



GROUP
BOD

MODEL
2016MY
Sorento (UMa)

NUMBER
137

DATE
June, 2016

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: TAIL GATE LATCH REPAIR (SA 234)

This bulletin provides the procedure for installing updated components within the rear latch, on some manual tail gate-equipped 2016MY Sorento (UMa) vehicles, produced from November 17, 2014 to November 30, 2015 that may exhibit a concern of not opening from the outside. 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 the 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 SA234.

File Under: Body

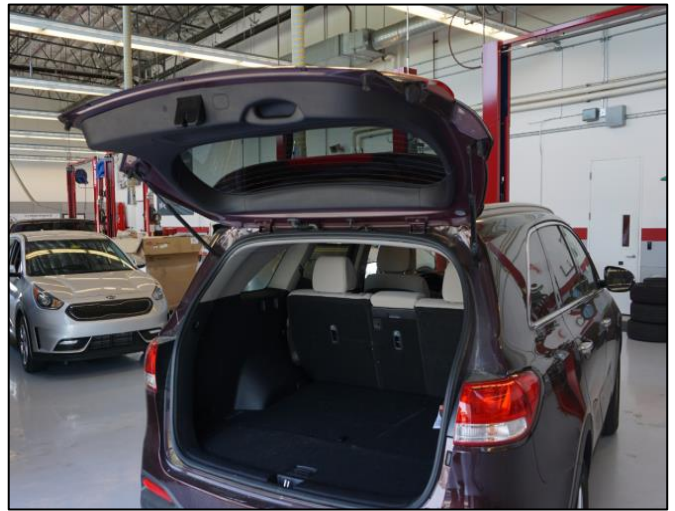
Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

Repair Procedure:

1. Open the tail gate.

★ NOTICE

If the tail gate will not open from the outside, it may be necessary to open the tailgate using the manual release. Refer to page 4-37 of the Owner's Manual for additional information.



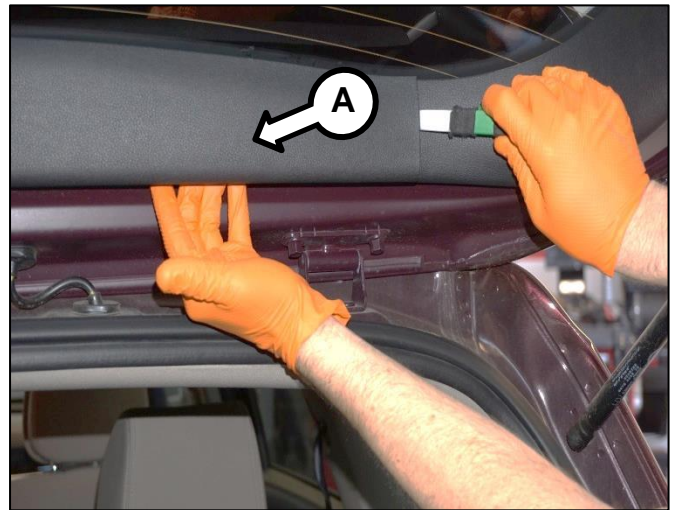
⚠ CAUTION

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

2. Use a non-marring trim panel tool to remove the center section of the tail gate trim (A).

⚠ 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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3. Remove the 1 screw (B) from the right side and corresponding screw from the left side.
Remove the trim pieces completely.



4. Using a small flat-headed screwdriver, remove the 2 caps (D) from the inside tail gate handle.

**CAUTION**

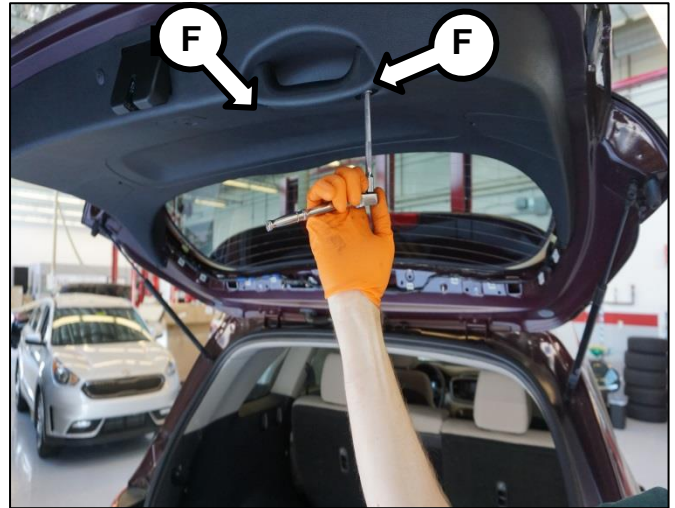
Apply tape to the end of the screwdriver to prevent damaging the handle caps.



