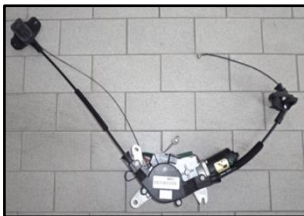
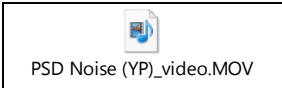
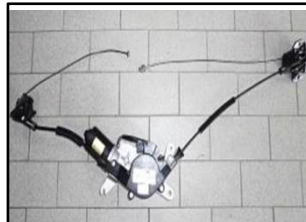
	GROUP <b>BOD</b>	MODEL <b>2015-2017MY Sedona (YP)</b>
	NUMBER <b>165</b>	DATE <b>June 2017</b>
<b>TECHNICAL SERVICE BULLETIN</b>		
<b>SUBJECT: COMBINATION TSB/SERVICE ACTION: POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)</b>		

This bulletin provides information about the replacement of the power sliding door (PSD) drive unit on some 2015-2017MY Sedona (YP) vehicles, which were produced between July 21, 2014 and January 12, 2017, and may experience a stick-slip noise generated between the rotor and the friction plate of the PSD motor while the PSD is closing. This issue can also result in the PSD not being fully latched (closed). Regardless of whether this issue is present in either or both sides, replace both PSD drive units following the procedure shown in this TSB. A sample stick-slip noise video is attached below.

For vehicles not on the Affected Vehicles list, but still experiencing the issue described above, perform the procedure outlined in this bulletin and submit a warranty claim per “customer concern” (Standard TSB) claim information on page 12.



LH Power Sliding Drive Assembly



RH Power Sliding Drive Assembly

**★ 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 SA271.**

File Under: <Body>

Circulate To:     General Manager     Service Manager     Parts Manager

Service Advisors     Technicians     Body Shop Manager     Fleet Repair

**SUBJECT: POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)**

**PSD Drive Unit Replacement:**

1. Press the Power Sliding Door (PSD) button to turn the PSD system OFF.



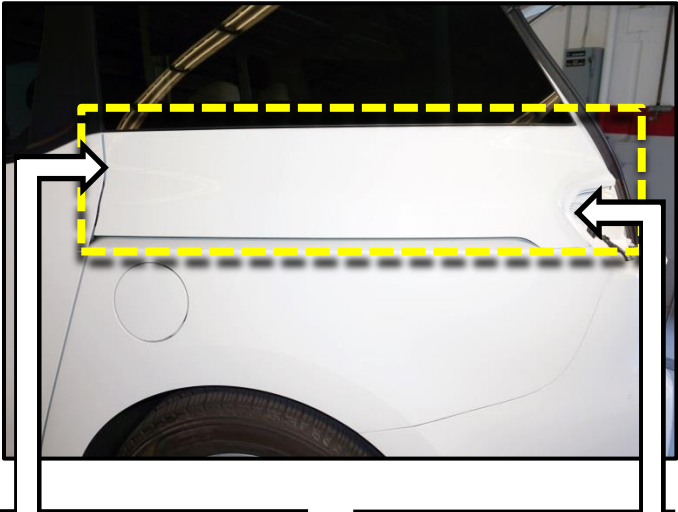
**Be sure to wear disposable gloves throughout this procedure to avoid soiling any interior trim components.**



