



GROUP  
BOD

MODEL  
2011MY  
Sorento (XMa)

NUMBER  
150

DATE  
August 2016

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** FRONT DOOR LATCH CUSTOMER SATISFACTION PROGRAM  
(CS1603)

This bulletin provides information regarding the inspection, upgrade and/or replacement of door latches on 2011MY Sorento (XMa) vehicles. Kia has determined that after extended usage over years, the door latches may not function properly when being activated with the outside handle and the door may not open.

- **For Front Door Latches:** Vehicles may have previously had one or both front door latches replaced with improved ones. Therefore, each vehicle must be confirmed in WebDCS whether it is eligible to have either driver's or front passenger's or both front door latches inspected, upgraded and/or replaced. If the eligible driver and/or front passenger door latches are properly functioning, upgrade the driver and/or front passenger door latches by installing a spacer clip to the latches. If the eligible driver and/or front passenger door latches are not properly functioning, replace the driver and/or front passenger door latches with new ones.
- **For Rear Door Latches:** Kia is extending the warranty on rear door latches from 5 years/60,000 miles to 10 years/unlimited mileage, starting from the date of first service. If, within the extended warranty period, either rear door latch does not function properly when being activated with the outside handle and the door does not open, replace the affected door latch with a new one.



### \* NOTICE

To assure complete customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service → Warranty Coverage → Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.

File Under: <Voluntary Service Campaign>

Circulate To:  General Manager  Service Manager  Parts Manager

Service Advisors  Technicians  Body Shop Manager  Fleet Repair

**Inspection Procedure:**

1. Check the function of both front door latches by opening the doors using outside and inside door handles.
  - If the door(s) open properly, perform the door latch repair by referring to the **Front Door Latch Repair Procedure** below.
  - If the door(s) malfunction, replace the door latch(es) with an improved part using the procedure on page 12.

**Front Door Latch Repair Procedure (if the latch is working properly):**

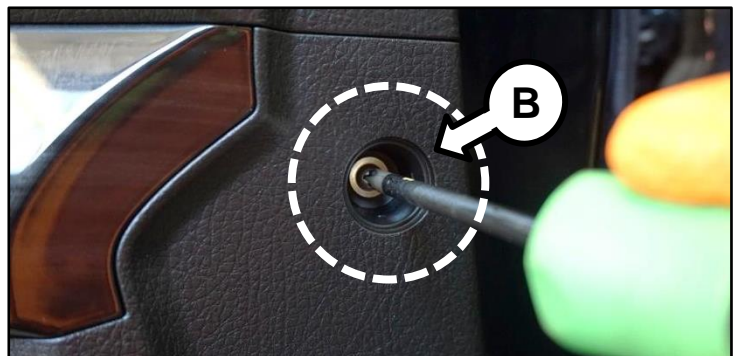
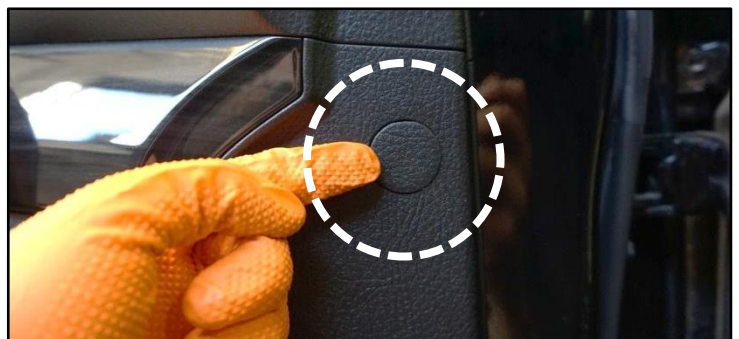
1. Remove the quadrant inner cover and disconnect the tweeter speaker (A).

**CAUTION**

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



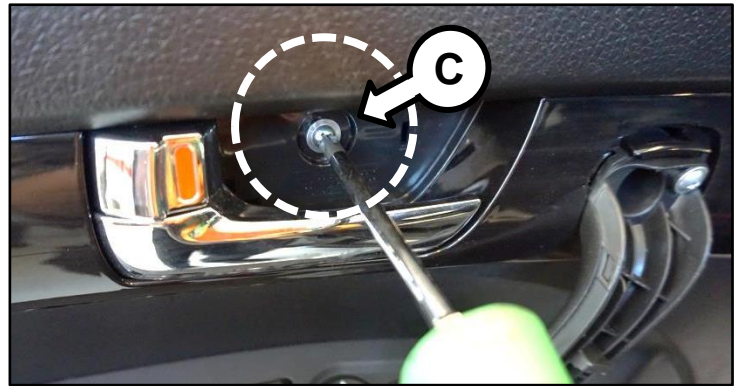
2. Remove the inner screw trim cap below the quadrant cover and remove the retaining screw (B).



