



GROUP Service Campaign	MODEL Multiple Models (see below)
NUMBER SC141 (Rev 1, 02/28/2017)	DATE December 2016

VOLUNTARY SERVICE CAMPAIGN

SUBJECT: APPLICATION OF ADDITIONAL ANTI-CORROSION MATERIAL (SC141)

★ 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.

To improve customer satisfaction, Kia is launching this service campaign to apply additional anti-corrosion material to the underbody components of certain 2011-2014MY Sorento, 2011-2014MY Optima and Optima Hybrid, 2011-2014MY Sportage, and 2010-2013MY Forte and Forte Koup vehicles originally sold or currently registered in one of the 28 states where heavy amounts of road salt are used. The 28 states where heavy amounts of road salt are used are: AK, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, ND, NE, NH, NJ, NY, OH, PA, RI, SD, UT, VT, WI and WV. Kia believes that such additional protection can be helpful, especially in very high mileage situations. Please remind all customers of the instructions in their Owner’s Manual, as shown below, to regularly have the underbody of their vehicles washed when road salt is being used in their area.

“Underbody maintenance”

“Corrosive materials used for ice and snow removal and dust control may collect on the underbody. If these materials are not removed, accelerated rusting can occur on underbody parts such as the fuel lines, frame, floor pan and exhaust system, even though they have been treated with rust protection. Thoroughly flush the vehicle underbody and wheel openings with lukewarm or cold water once a month, after off-road driving and at the end of each winter. Pay special attention to these areas because it is difficult to see all the mud and dirt. It will do more harm than good to wet down the road grime without removing it. The lower edges of doors, rocker panels, and frame members have drain holes that should not be allowed to clog with dirt; trapped water in these areas can cause rusting.”

★ NOTICE

Dealers that may not be able to have these repairs performed in a properly ventilated area have the option to sublet (with certain restrictions). Refer to Appendix 1 and 1A on pages 19 and 20 of this bulletin.

File Under: <Service Campaign>

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

SUBJECT:

**APPLICATION OF ADDITIONAL ANTI-CORROSION
MATERIAL (SC141)***** 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.

*** NOTICE**

IMPORTANT For Dealers and Customers Not Immediately affected By This Campaign.

This campaign is primarily being conducted regarding owners whose vehicles in the affected VIN range are owned and maintained in states where significant amounts of road salt are applied. However, the objective of this campaign is to improve customer satisfaction by applying additional anti-corrosion protection, regardless of their current location. As a result, additional customer vehicles not currently listed may need to be inspected and/or repaired as a result of this campaign. Possible situations and dealer responses include:

- (1) A customer who has not received an Owner Notification under this campaign and now resides in a salt belt state. Advise KMA and promptly conduct the campaign repair.
- (2) During normal maintenance or repairs for a vehicle located outside of the salt belt states, the dealer identifies that a vehicle has corrosion damage which appears to warrant a campaign repair. Contact the District Parts and Service Manager for approval before conducting the campaign repair.
- (3) A customer currently living outside a salt belt state alleges a potential corrosion condition or simply requests a repair or an inspection. Promptly conduct an inspection at no charge to the customer. If the dealer identifies that the vehicle has corrosion damage which appears to warrant a campaign repair, contact the District Parts and Service Manager for approval before conducting the campaign repair.

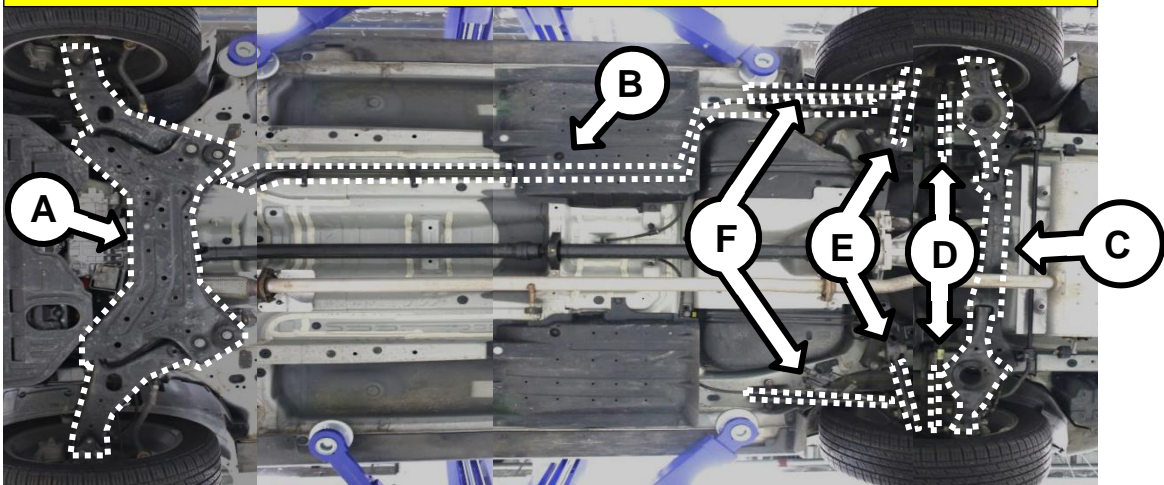
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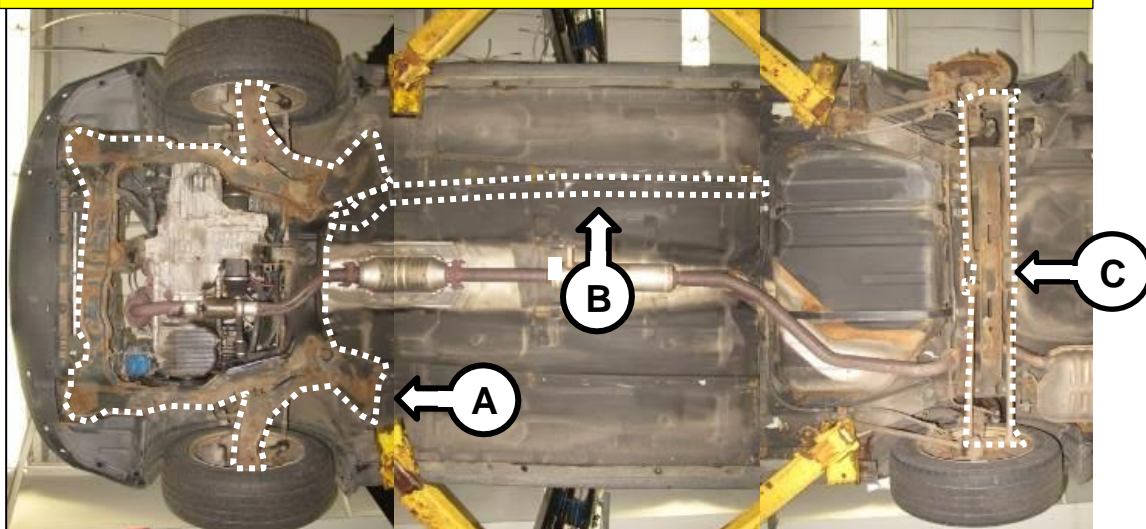
* NOTICE

