



GROUP BOD	MODEL 2014~2015MY Sorento (XMa)
NUMBER 117 (REV 1, 03/17/2016)	DATE February 2016

TECHNICAL SERVICE BULLETIN

SUBJECT: COMBINED TSB /SERVICE ACTION: EXTERIOR REAR DOOR HANDLE TRIM CAP(S) REPLACEMENT (SA 200)

★ 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 exterior door handle trim cap of some 2014~2015MY Sorento (XMa) vehicles, produced from October 1, 2013 through May 14, 2014, which may experience a loose or missing exterior rear door handle cap(s). Follow the procedure in this bulletin to replace both exterior rear door handle trim caps, even when only one (1) trim cap is affected. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.

For vehicles not on the Affected Vehicles list but with a customer concern, remove and inspect both exterior rear door handle caps to verify the name of the manufacturer. If the door cap has a “Huf” logo embossed on the inside, as shown, replace the cap(s) as outlined in this bulletin. **If the door cap does NOT have a “Huf” logo and is not exhibiting any fitment concerns, reinstall the door cap as replacement is NOT required.** Additionally, if a door cap without a “Huf” logo is exhibiting a fitment concern, open a Techline case for further instructions.



★ 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 200.

File Under: <Body>

Circulate To: General Manager Service Manager Parts Manager

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

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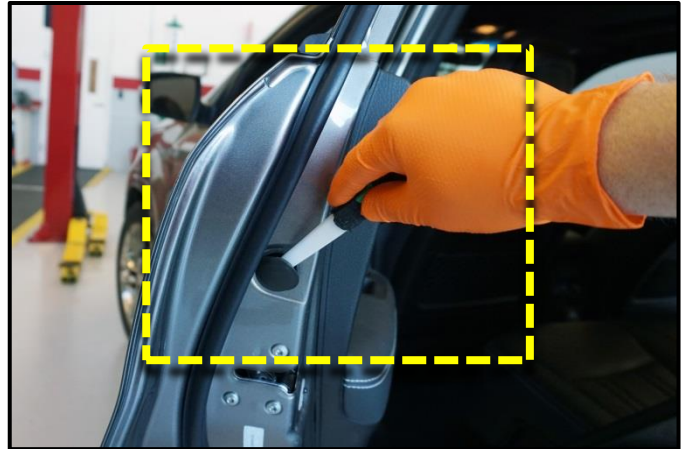
Service Procedure:

1. Use a non-marring trim removal tool to remove the rubber plug on the side of the door, as shown.



CAUTION

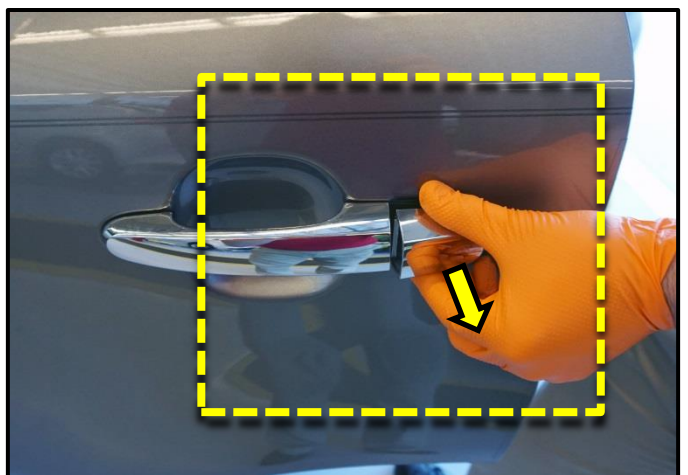
Use a non-marring trim removal tool (such as Snap-on® P/N PBN5 or equivalent) to avoid damaging trim pieces.



2. Loosen the key-hole trim cap retaining bolt using a 10mm socket and wrench.



3. Gently pull the door handle out and remove the trim cap and lock cylinder, as shown.



4. Install the new door handle trim cap by reversing the order of removal.

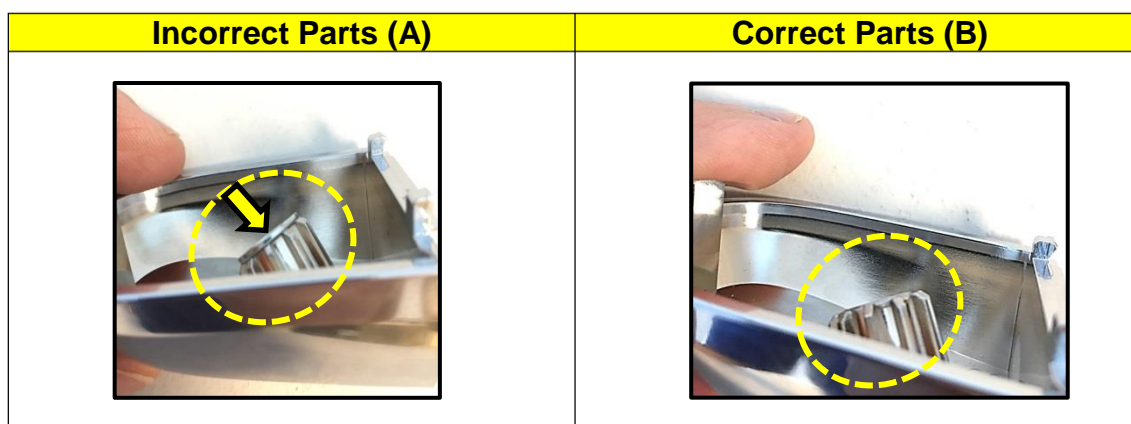
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AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sorento (XMa)	From October 1, 2013 through May 14, 2014

*** NOTICE**

Some dealers may have received the incorrect parts for SA200 (P/N 83652 1U010QQK and 83662 1U010QQK, COVER-RR DR O/S HDL, RH and LH). The incorrect parts (A) will have an additional flange that will cause an interference with the handle base when installed. The correct parts do not have the additional flange (B).



REQUIRED PARTS:

Part Name	Part Number	Qty.	Comments
Exterior Door Handle Cap	83652 1U010 QQK	1	LH
	83662 1U010 QQK	1	RH

SERVICE ACTION CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Time	Related Parts	Qty.
V	83652 1U010	0	N99	C99	(SA 200) Exterior Door Handle Trim Cap Replace (Rear)	150A26R0	0.2 M/H	83652 1U010 QQK	1
								83662 1U010 QQK	1

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HANDLE TRIM CAP REPLACEMENT (SA 200)**

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles NOT included in the Service Action but are experiencing a fitment concern for which the following applies:

1. A customer complains of the same concern as described on Page 1; and
2. The VIN does not appear on the Affected Vehicles list for Service Action 200; and
3. The vehicle model year and production date range are as identified in this bulletin.

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Time	Related Parts	Qty.
W	83652 1U010	0	I22	ZZ3	(BOD 117) Exterior Door Handle Trim Cap Replace (Rear)	83652F00	0.2 M/H	83652 1U010 QQK	1*
								83662 1U010 QQK	1*

*If applicable

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA 200 when accessing the WebDCS system.