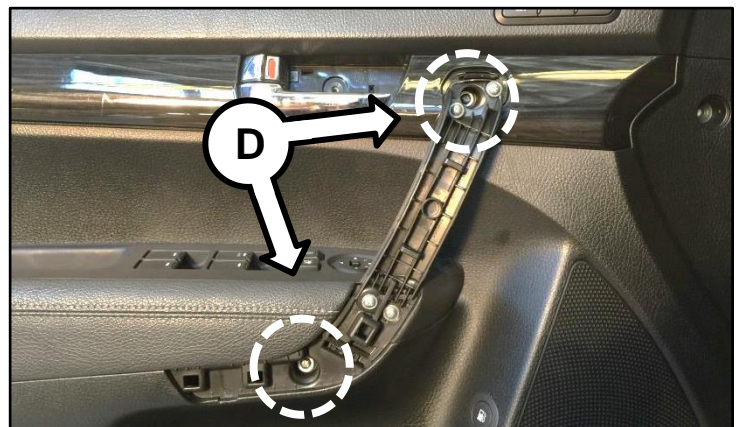
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3. Remove the interior door handle inner trim cover and remove the retaining screw (C).




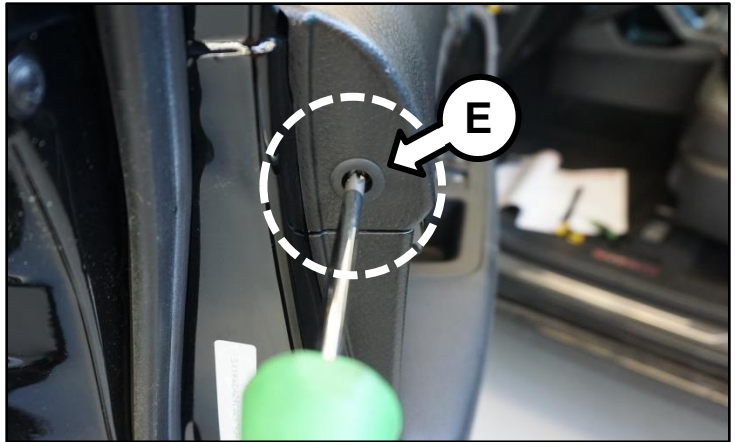
4. Remove the grip cover by gently prying on the lower portion of the cover. Remove the two (2) retaining screws (D).



5. Remove the screw cap at the rear of the door trim and remove the retaining screw (E).



 **CAUTION**  
Use caution to avoid damaging interior trim pieces.



6. Remove the arm rest screw cap and remove the retaining screw (F).



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## FRONT DOOR LATCH (CS 1603)

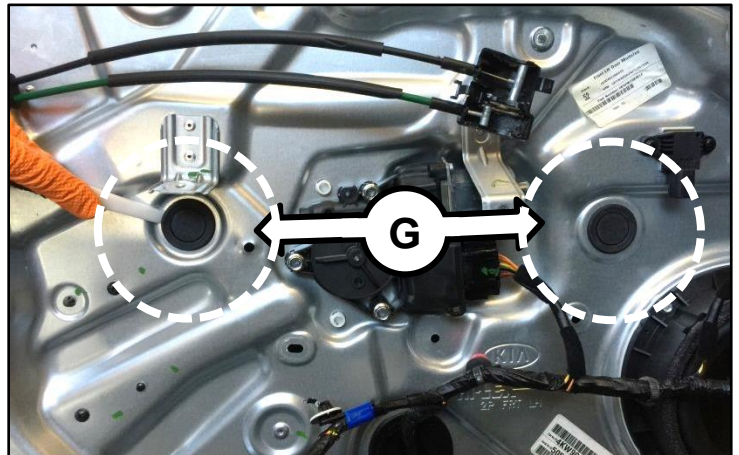
7. Remove the door panel. Leave the 2 master switch harnesses connected to allow for glass retaining bolt alignment in step 9.



