



GROUP  
BOD

MODEL  
2016MY  
Sorento (UMa)

NUMBER  
125 (Rev 2, 6/13/2017)

DATE  
August 2016

## TECHNICAL SERVICE BULLETIN

SUBJECT: PANORAMIC SUNROOF SLOW TO CLOSE AND/OR  
ABNORMAL NOISE WHEN CLOSING

### \* 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 repair a panoramic sunroof that exhibits a slow to close condition and/or abnormal noise when closing, on some 2016MY Sorento (UMa) vehicles produced from October 27, 2014 through January 23, 2016. Follow the procedure in this bulletin to clean, lubricate, and replace the rear tilt levers to correct the concern. Do NOT replace the sunroof assembly for this concern.



File Under: <Body>

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

SUBJECT:

## PANORAMIC SUNROOF SLOW TO CLOSE AND/OR ABNORMAL NOISE WHEN CLOSING

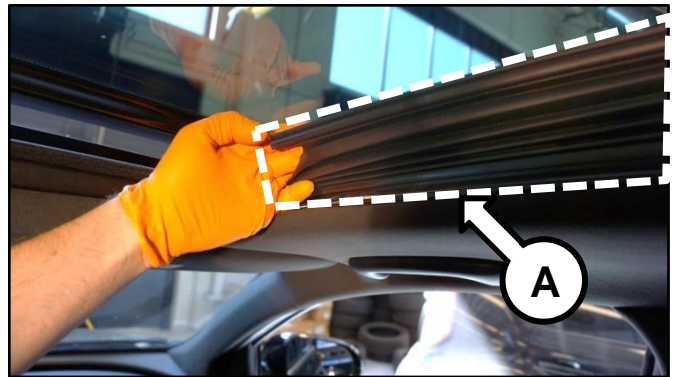
### Service Procedure:

1. Inspect the operation of the panoramic sunroof and confirm the customer's concern before conducting this repair.

#### \* NOTICE

If the sunroof is inoperative, proceed to normal diagnosis, and once corrected, inspect for the "slow-to-close" and/or "abnormal noise when closing" concern, and apply this TSB as necessary.

2. With the panoramic sunroof roller blind retracted, carefully remove the accordion covers (A) on the right and left side.

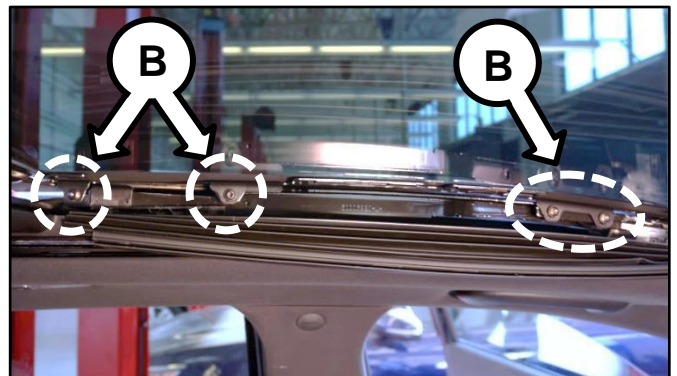


3. Using a T25 Torx® socket, remove the four (4) screws (B) on the right and left side.



#### CAUTION

Use caution not to scratch or damage the glass during removal of the screws.

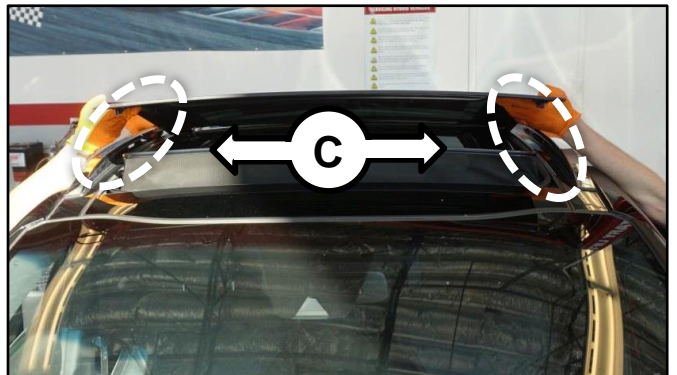


4. With the assistance of another person, remove the panoramic sunroof glass by sliding the glass towards the front of the vehicle until the sliders are out of the tracks (C).



