**098 (REV 2, 02/18/2016)**

DATE  
**November 2015**

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** SERVICE ACTION: BASE AUDIO HEAD UNIT  
REPLACEMENT (SA 211)

### \* 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 replace the base audio head unit of some 2016MY Optima (JFa) vehicles, produced from SOP through November 10, 2015 which may exhibit a head unit screen that does not display an image (black screen) in cold weather. To correct and/or prevent this condition, Kia is requesting the completion of this Service Action on all affected vehicles. 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 211.**

**File Under: <Body>**

**Circulate To:** ☒ General Manager ☒ Service Manager ☒ Parts Manager

☒ Service Advisor(s) ☒ Technician(s) ☒ Body Shop Manager ☐ Fleet Repair

**SUBJECT:**

**SERVICE ACTION: BASE AUDIO HEAD UNIT  
REPLACEMENT (SA 211)**

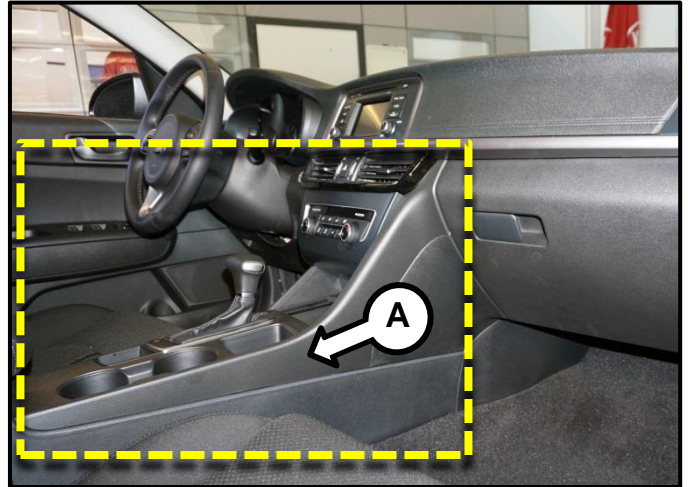
**Service Procedure:**

1. Use a non-marring trim removal tool to carefully remove the console side trim (A), as shown.

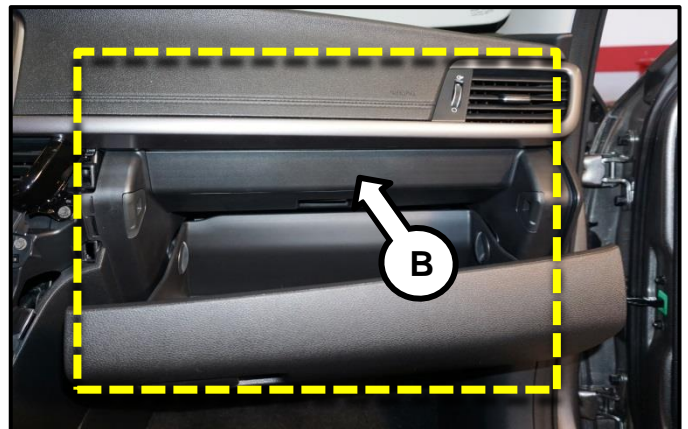


**CAUTION**

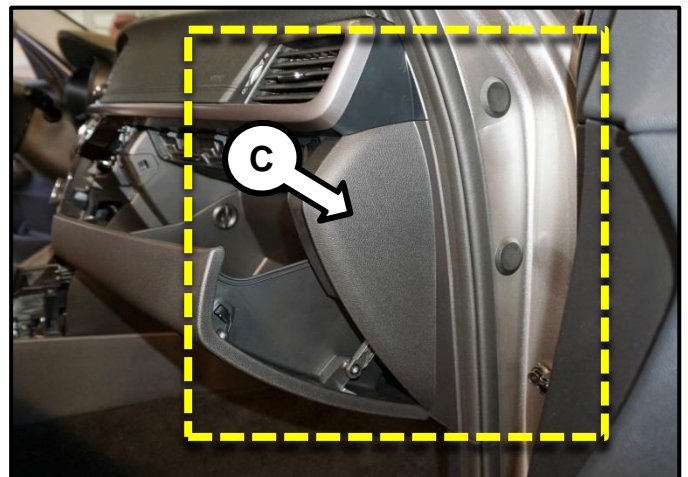
- Use a non-marring trim removal tool (such as Snap-on® P/N PBN5 or equivalent) to avoid damaging trim pieces.
- Be sure to wear disposable gloves throughout this procedure to avoid soiling any interior trim components.



2. Open the glove box and remove the trim panel (B), as shown.



3. Remove the dash side cover (C).



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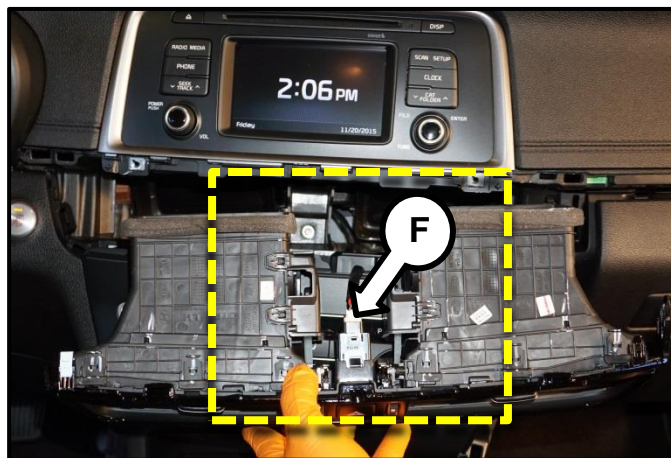
4. Carefully remove the right vent/dash trim piece (D).