2. Open the tailgate and remove the LH/RH rear combination tail lamps.

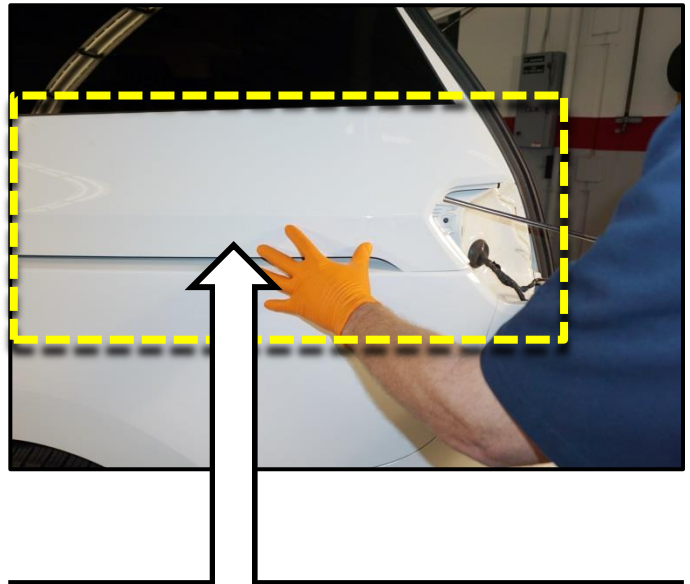


3. Remove one (1) screw from the front and one (1) screw from the rear of the sliding door trim panel, as shown.



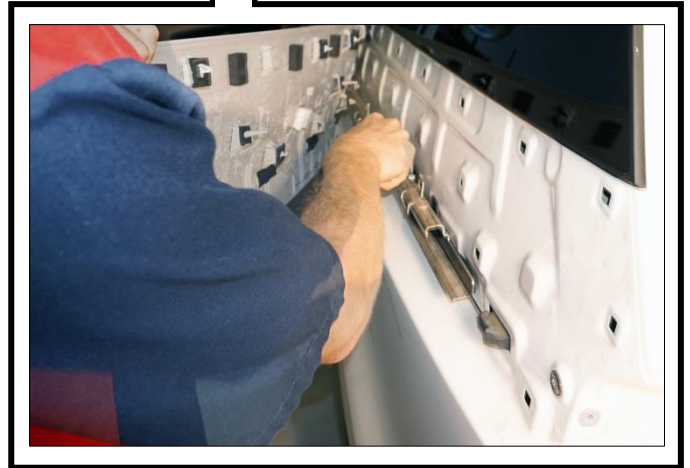
**SUBJECT: POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)**

4. Use a panel removal tool to carefully remove the sliding door trim panel, as shown.



**CAUTION**

To prevent damaging the sliding power door trim panel, apply only even, and gentle, outward force to the panel, as the clips are being removed.



5. Remove the weather strip from the trunk compartment opening.



**CAUTION**

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

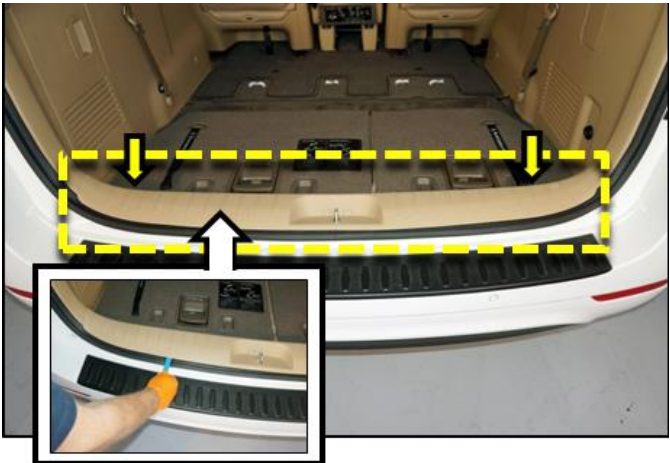


**SUBJECT: POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)**

- 6. Fold and stow the third row seats, as shown.



- 7. Remove two (2) screws from the leading edge of the trunk scuff guard. Then, use a non-marring trim removal tool to remove the trunk scuff guard trim, as shown. **NOTE: replace any broken clip(s) with new ones.**



- 8. Remove the sliding door threshold trim piece, as shown. **NOTE: replace any broken clip(s) with new ones.**