The procedure illustrated below is broken down into Preparation, Cleaning, Cavity Wax Application and Undercoat Application for the Sub Frame/Front Lower Arm (A), Fuel/Brake Line Protector (B), Rear Member Arm/Rear Lower Arms (C), Rear Upper Arms (D), Assist Arms (E), Trailing Arms (F) sections of each applicable vehicle. Images shown in the procedure are for reference only purposes and will vary by model.

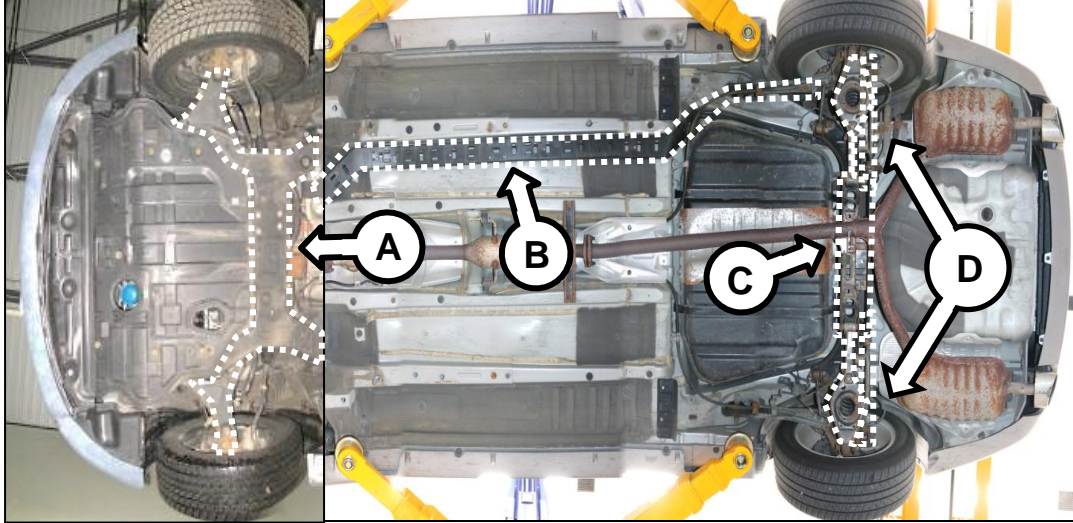
Sportage (SL) Underbody



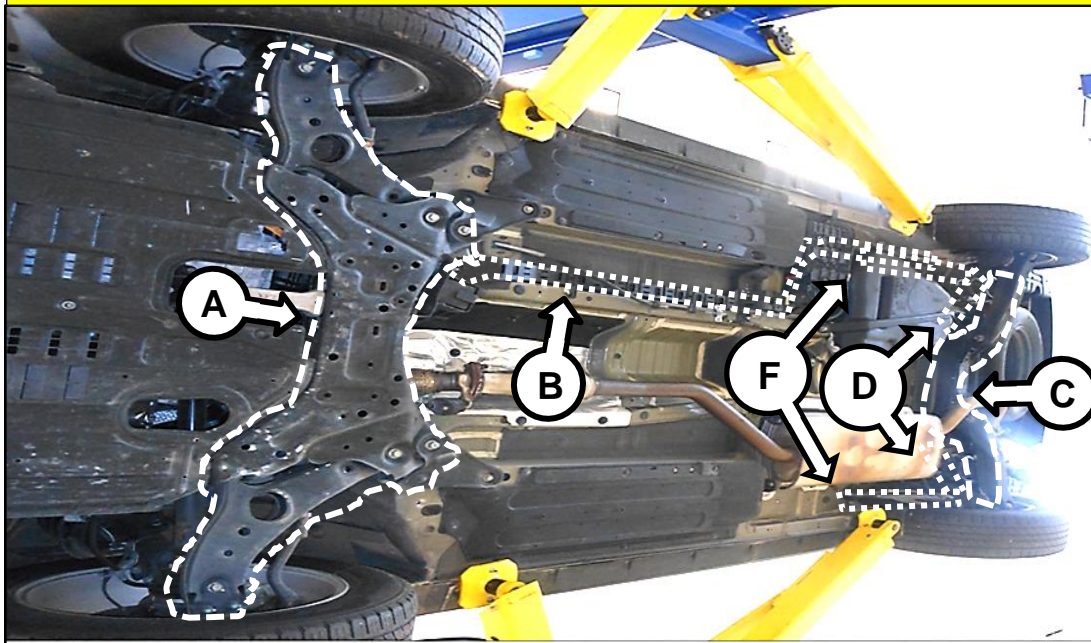
Forte/Forte Koup (TD) Underbody



Optima (QF/TF/TFH) Underbody



Sorento (XMa) Underbody

**WARNING**

Do not eat, drink or smoke while using this product. Keep away from heat, sparks, open flames, hot surfaces and other ignition sources. Avoid breathing mist, vapors, spray. Wash thoroughly after handling. Wear protective gloves, protective clothing, eye protection, face protection.

Use with adequate ventilation. Respiratory: Level of exposure needs to be determined. If required, use a particulate filter, a NIOSH-approved air purifying respirator with organic vapor cartridge or a supplied air respirator. Filters should be replaced when breathing becomes labored. Cartridges should be replaced when odors pass through. Refer to MSD sheets (Links: [Cavity Wax](#), [Undercoating](#)) for additional information and important warnings. All warnings provided by the MSD sheet are hereby incorporated by reference.

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Preparation:

If vehicle undercarriage has significant road salt residue, an undercarriage carwash is recommended. Prior to washing the undercarriage, document the vehicle's undercarriage condition by taking two (2) photos and submitting them with the warranty claim on form WRTY146 as specified in Warranty Bulletin 2016-20. After an undercarriage wash, allow vehicle to dry or use compressed air. These procedures should **ONLY** be performed in temperatures above 32°F (0°C). Ensure that all surfaces are completely dry and free of moisture before applying cavity wax or undercoating.

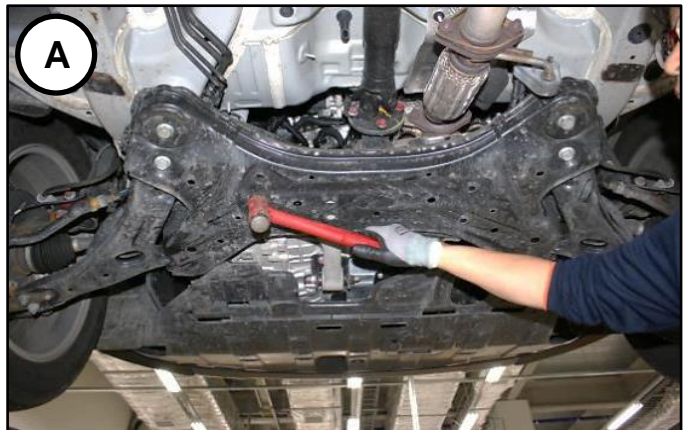
Cleaning Procedure

1. On vehicles equipped with a splash shield, remove the splash shield prior to starting the procedure.



2. Remove any rust scales or contaminants from the following components by hammering with a small hammer, and removing any surface rust with a wire brush:

- Sub Frame/Front Lower Arms (A)
- Fuel/Brake Line Protector* (B)
- Rear Member Arm/Rear Lower Arms (C)
- Rear Upper Arms (D)
- Assist Arms (E)
- Trailing Arms (F)



*Use wire brush only on the Fuel/Brake Line Protector (B), do not strike with hammer.

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* NOTICE

Images are for demonstration purposes only and may not exactly match the vehicle you are inspecting.

* NOTICE

It is not necessary to strike components with sufficient force as to cause dimpling or damage.



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MATERIAL (SC141)**CAUTION**

Use caution not to strike the fuel/brake lines or protector, parking brake cable, brake lines, or wiring harnesses during this step.



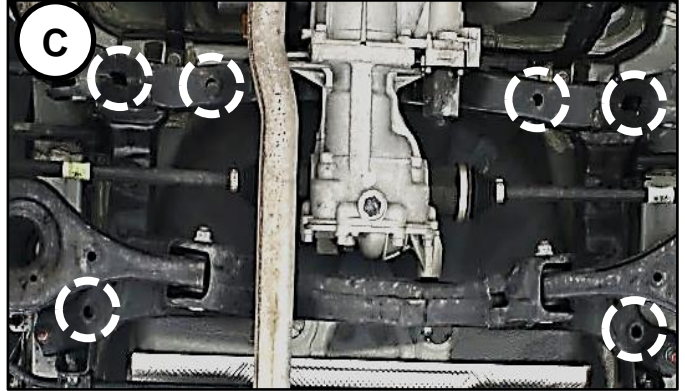
3. After hammering and wire brushing is complete, you will need to use a blow gun to introduce compressed air into the service holes of chassis components to remove any additional rust scales or contaminants.