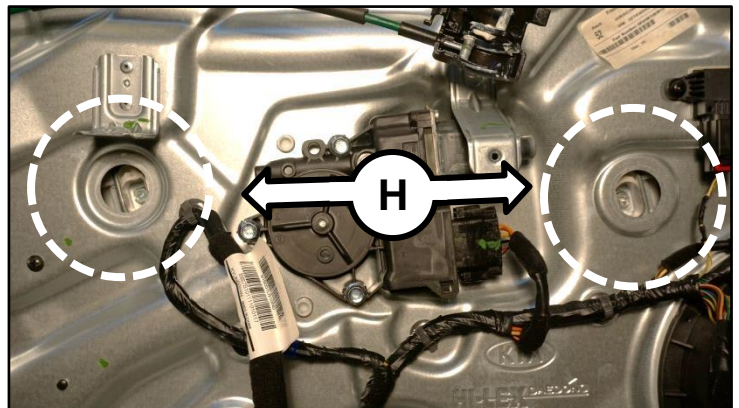
8. Remove the glass retaining bolt covers (G).

**\* NOTICE**

Harness removed from the door module for demonstration only purposes.



9. Lower the glass until the two (2) retaining bolts (H) are visible.



SUBJECT:

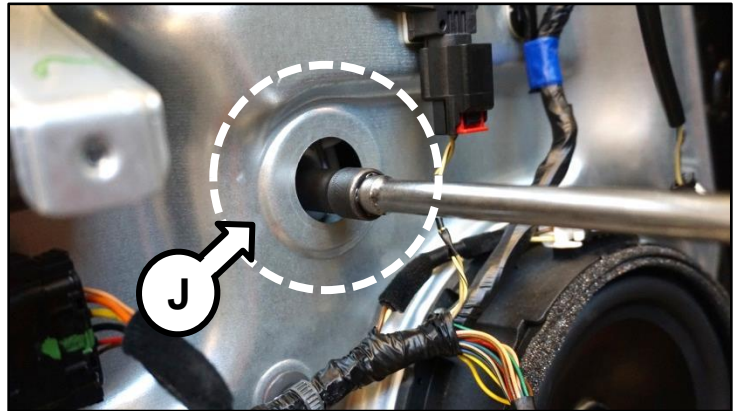
## FRONT DOOR LATCH (CS 1603)

10. Disconnect the front door harnesses and remove the door panel.



11. Remove the two (2) retaining bolts (J) and carefully raise the glass and secure with suitable clamp or other glass securing device.

**Tightening torque : 5.8~8.7 ft-lb  
(7.8~11.8 N.m)**



 **CAUTION**

**When securing glass, use caution not to scratch or break the glass.**

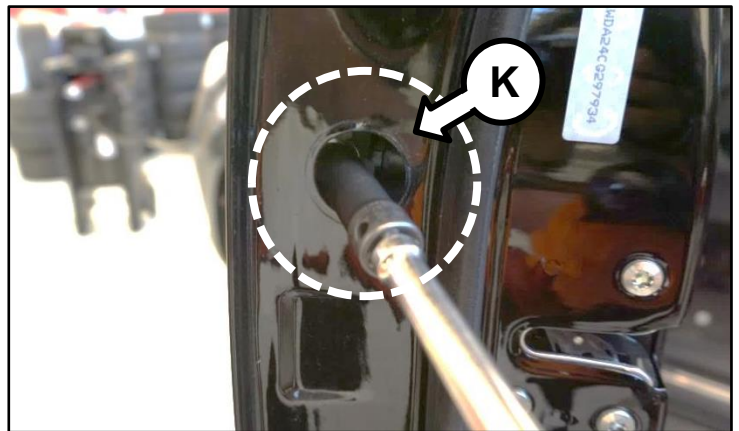


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12. Remove the handle trim cap bolt cover and loosen the outside door handle trim cap bolt (K).

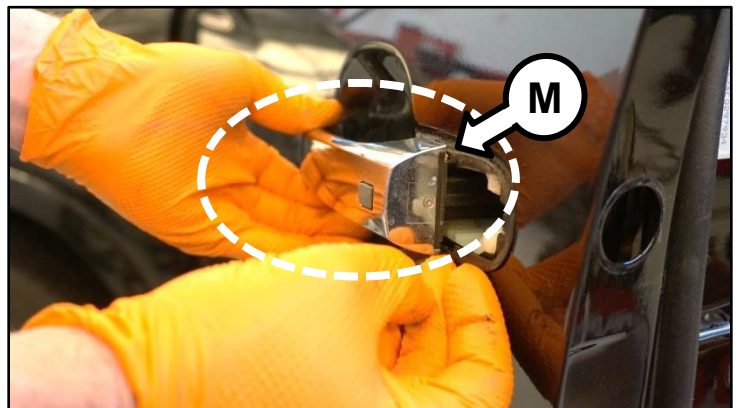
**Tightening torque : 5.8~8.7 ft-lb  
(7.8~11.8 N.m)**



13. Remove the door handle trim cap (L) and tumbler. Remove the door handle (M) by pulling out on the handle slightly and sliding the handle towards the rear of the car.