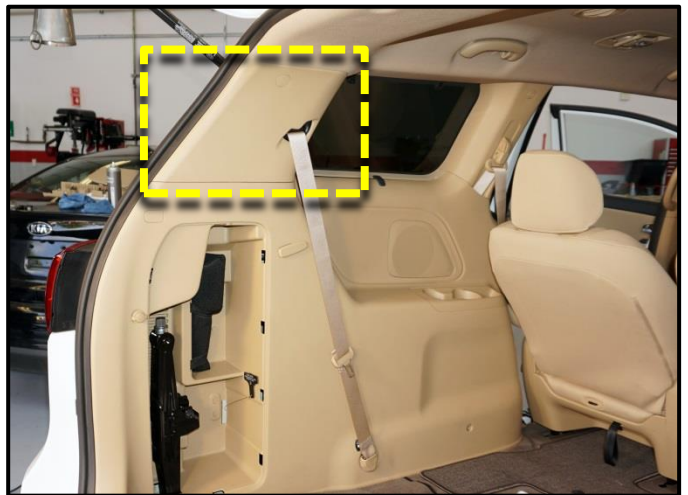


**SUBJECT:** POWER SLIDING DOOR (PSD) DRIVE  
UNIT REPLACEMENT (SA271)

9. Remove the scissor jack storage compartment access door.



10. Remove the upper seat belt trim panel. **NOTE: replace any broken clip(s) with new ones.**



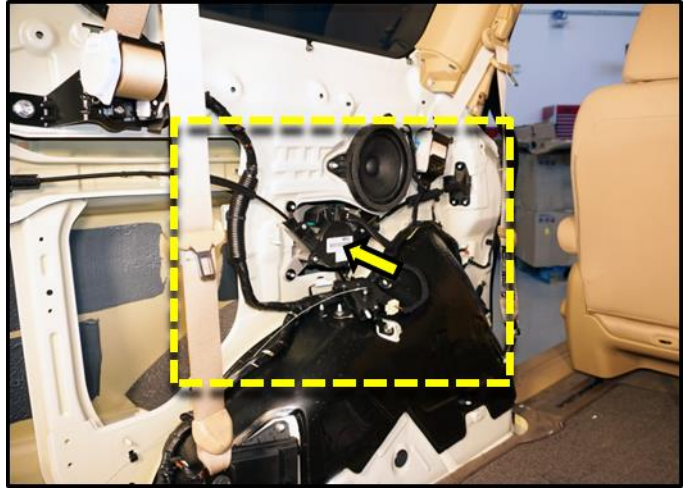
11. Remove multiple bolts from the side, trim panel, as shown, prior to removing the panel. **Note: replace any broken clip(s) with new clips.**



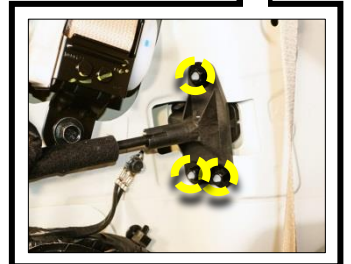
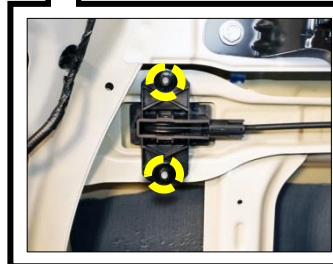
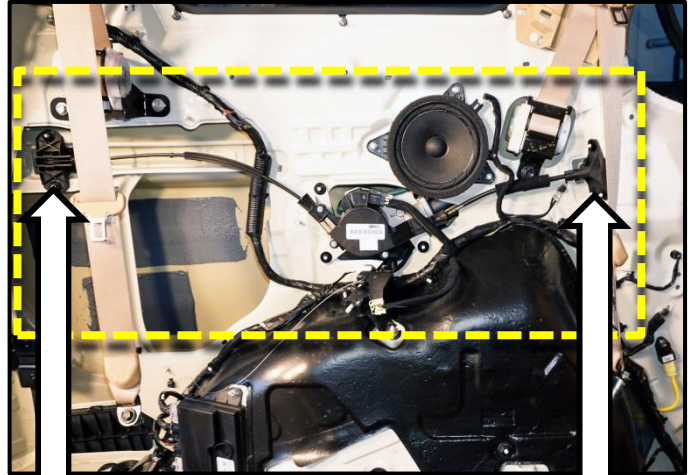
SUBJECT:

## POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)

12. Once the side trim panel has been removed, locate the PSD motor housing, as shown.

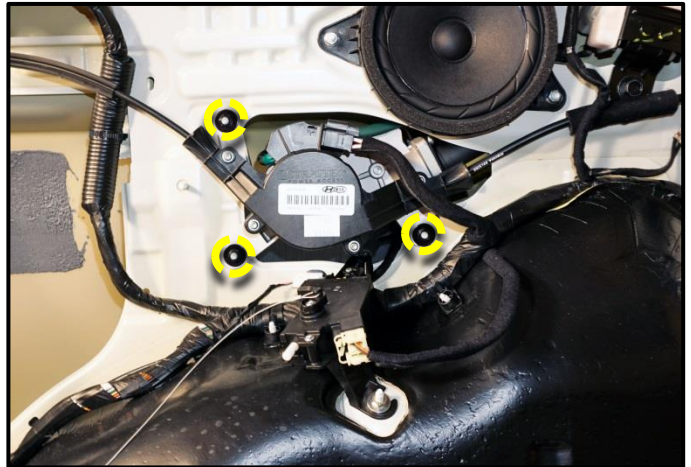


13. Remove two (2) nuts securing the left hand side PSD motor cable guide to the chassis and three (3) nuts securing the right hand side PSD motor cable guide to the chassis, as shown.