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4. Make sure that when using compressed air to remove rust scale and contaminants, to rotate the air nozzle inside the service holes to completely remove debris that may be lodged in cavities.



5. Be sure to remove debris that may be collected between the Fuel/Brake Lines and the body with compressed air. (B)



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6. Make Certain that all surface contaminants are removed with compressed air from the trailing arms and assist arms.



Cavity Wax Application

WARNING

Do not eat, drink or smoke while using this product. Keep away from heat, sparks, open flames, hot surfaces and other ignition sources. Avoid breathing mist, vapors, spray. Wash thoroughly after handling. Wear protective gloves, protective clothing, eye protection, face protection.

Use with adequate ventilation. Respiratory: Level of exposure needs to be determined. If required, use a particulate filter, a NIOSH-approved air purifying respirator with organic vapor cartridge or a supplied air respirator. Filters should be replaced when breathing becomes labored. Cartridges should be replaced when odors pass through. Refer to MSD sheet (Links: [Cavity Wax](#), [Undercoating](#)) for additional information and important warnings. All warnings provided by the MSD sheet are hereby incorporated by reference.

* NOTICE

To prevent excessive vaporization of the cavity wax, use an inline air pressure regulator and adjust the pressure to the wax gun to 70-90 PSI max. (Labels on older cavity wax bottles may still call for 90-120 PSI; disregard and adjust pressure to 70-90 PSI max).

*** NOTICE**

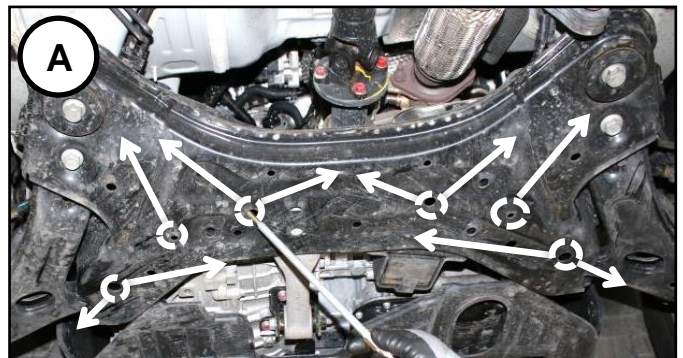
- This procedure should **ONLY** be performed in temperatures above 32°F (0°C). Ensure that all surfaces are completely dry and free of moisture before applying cavity wax or undercoating.
- Using expired product may result in a poor spray pattern and/or insufficient cavity wax application. Discard any such product (following all applicable local/state/federal regulations). An expiration date has been added to the cavity wax so that any expired wax can be easily identified and discarded. The undercoating has a manufacturing date code printed on the bottom of the can. Undercoating should be discarded two years after the manufacturing date. In case of questions, please contact the Kia Chemical Program through <https://www.kdealer.com>.

1. Using Quick Disconnect fittings suitable for the dealer's air supply system, install the in-line pressure regulator to a conveniently located wall air outlet and adjust the pressure to 70-90 PSI. Connect the air hose to the regulator, and connect the other end of the hose to the Kia Injection Gun (06700 10100), used to apply the cavity wax.

2. The injection gun nozzle should be inserted into the service holes in the specified components, and rotated so that there is even coating inside.

(For Optima Hybrid, front and rear aluminum control arms are excluded)

Click [here](#) to see tutorial on wax application.

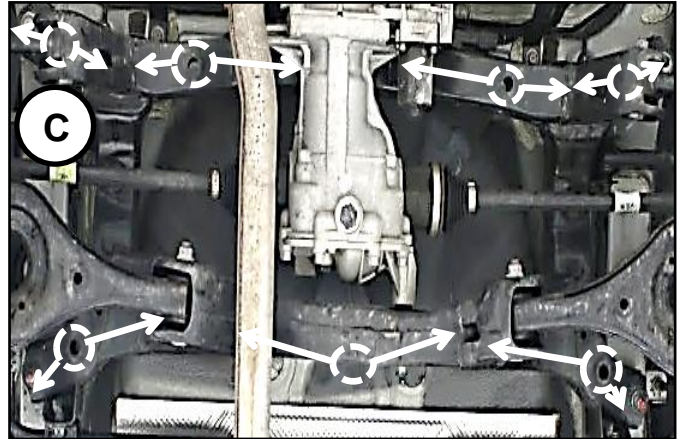


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* NOTICE

Images are for demonstration purposes only and may not exactly match the vehicle you are inspecting.



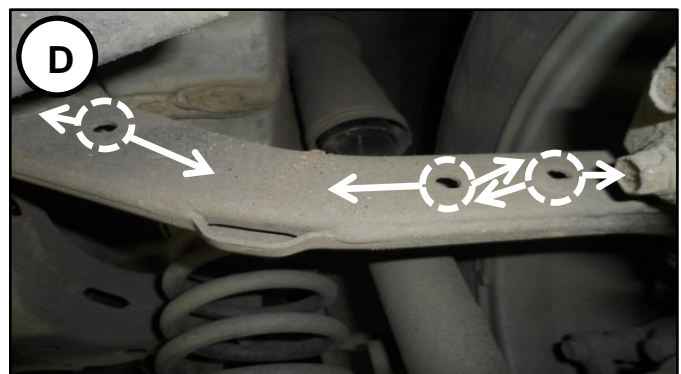
* NOTICE

Avoid removing the nozzle from service holes during application to prevent cavity wax from contaminating surrounding areas.