**\* NOTICE**

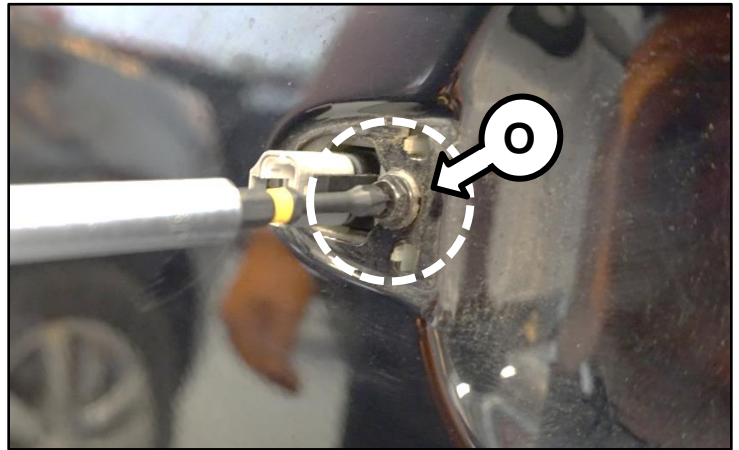
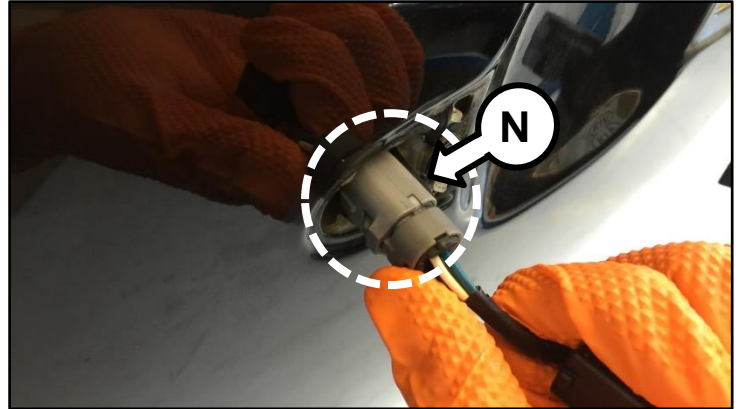
Use caution not to damage the door handle gasket upon removal of the door handle.



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## FRONT DOOR LATCH (CS 1603)

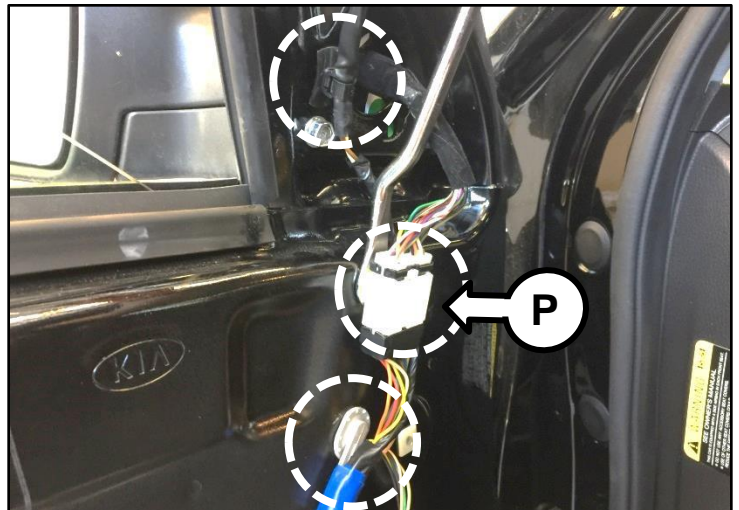
14. Disconnect the handle harness (N), and loosen the door handle base screw (O).



15. Disconnect connector (P) and detach the three (3) wire harness retaining clips from door frame.

### \* NOTICE

Use care to not damage the harness retaining clips when removing the harness.