**SUBJECT:** POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)

14. Remove three (3) nuts securing the PSD motor to the chassis, as shown.



15. On the right hand side of the vehicle, remove the heater ducting, blower assembly, and related components, to access the PSD motor.

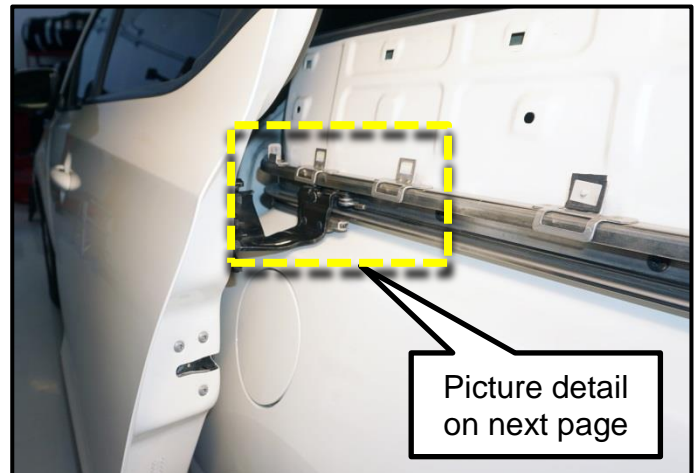


16. Pull and remove the rear cable by lowering the cable clip roller hinge post down. **NOTE: More detail on cable removal can be found in the notice box below.**

**\* NOTICE**

Refer to the link shown below, or scan the QR code, for a video tutorial on PSD cable removal.

[PSD Motor Cable Removal](#)





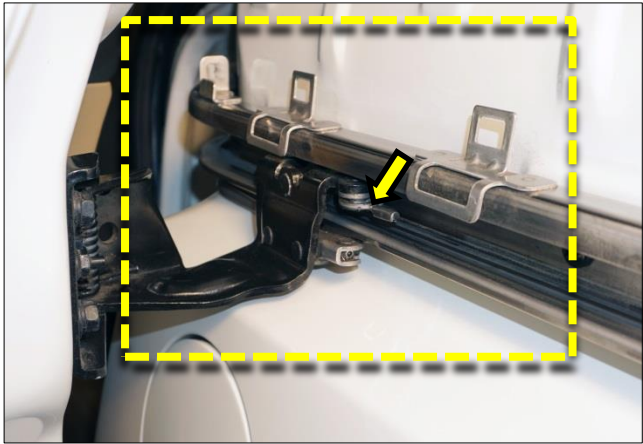

**SUBJECT: POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)**

- 17. Remove the PSD motor cables from the center roller hinge. **NOTE: More detail on cable removal can be found in the notice box below.**

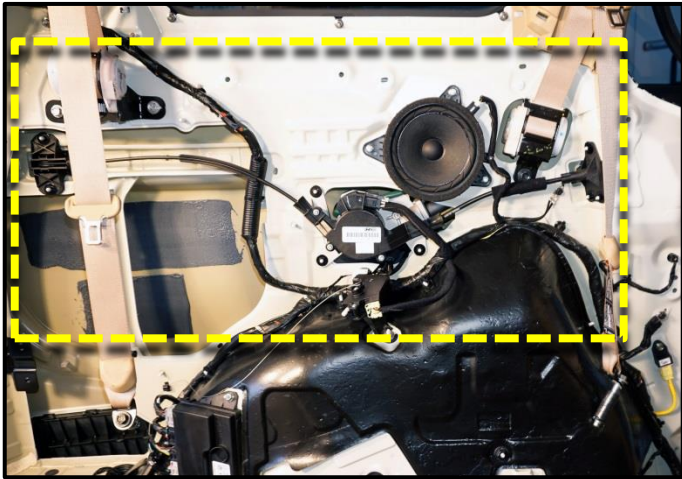
**\* NOTICE**

Refer to the link shown below, or scan the QR code, for a video tutorial on PSD cable removal.

[PSD Motor Cable Removal](#)



- 18. install the replacement PSD motor by reversing the removal steps.