* NOTICE

Be certain during application that all interior surfaces of affected components are coated completely.

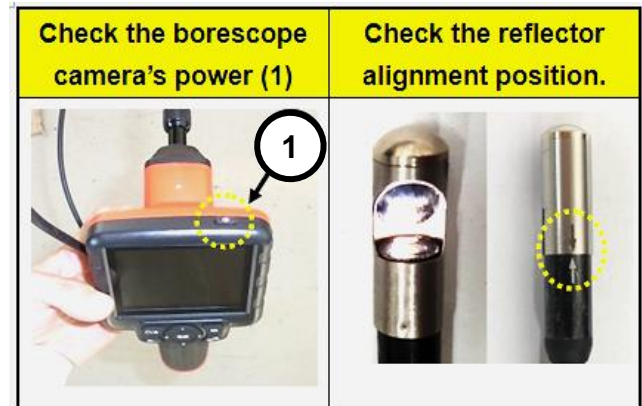
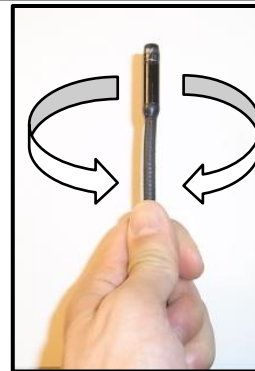


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- 3. After applying cavity wax to components, use the borescope (1K545 4D200QQK) to check for proper wax coating through the component service holes.



- 4. Power up and calibrate the display orientation direction by gripping the probe and turning as required. (Apply and align the 90 degree angle adapter, as needed, for picture quality.)



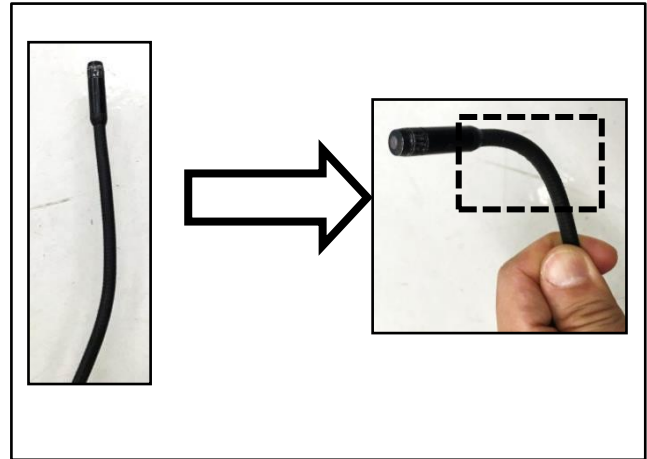
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5. Once the camera and display are properly oriented, bend the probe just behind the camera to help maintain orientation during inspection.

* NOTICE

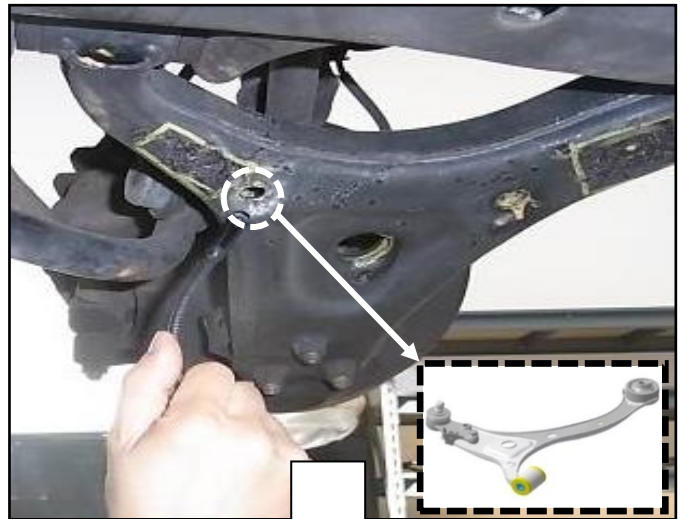
If it is difficult to view the inside of the arm with the camera due to flexibility of the scope wand, use the 90 degree lens attachment.



6. Insert the camera into hole as shown.

* NOTICE

Always ensure the camera lens and 90 degree adaptor are cleaned with a fresh paper towel and rubbing alcohol prior to inspection and image capturing.



7. Rotate the camera in order to check all angles for proper wax application inside the inspected components, and to obtain your images that will be used for warranty claim submission.



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MATERIAL (SC141)*** NOTICE**

Images of wax application must be submitted per Warranty Bulletin 2016-20. Claim approval will be delayed if images are not submitted.

Images to be submitted are as follows:

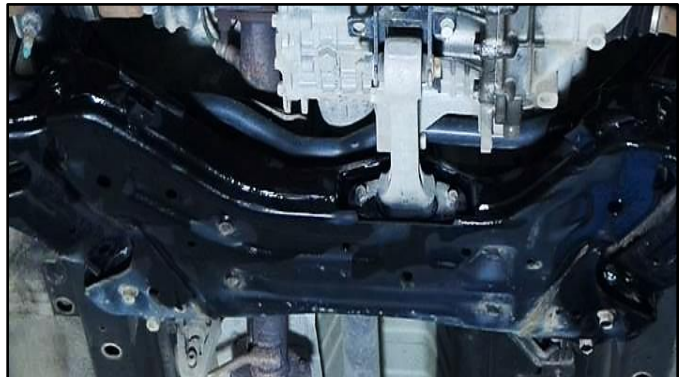
- Inside Front Lower Control Arm, LH (excluding Optima Hybrid)
- Inside Front Cross Member
- Inside Rear Lower Control Arm, LH (excluding Optima Hybrid)
- Inside Rear Cross Member (Unless Cross Member is open, in which case an exterior picture will suffice)
- Refer to Appendix 2 for WRTY146 form

Suggestion: Appendix 3 shows one (optional) method of transferring photos for claim processing. Select the best method depending on equipment and availability at your dealership.