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- 5. Loosen and remove the 2 mounting bolts (F) from inside the tail gate handle.

Tightening Torque: 70~104 in-lb (7.85~11.80 Nm)



- 6. Remove the screw (G) from the corresponding side of the tail gate trim.



- 7. Dislodge the bottom portion of the tail gate trim (H) using a non-marring trim panel removal tool. Apply downward force to release the retention clips. Remove the trim from the tail gate.

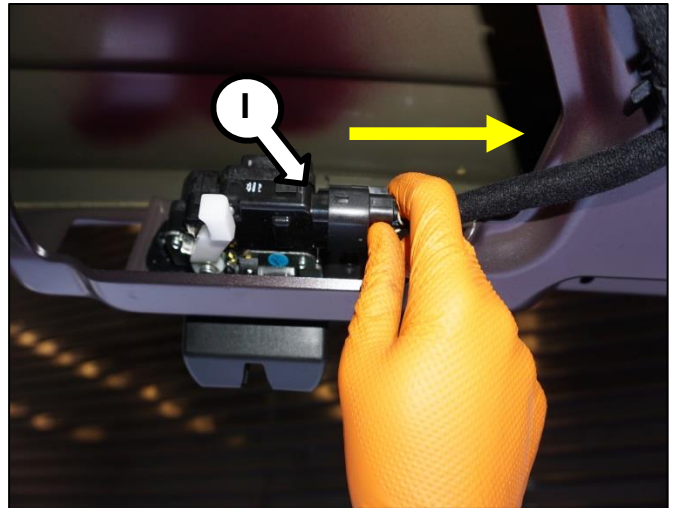
CAUTION

Apply even pressure to avoid breaking the retaining clips.



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8. Disconnect the tail gate latch connector (I) by depressing the locking tab and pulling to the right.



9. Remove the 2 bolts (J) securing the tail gate latch.
Remove the tail gate latch from the vehicle.

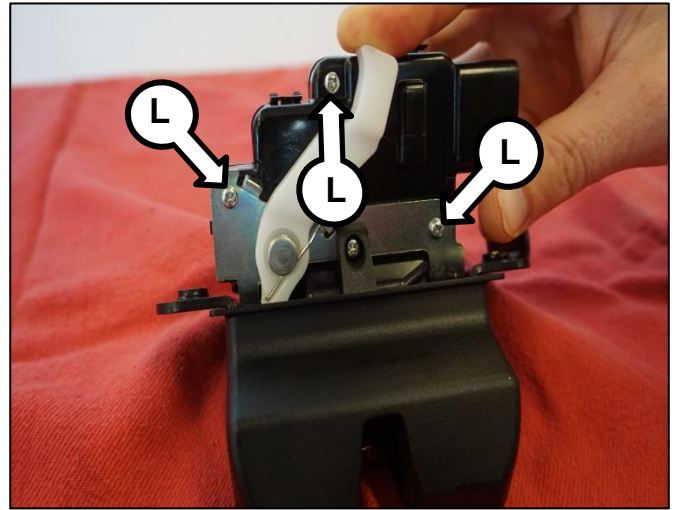
**Tightening Torque: 61~91 in lb.
(6.8~10.9 Nm)**



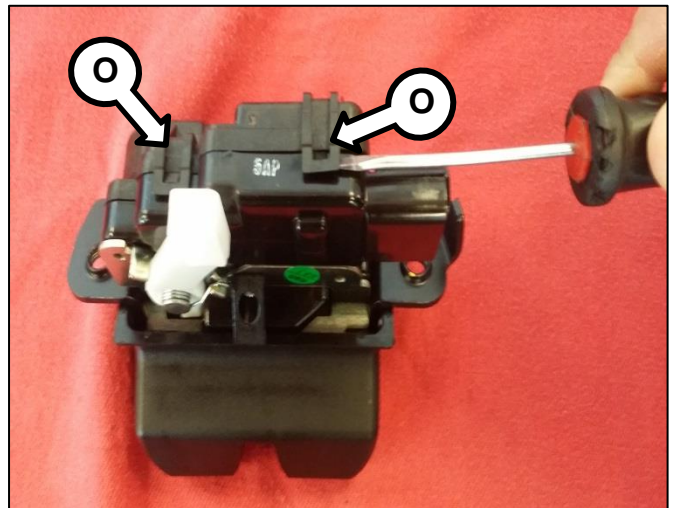
10. Remove the 3 screws (L) from the tail gate latch using a Phillips screwdriver.