5. Remove three (3) screws securing the cluster vent assembly (E) to the dash, as shown.



6. Carefully remove the connector (F) from the cluster vent assembly, as shown.





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7. Carefully remove the head unit bezel (G).

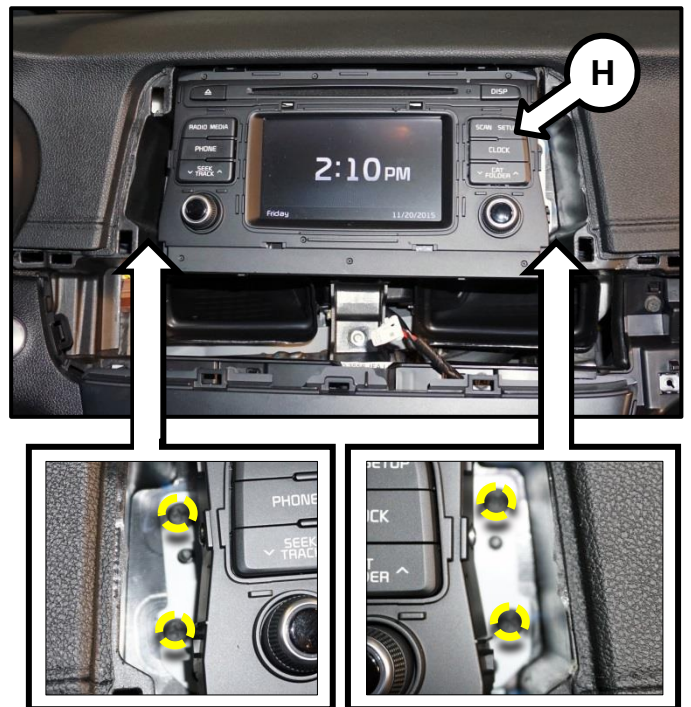


**CAUTION**

Use caution when removing the head unit bezel (F), as it can be easily damaged.



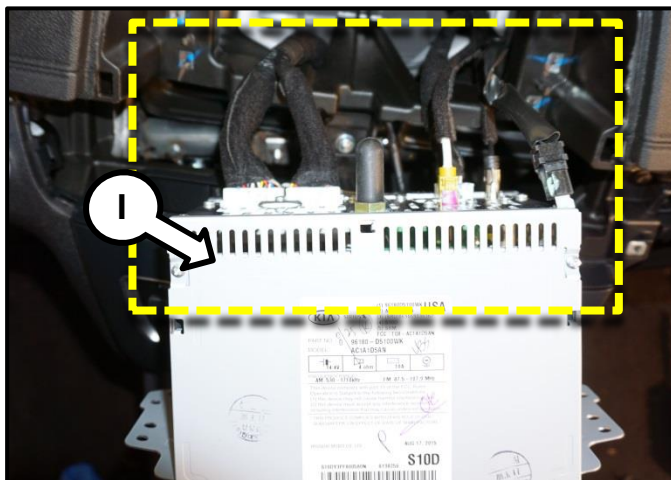
8. Remove four (4) screws securing the head unit assembly (H) to the dash, as shown.



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9. Disconnect all connectors from the back of the head unit assembly (I).



10. Install the replacement head unit, and all other removed components, by reversing the order of removal.

**\* NOTICE**

Included with the replacement audio part will be a return label with pre-printed shipping address and pre-paid freight. When the used audio core is removed from the affected vehicle, use the replacement part box and enclosed return label to ship the core back to Mobis, as soon as possible. The pre-printed label should **ONLY** be used to ship used audio cores.

11. Confirm proper head unit operation.

**SUBJECT:****SERVICE ACTION: BASE AUDIO HEAD UNIT  
REPLACEMENT (SA 211)****AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
Optima (JFa)	From SOP through November 10, 2015

**REQUIRED PARTS:**

Part Name	Part Number	Qty.	Comments
HEAD UNIT ASSY-AUD DISP T.F.T	96180 D5100WK R6180 D5100WK	1	Either part number can be used for retailed vehicle repair. If OE part is not available from PDC, order the reman unit to perform the repair.

**\* NOTICE**

Included with the replacement audio part will be a return label with pre-printed shipping address and pre-paid freight. When the used audio core is removed from the affected vehicle, use the replacement part box and enclosed return label to ship the core back to Mobis, as soon as possible. The pre-printed label should **ONLY** be used to ship used audio cores.

**SERVICE ACTION CLAIM INFORMATION:**

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Time	Related Parts	Qty.
V	96174 1W000	0	N99	C99	(SA 211) Head Unit Replace	150A38R0	0.5 M/H	96180 D5100WK or R6180 D5100WK	1

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA 211 when accessing the WebDCS system.