Before Wax Application**After Wax Application****Undercoat Application**

1. Using undercoating spray, be sure to **completely coat** the Sub Frame/Front Lower Arm (A), Fuel/Brake Line Protector (B), Rear Member Arm/Rear Lower Arms (C), Rear Upper Arms (D), Assist Arms (E), and Trailing Arms (F).

(Front and rear aluminum control arms on Optima Hybrid are excluded.)

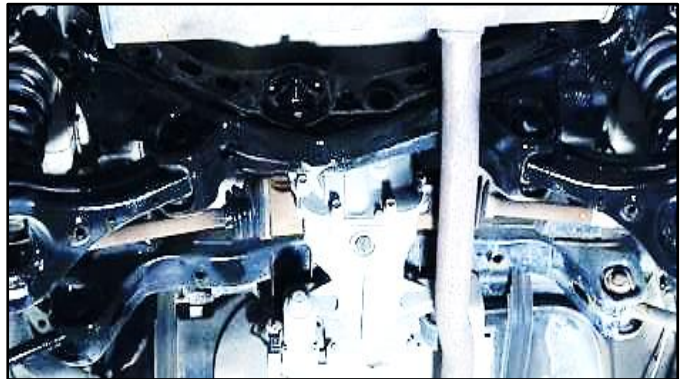


SUBJECT:

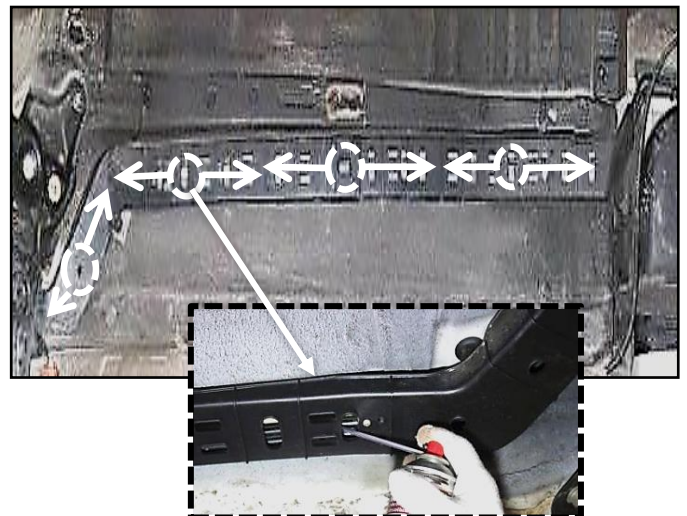
APPLICATION OF ADDITIONAL ANTI-CORROSION
MATERIAL (SC141)**WARNING**

Do not eat, drink or smoke while using this product. Keep away from heat, sparks, open flames, hot surfaces and other ignition sources. Avoid breathing mist, vapors, spray. Wash thoroughly after handling. Wear protective gloves, protective clothing, eye protection, face protection.

Use with adequate ventilation. Respiratory: Level of exposure needs to be determined. If required, use a particulate filter, a NIOSH-approved air purifying respirator with organic vapor cartridge or a supplied air respirator. Filters should be replaced when breathing becomes labored. Cartridges should be replaced when odors pass through. Refer to MSD sheet (Links: [Cavity Wax](#), [Undercoating](#)) for additional information and important warnings. All warnings provided by the MSD sheet are hereby incorporated by reference.



2. Make sure to spray undercoat inside the Fuel/Brake Line Protector as well as on the outside portion.

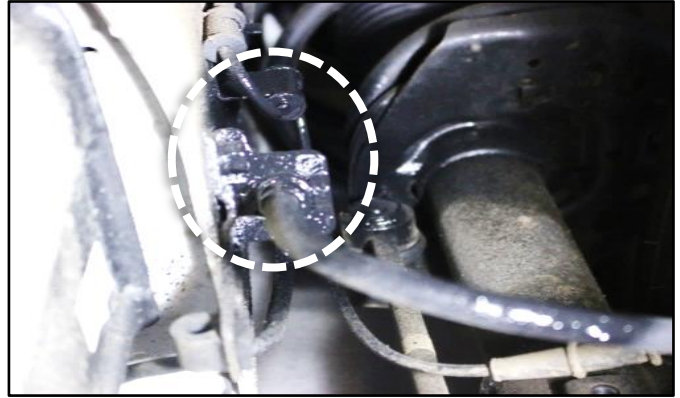


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3. Be sure to completely coat the four (4) brake hose anchor clips on both sides, front and rear of the vehicle.

*** NOTICE**

Take special care to not spray undercoating onto the brake calipers or friction surfaces during this application.