*** NOTICE**

To remove the center screw, move the manual release to the right, to gain sufficient clearance.



11. Remove the cover from the actuator assembly by releasing the 2 clips (O).



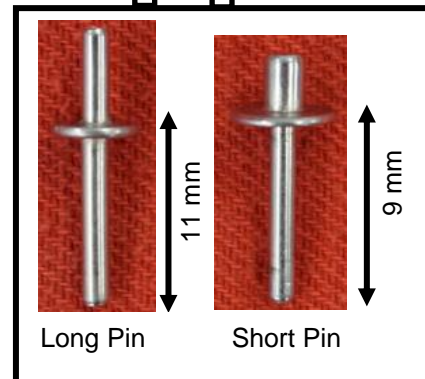
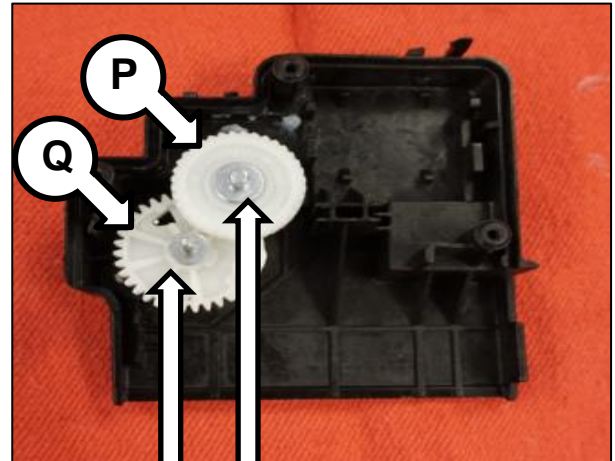
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12. Remove gears (Q) and (P), from the cover by removing long and short pins. Discard the originally installed gear (Q), return spring below the gear (Q), and the latch cover, as they will be replaced later in this procedure.

*** NOTICE**

After removing the gears, inspect for broken gear piece(s) within the latch assembly.

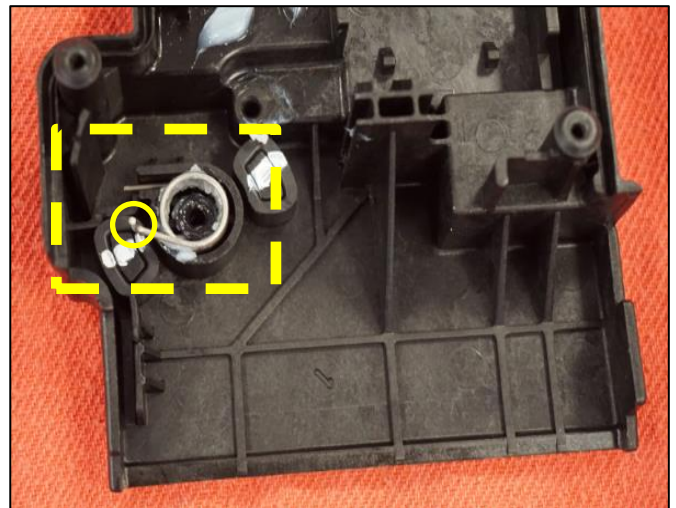
Failure to inspect for, and subsequently discard any broken gear piece(s), may result in a malfunction in the operation of the latch.