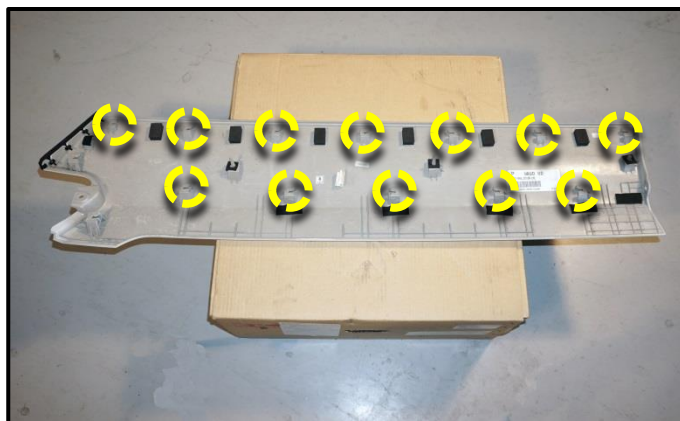




**SUBJECT:**

**POWER SLIDING DOOR (PSD) DRIVE  
UNIT REPLACEMENT (SA271)**

- 19. During Service Action repairs that utilize the kit P/Ns ending in “QQK,” install the replacement clips onto the LH and RH PSD exterior trim panels.



**\* NOTICE**

Trim panel clips are only provided in the QQK kit part numbers for Service Action applicable vehicles. For non-Service Action vehicles that require the FFF P/Ns, order the necessary clips separately to replace any broken ones.

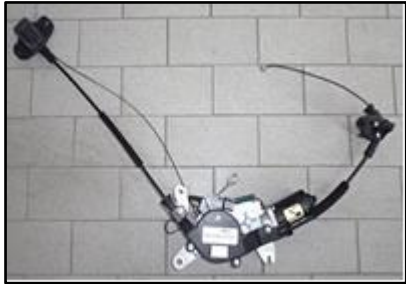




- 20. Reinstall all removed components by reversing the order of removal.
- 21. Turn the PSD system back ON.
- 22. Perform the PSD system reinitialization procedure, as outlined below:
  - 1. Remove Memory 2 (10A) fuse from the smart junction box (under dash).
  - 2. After one or two minutes have elapsed, reinstall the Memory 2 fuse.
  - 3. Close the sliding door(s).
  - 4. Open the sliding door(s), automatically, using the door handle.
  - 5. Close the sliding doors, automatically, using the door handles (make sure the door is fully latched).
  - 6. Perform the open-close sequence one more time.






AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sedona (YP)	July 21, 2014 through January 12, 2017

**SUBJECT: POWER SLIDING DOOR (PSD) DRIVE UNIT REPLACEMENT (SA271)**

REQUIRED PARTS (SERVICE ACTION):

Part Name	Figure	Part #	Qty.	Figure	Remarks
Power Sliding Door Assembly, LH Kit		83810 A9000	1	See image on the left	Verify the contents of the kit
		87382 2W010 (Gray)	11		
		87756 1E000 (Pink)	3		
		82315 2P000 (White)	5		
		84747 2L000 (White)	2		
83801 A9000QQK (LH Kit)					

Part Name	Figure	Part #	Qty.	Figure	Remarks
Power Sliding Door Assembly, RH Kit		83820 A9000	1	See image on the left	Verify the contents of the kit
		87382 2W010 (Gray)	11		
		87756 1E000 (Pink)	3		
		82315 2P000 (White)	5		
		84747 2L000 (White)	2		
83802 A9000QQK (RH Kit)					

SERVICE ACTION WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	83810 A9000	0	N99	C99	(SA271) Power Sliding Door Assembly Replacement (both sides)	160123R0	1.8 M/H	(LH) 83801 A9000QQK	1
								(RH) 83802 A9000QQK	1

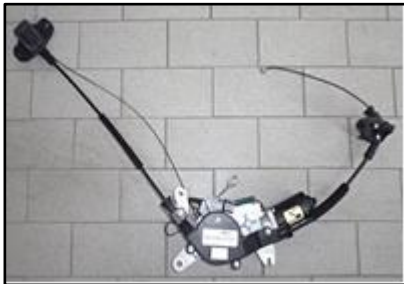

**SUBJECT:**

**POWER SLIDING DOOR (PSD) DRIVE  
UNIT REPLACEMENT (SA271)**

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA271 when accessing the WebDCS system.

REQUIRED PARTS (FIELD FIX):

Part Name	Figure	Part #
Power Sliding Door Assembly, LH Kit		83810 A9000FFF
Power Sliding Door Assembly, RH Kit		83820 A9000FFF

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which the following applies:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the Affected Vehicles list for Service Action 271.
3. The vehicle model year and production date range are as identified in this bulletin.

FIELD FIX WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	83810 A9000	0	Refer to claim drop down list	Refer to claim drop down list	Power Sliding Door Assembly Replacement (both sides)	83801F01	1.8 M/H	(LH) 83810 A9000FFF	1
								(RH) 83820 A9000FFF	1