*** NOTICE**

Images of undercoating must be submitted per Warranty Bulletin 2016-20. Claim approval will be delayed if images are not submitted. Images to be submitted are as follows:

*Outside/Exterior of Front Lower Control Arm (excluding aluminum control arms on Optima Hybrid) and Sub Frame after undercoating application. One combined photo showing both Control Arms and Sub Frame (excluding aluminum control arms on Optima Hybrid) clearly and completely will suffice.

- Refer to Appendix 2 for WRTY146 form.
- Suggestion: Appendix 3 shows one (optional) method of transferring photos for claim processing. Select the best method depending on equipment and availability at your dealership.

4. If previously removed, reinstall the splash shield to complete the procedure.

*** NOTICE**



Allow cavity wax and underbody coating to cure for a least 1 hour prior to vehicle being driven, especially during rain or snow conditions.



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Part Name	Part No.	Qty.	Figure	Comments
Kia SC141 Wax Injection Gun	06700 10100	1		Previously shipped to Dealers. For replacements, contact Snap-On Business Solutions at (888) 542-1011
Kia SC141 Wax Application Hose	06700 10110	1		
Borescope Kit	1K545 4D200QQK	1		
Borescope Reflector (Included with Borescope Kit)	06700 10120	1		For replacements, contact Snap-On Business Solutions at (888) 542-1011
Air Pressure Regulator	IRCR37121600	1		Initial supply is auto-shipped to Dealers. For replacements, contact Snap-On Business Solutions at (888) 542-1011
Respirator (Organic / N95 Particulate)	SSC366150	1		
Cartridge for Respirator (6pk)	SSC100100	1		
Filter for Respirator (12pk)	SSC106000	1		

REQUIRED PARTS:

Part Name	Part No.	Qty.	Figure	Comments
Cavity Wax	UM090 CH041*	1		Limit one (1) can per vehicle (Order through Kia Chemicals)
Undercoating	UM010 CH044*	3		Limit three (3) cans per vehicle (Order through Kia Chemicals)

*MSDS available at links: [Cavity Wax](#), [Undercoating](#)

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AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sportage (SL)	2011~2014MY
Optima (TF)	2011~2014MY
Optima (TFE)	2011~2014MY
Optima (QF)	2012~2014MY
Forte / Forte Koup (TD)	2010~2013MY
Sorento (XM)	2011~2014MY

WARRANTY INFORMATION:

N CODE: N99 C CODE: C99

Claim Type	Model	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	Sportage (SL)	54530 3S000	0	(SC141) Vehicle Underbody Wax & Undercoat Application (Photo attachment 'XX: Others' Required)	160131R0	0.9	UM090 CH041	1
							UM010 CH044	3
	Optima (TF)	54500 2T010			160132R0	0.9	UM090 CH041	1
							UM010 CH044	3
	Optima (TFE)	54500 4R000			160133R0	0.9	UM090 CH041	1
							UM010 CH044	3
	Optima (QF)	54500 3S200			160A41R0	0.9	UM090 CH041	1
							UM010 CH044	3
	Forte / Forte Koup (TD)	54500 1M100			160134R0	0.9	UM090 CH041	1
							UM010 CH044	3
	Sorento (XM)	54530 2B000			160A42R0	0.9	UM090 CH041	1
							UM010 CH044	3

NOTE: Use sublet code X1 for reimbursement of undercarriage wash (\$30.00 maximum, submission of 2 photos required).

* NOTICE

All sublet submissions for SC141 MUST be accompanied by 2 images taken prior to the undercarriage wash as outlined in Warranty Bulletin 2016-20. All dealers submitting this claim must also use the SC141 3rd Party Sublet Compliance Form (Appendix 1A) when submitting for reimbursement.

All photo submissions for Warranty must be made via document WRTY146. The document can be found by visiting KDealer → Fixed Ops → Warranty → Warranty Forms.

* 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.

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Appendix 1

Dealer/Sublet Option for Wax Application

1. Dealerships should perform this repair on all customer vehicles in a properly equipped shop (properly ventilated and with the proper safety equipment on hand).
2. If proper ventilation is not possible or practical, limit the number of SC141 jobs scheduled simultaneously or on the same day, to reduce excessive and/or prolonged odor/vapor concerns.
3. If your dealership is not properly equipped to perform this campaign (properly ventilated or do not have the proper safety equipment), dealers may sublet work to a 3rd party (qualified collision/body repair shop) that meets the requirements and is equipped to perform this campaign.

Guidelines for Subletting to a 3rd Party

- Dealers are NOT to refer a customer to the 3rd party location for work. Customers should check in their vehicle and collect it at the Kia dealer's service facility. It is the dealership's responsibility to ensure that Kia dealer personnel deliver and pick up the vehicle to/from the 3rd party facility.
- Dealerships are to provide the 3rd party the appropriate Kia document (TSB) and Kia approved materials to complete the campaign (wax gun, pressure regulator if required, wax, undercoating, video camera) and must ensure the 3rd party fully understands the TSB procedure.
- Dealerships must perform a multipoint inspection and work quality inspection once the vehicle returns from the 3rd party, and complete the 3rd Party Sublet Compliance form (Appendix 1A).
- The dealership will be reimbursed at the same level as if the job was completed internally. The claim submission in Web DCS will be the same as if the work was performed at the dealership. Refer to SPPM section 10.6 for full sublet reimbursement details.
- Dealerships MUST keep a record of work performed. Please ensure the sublet invoice is retained with the RO records and that the document is in compliance with SPPM section 10.6.