13. Install the new return spring onto the new cover with the angle side pointing upward, as shown.

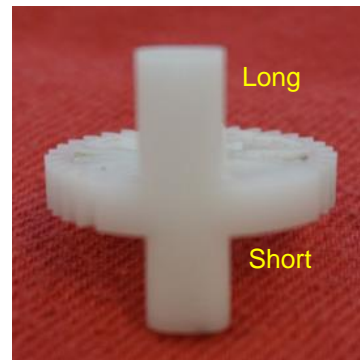
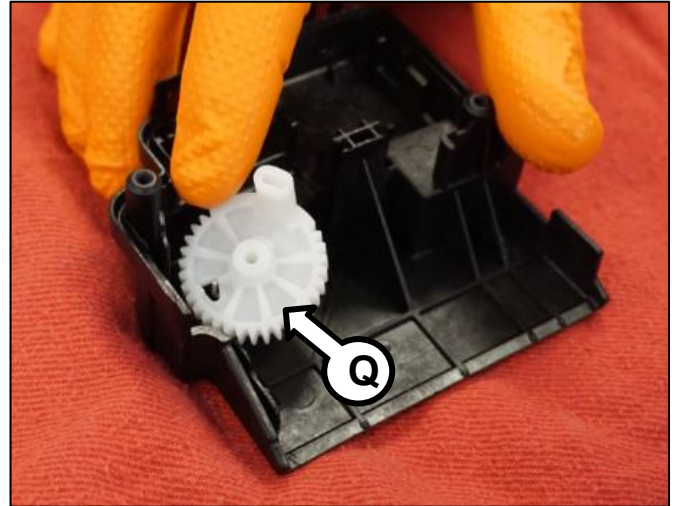
*** NOTICE**

Ensure the return spring is correctly seated, as shown. Failure to correctly seat the spring will result in a malfunction in the operation of the latch.

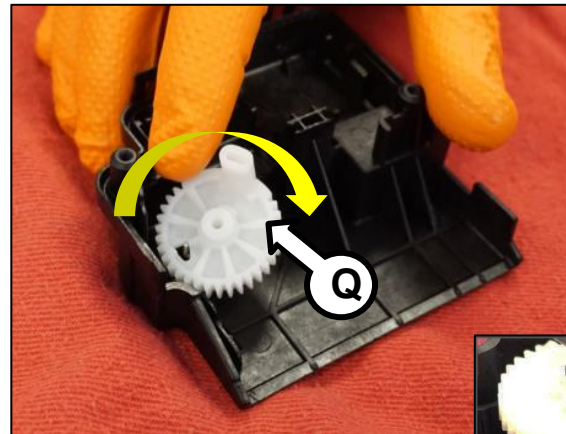


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- 14. Position the gear (Q) with the short shaft facing downward, touching the rubber damper, then connect the spring to the opening on the gear.

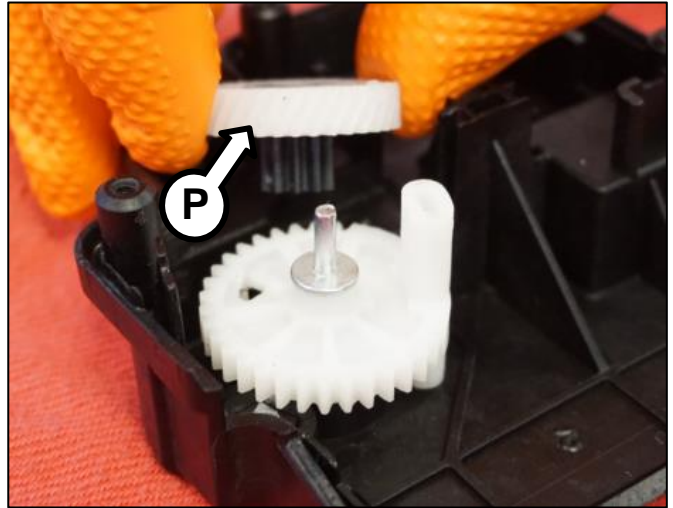


- 15. Position gear (Q) by rotating it clockwise past the rubber damper as shown, and install gear to cover using the long pin.