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## FRONT DOOR LATCH (CS 1603)

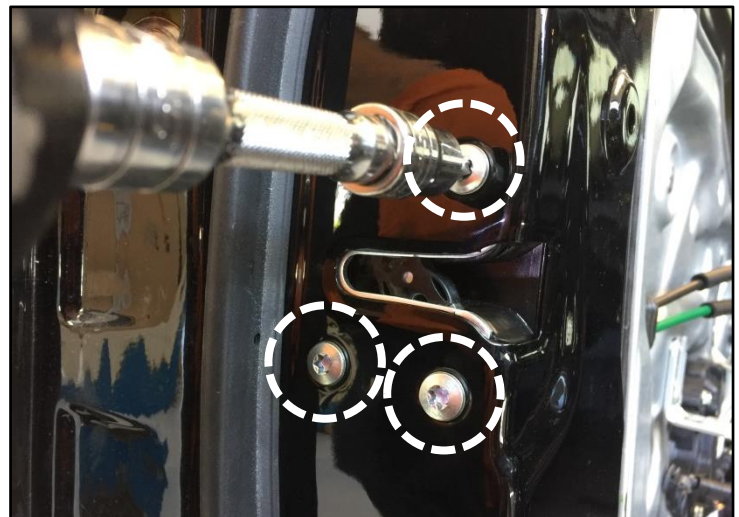
16. Remove the eight (8) bolts securing the door module.

**Tightening torque : 5.1~8.0 ft-lb  
(6.9~10.8 N.m)**



17. Remove the three (3) screws securing the door latch.

**Tightening torque : 5.1~8.0 ft-lb  
(6.9~10.8 N.m)**



18. Remove the door module from the door without disconnecting the harness.

**\* NOTICE**

**Support the module to prevent damage to the harness.**



19. With the front door latch still attached to the door module, attach the jig to the latch using the bolt associated with the side being serviced and tighten. Snug the corresponding bolt to the plastic housing to allow for even pressure.

**\* NOTICE**

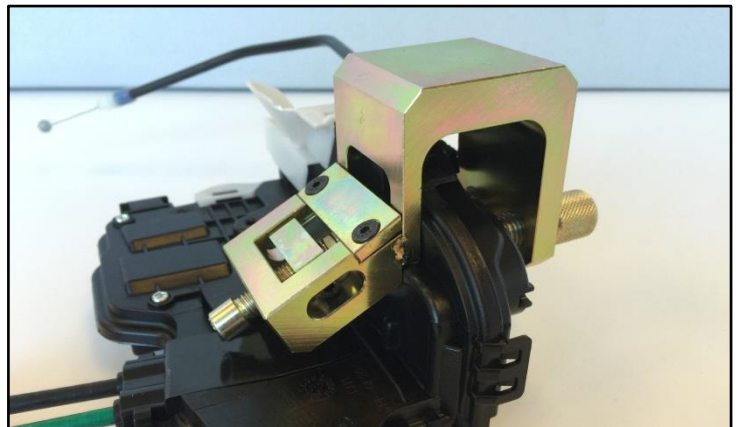
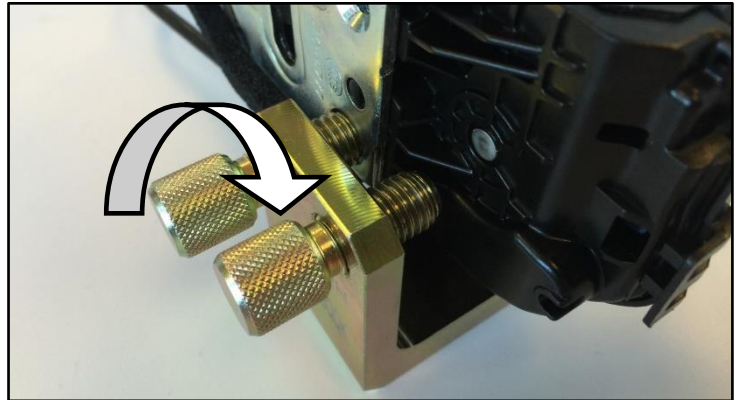
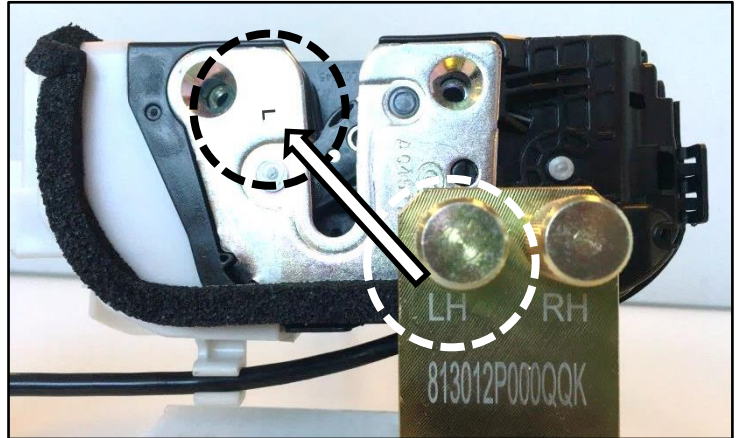
Left hand (LH) latch shown.