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Appendix 1A

SC141 3rd Party Sublet and Compliance Form

KMA requires that if you use a 3rd party to complete SC141, a repair verification is done upon repair completion and results are recorded on this form to ensure that the objectives are met by the 3rd party. This form is to be signed by the Kia dealer Service Manager and should be attached to the work order.

Dealer Number		Dealer Name	
Service Manager Name (Print)		Service Manager Signature	

Repair Order #	
-----------------------	--

SC141 Sublet Conditions

1. Name of sublet facility:			
2. Dropped off at facility by:			
3. Picked up at facility by:			
	Yes	No	Comment
4. Quality of work inspected?			
5. Quality of work inspected by:			
	Yes	No	Comment
6. Multipoint Inspection completed?			
	Yes	No	Comment
7. KMA specified chemicals used?			

* NOTICE

All warranty submissions for SC141 **MUST** be accompanied by images as outlined in Warranty Bulletin 2016-20. All dealers submitting this claim must use Appendix 1 form submitting for reimbursement.

* NOTICE

All photo submissions for warranty submission must be made via document WRTY146. The document can be found by visiting KDealer → Fixed Ops → Warranty → Warranty Forms.

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Appendix 2



Cavity Wax- Under Body Photo Report

Dealer Code	Dealer Name	VIN:	Model	RO#	Date	
Photo #1- Place cursor in the box below to paste a picture				Photo #2- Place cursor in the box below to paste a picture		
Photo #3 - Place cursor in the box below to paste a picture				Photo #4 - Place cursor in the box below to paste a picture		
Photo #5			Photo #6			

Link to form: [WRTY146 Cavity Wax](#)

Appendix 3

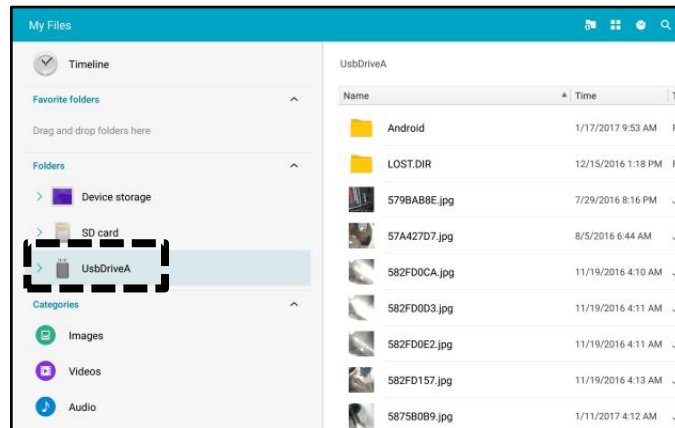
Capturing and Emailing KDS Images

The images from the scope can be easily transferred to (for example) the KDS tablet and then emailed to the appropriate recipient or department.

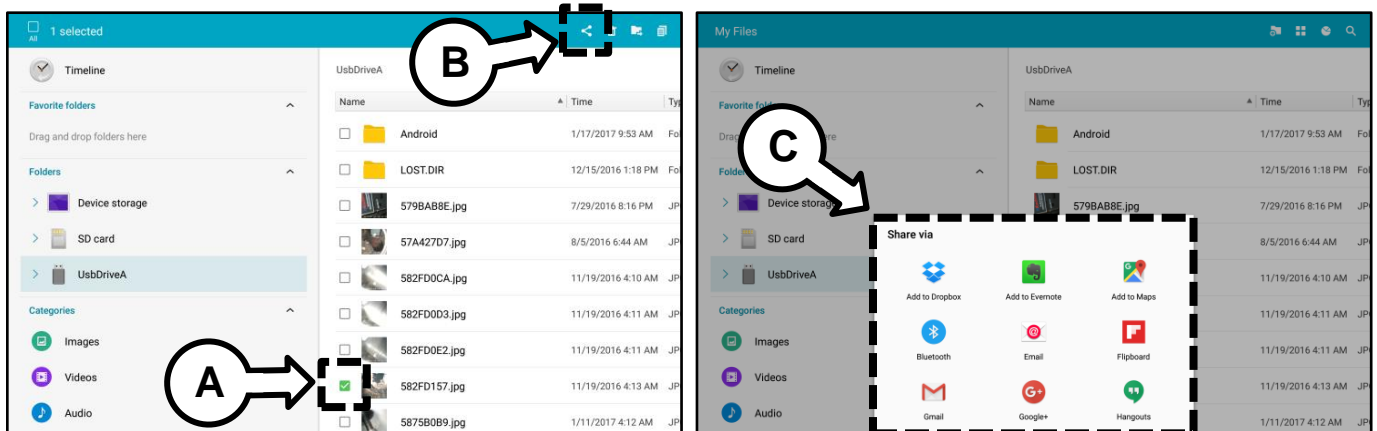
1. Open “My Files” on the KDS tablet.
2. Turn on the scope.
3. Attach the USB Mini connector to the scope.
4. Connect the tablet to the scope’s USB cable using the OTG cable displayed in the image below.



5. After the connection is made, the scope will display on the left side of the KDS screen and its contents will display on the right, as shown below.



6. Select, press and hold an image. A check mark (A) will display.
7. Touch any of the other images to be emailed and then select the “Share” button (B).



8. Select a “Share via” option (C) to send the image(s) to a preferred destination.