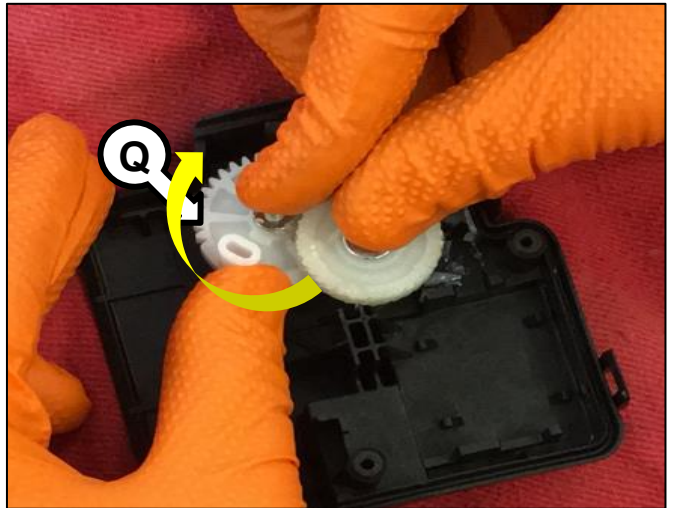


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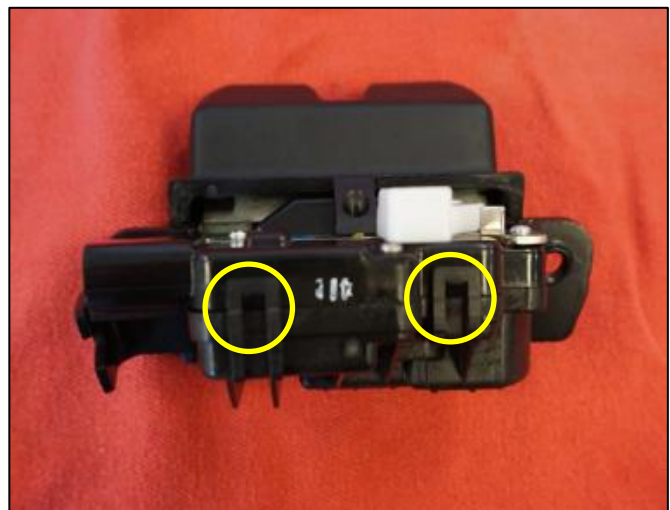
16. Assemble gear (P) and attach it to the cover using the short pin.



17. Hold the pins as shown, and rotate the gear (Q) clockwise using the long shaft on gear (Q). Ensure the gear set moves smoothly and returns to the rubber damper.



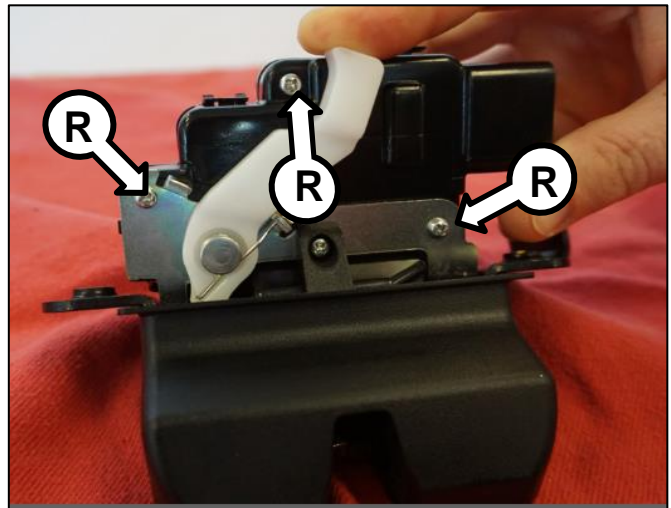
18. Position and hook the new actuator cover with gears to the latch assembly.



19. Install the 3 screws (R) from the tail gate latch using a Phillips screwdriver

*** NOTICE**

To install the center screw, move the manual release to the right, to gain sufficient clearance.



20. Reinstall the tail gate latch to the vehicle by reversing the disassembly steps.

*** NOTICE**

Ensure the tail gate locks/unlocks and opens/closes properly.

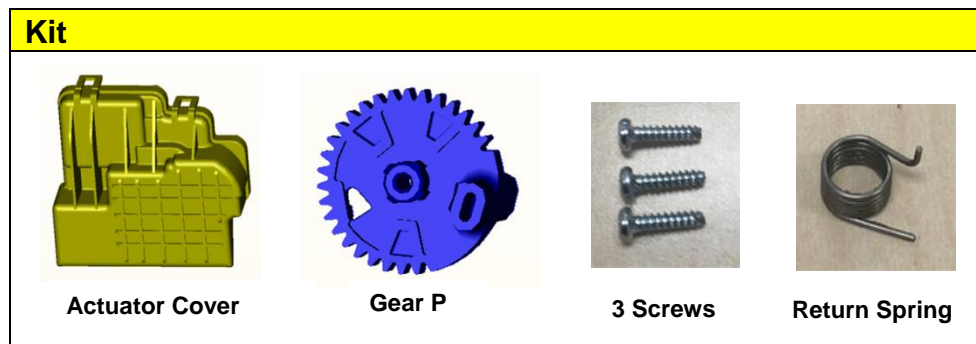
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AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sorento (UMa)	11/17/2014 through 11/30/2015

PART INFORMATION:

Part Name	Part Number	QTY
Tail Gate Latch Service Kit	81231-C5000QQK	1



WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	81230 C5000	0	N99	C99	(SA234) Tail Gate Latch Repair	160A14R0	0.7 M/H	81231-C5000QQK	1