**\* NOTICE**

Latch removed from the vehicle for demonstration only purposes.

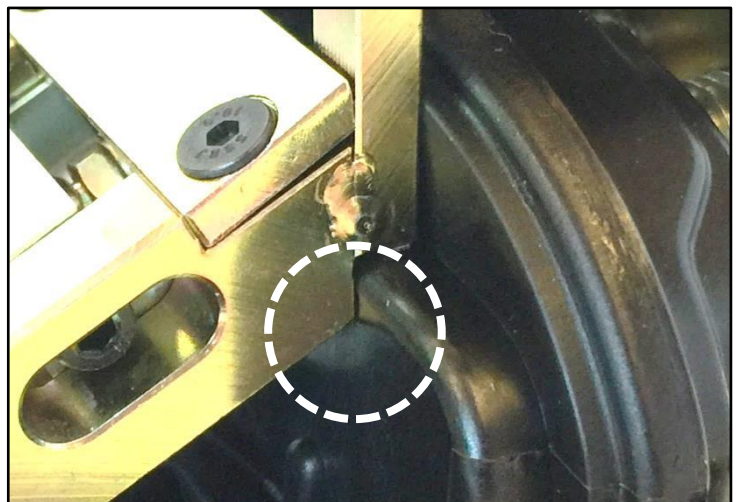
**\* NOTICE**

Tighten bolts by hand ONLY. Do NOT use hand or power tools.



**\* NOTICE**

Make sure the jig is seated flush in the location shown.



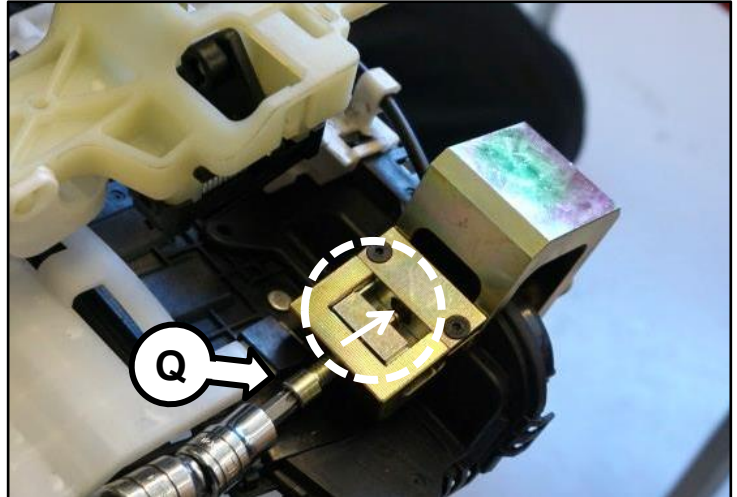
SUBJECT:

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20. Turn the jig cutting bolt (Q) clockwise until the cutter is fully extended to cut a thin slot into the latch cover.

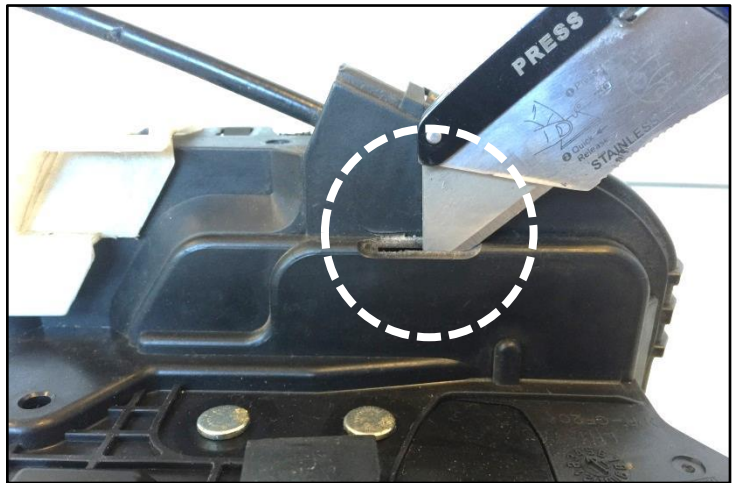
**\* NOTICE**

Tighten cutter bolt by hand **ONLY**.  
Do **NOT** use power tools.