#### CAUTION

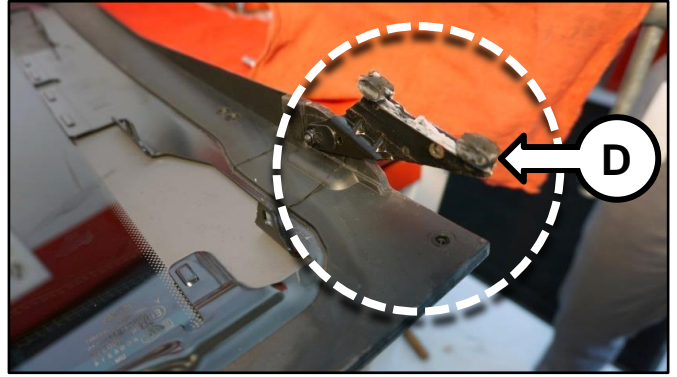
Use caution not to scratch or damage, or break the glass during removal.



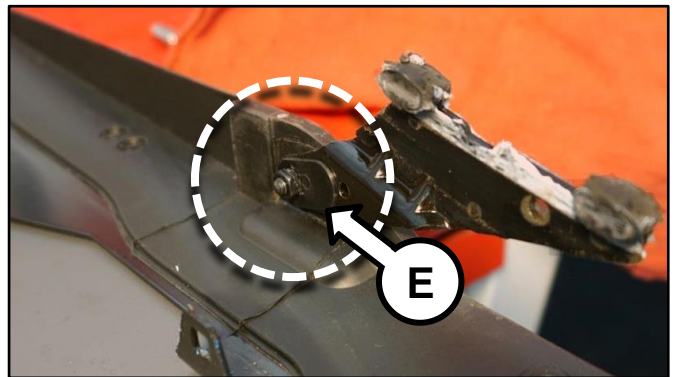
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5. Lay the glass on a soft, flat, protected surface with the tilt levers (D) facing up.

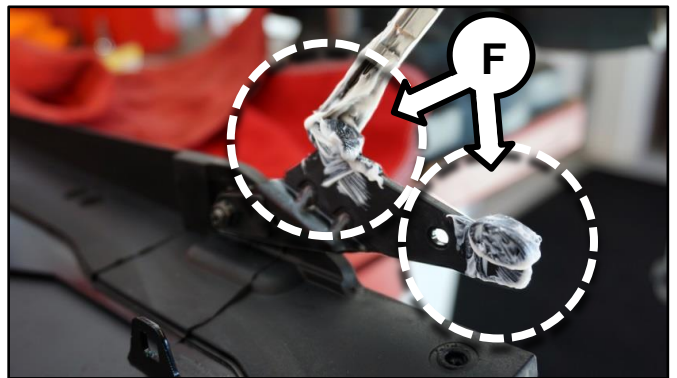


6. Using an 8mm socket, remove the nuts securing the tilt levers on both sides (E). Replace the tilt levers with new parts and tighten the nuts to the specified torque.



**Tightening torque:**  
35.4 ~ 53.1 in.ft (4 ~ 6 N.m)

7. Lightly coat the tilt lever shoes (F) using the specified lubricant.



### CAUTION

Failure to use the lubricant specified on page 7 of this bulletin may result in an ineffective or repeat repair.

Do not use Kia Dampening Grease (P/N UM011-CHA052), as it is not compatible with the grease used by the factory.



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8. Using a non-marring trim panel tool and a clean shop towel, clean the rear guide rails (G) on both sides until there are no foreign materials present on the rag.