**\* NOTICE**

If the slot is not completely cut,  
carefully expand the slot with a  
razor as shown.



**WARNING**

Use caution when using a razor to  
avoid personal injury.

21. Apply a small amount of super glue at the surface shown.



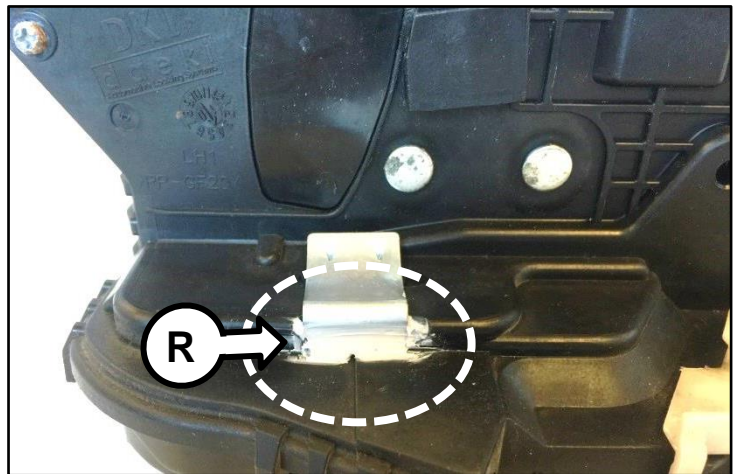
22. Insert the clip with the flat side into the slot as shown.

**\* NOTICE**

The curved side of the clip will rest in the adhesive.



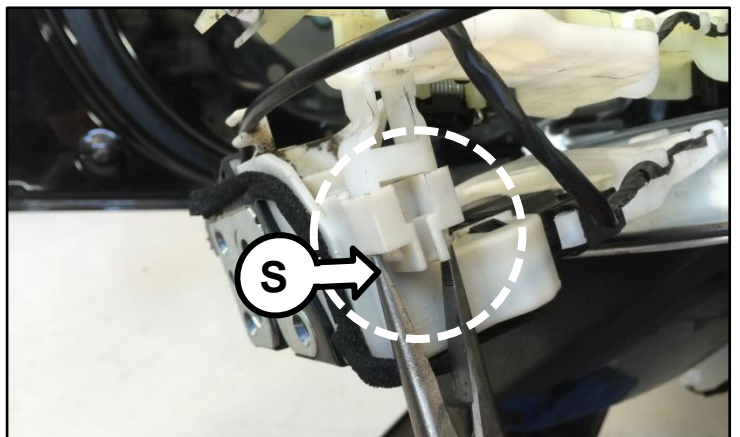
23. Apply silicone RTV sealant around the clip slot (R).



24. Reassemble in the reverse order of removal. Confirm proper operation.

**Front Door Latch Replacement Procedure (if latch is not working properly):**

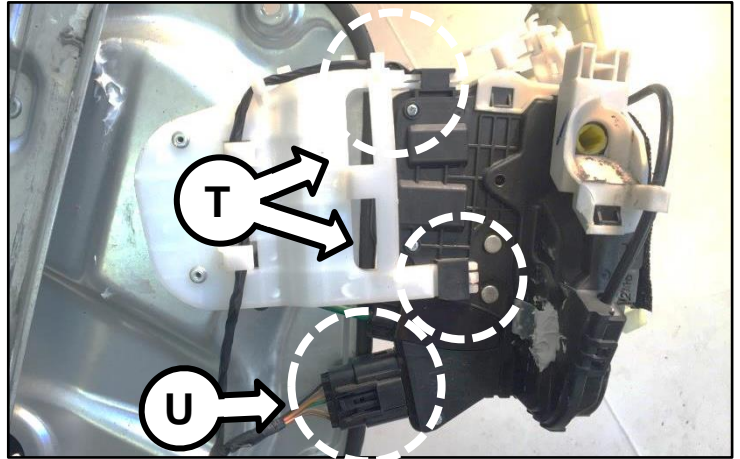
1. Follow steps 1 through 15 in repair procedure above.
2. Disconnect the handle base (S) from the latch as shown.



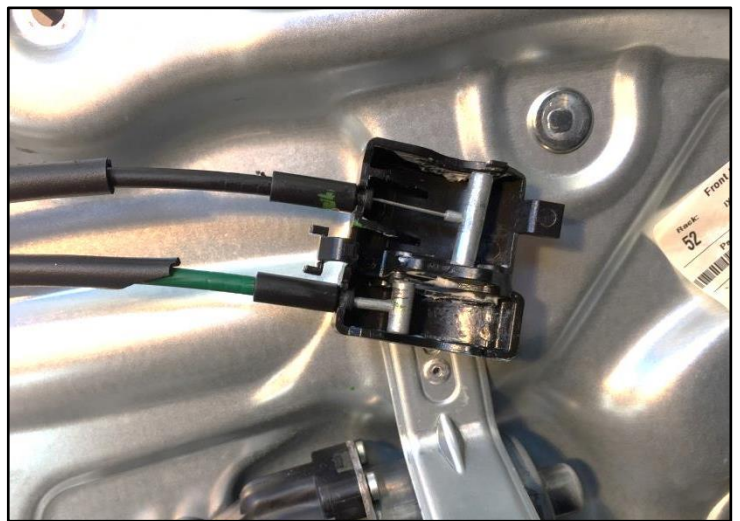
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3. Disconnect the two (2) tabs (T) securing the latch to the door module and the electrical connector (U).



4. Disassemble the cables from the cable cage. Remove the latch assembly and replace.

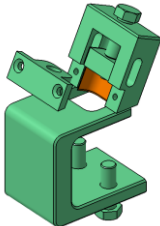



5. Reassemble in the reverse order of removal. Confirm proper operation.


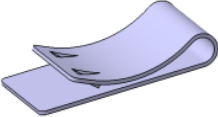
SUBJECT:

## FRONT DOOR LATCH (CS 1603)

## REQUIRED TOOLS:



Part Name	Part No.	Qty	Figure	Comments
Latch Repair Kit	81300 2P000QQK	1	-	Auto-shipped to Dealer For replacement, contact Snap-On Business Solutions at (888) 542-1011
Jig (Included in kit)	81301 2P000QQK	0		For replacement, contact Snap-On Business Solutions at (888) 542-1011
Backup Knife (Included in kit)	81302 2P000QQK	0		

## REQUIRED PARTS:

Part Name	Part No.	Qty	Figure	Comments
Front Door Latch (LH)	81310 2P000QQK	1		-
Front Door Latch (RH)	81320 2P020QQK	1		-
Clip (40 included in Latch Repair Kit)	81303 2P000QQK	2		Additional clips available through normal parts ordering process

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## FRONT DOOR LATCH (CS 1603)

Part Name	Part No.	Qty	Figure	Comments
Super Glue	N/A	1		Gorilla Glue or Super Glue Sourced locally
Silicone (RTV)	UM010 CH046	1		Order through Kia Chemicals

## AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sorento (XMa)	From October 24, 2009 to June 24, 2011

## WARRANTY INFORMATION:

CS1603A (BOTH FRONT DOOR LATCHES)

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	81310 2P000	0	N99	C99	(BOD 150) XMa Door Latch Repair (RH & LH)	160A25R0	1.0 M/H	N/A	1
					(BOD 150) XMa Door Latch Replacement (RH & LH)	160A25R1	1.2 M/H	81310 2P000QQK (LH) 81320 2P020QQK (RH)	
					(BOD 150) XMa Door Latch Repair (one latch) & XMa Door Latch Replacement (one latch)	160A25R2	1.1 M/H	81310 2P000QQK (LH) OR 81320 2P020QQK (RH)	

NOTE: Use sublet code X1 for reimbursement of super glue and silicone (\$.50 maximum).

SUBJECT:

## FRONT DOOR LATCH (CS 1603)

## CS1603B (RIGHT FRONT DOOR LATCH)

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	81310 2P020	0	N99	C99	(BOD 150) XMa Door Latch Repair (RH)	160A25R3	0.5 M/H	N/A	0
					(BOD 150) XMa Door Latch Replacement (RH)	160A25R4	0.6 M/H	81320 2P020QQK	1

**NOTE: Use sublet code X1 for reimbursement of super glue and silicone (\$.50 maximum).**

## CS1603C (LEFT FRONT DOOR LATCH)

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	81310 2P000	0	N99	C99	(BOD 150) XMa Door Latch Repair (LH)	160A25R3	0.5 M/H	N/A	0
					(BOD 150) XMa Door Latch Replacement (LH)	160A25R4	0.6 M/H	81310 2P000QQK	1

**NOTE: Use sublet code X1 for reimbursement of super glue and silicone (\$.50 maximum).**

**\* NOTICE**

**Latches that are replaced are subject to inspection/parts return and possible charge back, if unnecessarily replaced.**