### CAUTION

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



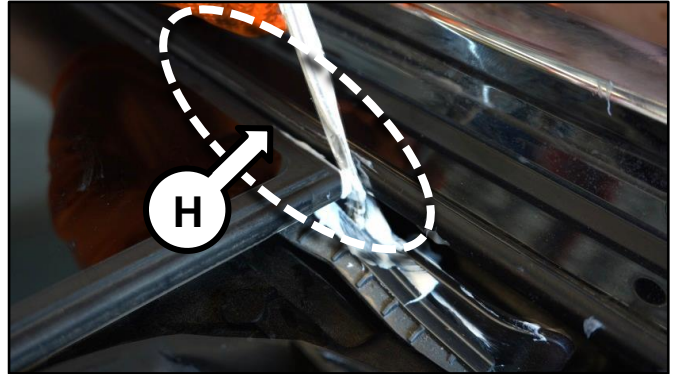
### CAUTION

Failure to thoroughly remove any old grease or foreign material from the guides may result in an ineffective or repeat repair.

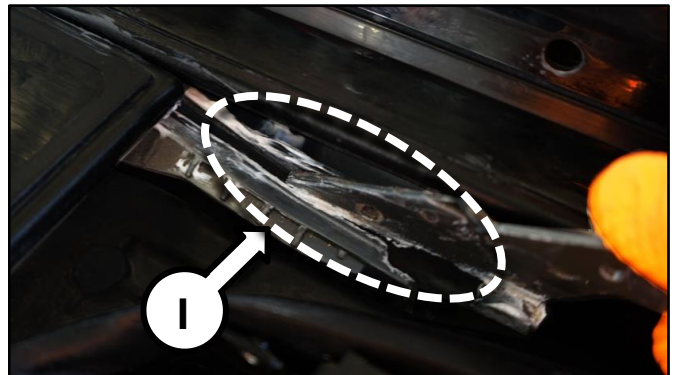


9. Using a clean brush, apply a sufficient amount of the specified lubricant to the entire length of both rear tracks (H).

(Approx. 15 grams of lubricant per track)



10. With the assistance of another person, carefully reinstall the panoramic sunroof glass by inserting the tilt levers into the guide rail (I).



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11. Thoroughly clean the excess lubricant from the panoramic sunroof.

**\* NOTICE**

Ensure the glass and all other components contacted while performing this procedure are clean.

12. Function-test the operation of the panoramic sunroof, confirming the customer's concern is corrected, and that the one-touch open/close is functioning.

**\* NOTICE**

If the one-touch open/close is not functioning, follow the reset procedure on page 6 of this TSB.

**\* NOTICE**

Do not replace the sunroof assembly for this concern. Any associated claims for sunroof replacement are subject to review and chargeback.

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**Panoramic Sunroof Reset Procedure:**

- 1. Turn the ignition key to the ON position, and then close the panoramic sunroof completely and release the switch.
  
- 2. Press and hold the CLOSE button (J) for 10-15 seconds until the sunroof fully closes then retracts slightly. The sunroof operates as follows:

BLIND OPEN → GLASS TILT

Release the switch.

Perform step 3 within 5 seconds.

- 3. Press and hold the CLOSE button until the sunroof glass operates as follows:

GLASS CLOSE → OPEN → CLOSE

Release the switch.

- 4. Verify operation of the sunroof to confirm reset procedure is successful.







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## PANORAMIC SUNROOF SLOW TO CLOSE AND/OR ABNORMAL NOISE WHEN CLOSING

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMa)	October 27, 2014 to January 23, 2016

REQUIRED PART:

Part Name	Part Number	Qty.	Figure	Comments
Lubricant	81685 C5000FFF	1		<p><b>One container covers 30 vehicles</b></p> <p>Maximum order quantity 1 per dealer</p>
Acid Brush	N/A	1		Sourced locally
Tilt Lever	81651 C5000 (LH)	1		N/A
	81652 C5000 (RH)	1		

### \* NOTICE

**Due to limited parts availability, do NOT order parts unless you have an affected in-stock or a customer vehicle that requires the repair.**

WARRANTY INFORMATION:

N Code: N94 C Code: ZZ2

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	81651 C5000 (LH)	1	Panoramic Sunroof Tilt Lever Replacement	81631F01	0.7 M/H	81652 C5000 (RH)	1

**NOTE: Use sublet code X1 for reimbursement of lubricant (\$2.75 maximum).**