	GROUP BOD	MODEL 2018MY Sorento (UMa)
	NUMBER 176	DATE October 2017
TECHNICAL SERVICE BULLETIN		
SUBJECT: SERVICE ACTION: SORENTO (UMA) HEADREST HANG TAG REPLACEMENT (SA314)		


This bulletin provides the procedure to replace the front headrest hang tag on some 2018MY Sorento (UMa) vehicles, produced from March 31, 2017 through September 22, 2017, which may have the incorrect hang tag displaying information regarding “Dual Clutch Transmission” (DCT). Follow the procedure outlined in this bulletin to replace the DCT hang tag with a headrest hang tag. Kia is requesting the completion of this Service Action on all affected vehicles in dealer stock, prior to delivery. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

Dual Clutch Transmission

Your new Kia is equipped with Dual Clutch Transmission (DCT). Driving is as simple as putting the vehicle in Drive or Manual gears.

Please familiarize yourself with the following, unique driving tips of the Dual Clutch Transmission:

- To hold your vehicle stationary on an incline, you **MUST** use the service brake, parking brake or put the vehicle in Park. If the vehicle is held stationary by applying the accelerator pedal on a slope, the clutch/transmission may overheat, resulting in damage.
- Avoid aggressive launches on steep grades as this may result in an overheated clutch and transmission.
- You may experience a slight time lag at takeoff from stand still during aggressive acceleration maneuvers.

 If the clutch is over-heating an amber warning light message will be displayed in the instrument cluster. **Should this condition occur, pull over and place the vehicle in Park and idle the engine.**

Refer to the Owner's Manual for additional information on DCT operation or call Kia Consumer Affairs for additional information.

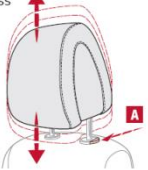
UD160-KU-001

➔

Front Seat Headrest Adjustment

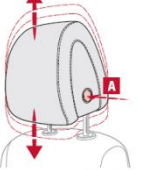
Type A*

- To raise headrest, pull headrest up to the desired position
- To lower headrest, Press lock **A** then **A** press the headrest down



Type B/C*

- To raise headrest, pull headrest up to the desired position
- To lower headrest, press and hold the release button **A** and lower headrest to the desired position



*if equipped. UD160-KU-014

*** 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 SA314.

File Under: <Body>

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

SUBJECT: SERVICE ACTION: SORENTO (UMA) HEADREST HANG TAG REPLACEMENT (SA314)

Replacement Procedure:

1. Inspect the front seat headrest hang tag.
 - If a DCT hang tag (A) is shown, proceed to the next step.
 - If a Front Seat Headrest Adjustment hang tag (B) is shown, no further action is required.

A Dual Clutch Transmission

Your new Kia is equipped with Dual Clutch Transmission (DCT). Driving is as simple as putting the vehicle in Drive or Manual gears.

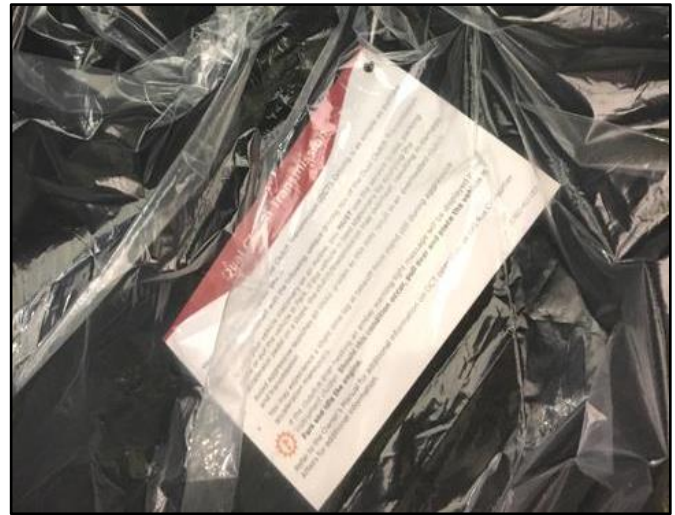
Please familiarize yourself with the following, unique driving tips of the Dual Clutch Transmission:

- To hold your vehicle stationary on an incline, you **MUST** use the service brake, parking brake or put the vehicle in Park. If the vehicle is held stationary by applying the accelerator pedal on a slope, the clutch/transmission may overheat, resulting in damage.
- Avoid aggressive launches on steep grades as this may result in an overheated clutch.

B Front Seat Headrest Adjustment

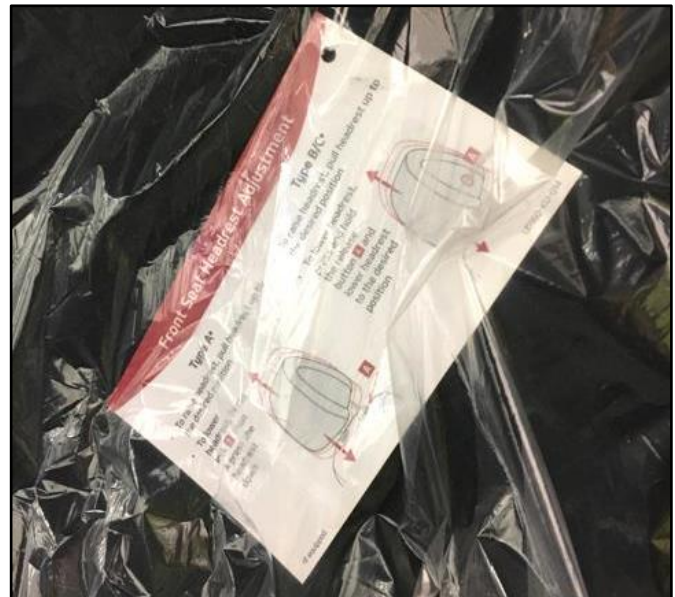
Type A*	Type B/C*
<ul style="list-style-type: none"> • To raise headrest, pull headrest up to the desired position • To lower headrest, Press lock then 	<ul style="list-style-type: none"> • To raise headrest, pull headrest up to the desired position • To lower headrest, press and hold the release

2. Remove and discard the DCT hang tag from the headrest.



3. Install the Front Seat Headrest Adjustment hang tag. See video linked below for a tutorial on installing the hang tag.

[Click here for hang tag installation tutorial.](#)



SUBJECT:

SERVICE ACTION: SORENTO (UMA) HEADREST HANG TAG REPLACEMENT (SA314)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMa)	March 31, 2017 through September 22, 2017

REQUIRED PART:

Part Name	Part Number	Figure	Remarks
Front Seat Headrest Adjustment Hang Tag	UD160-KU-014		Auto-shipped to dealers with affected in-stock inventory.

WARRANTY INFORMATION:

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	88700 C6000C61	0	(SA314) Front Seat Headrest Adjustment Hang Tag Installation	A60A1R00	0.2 M/H	N/A	0

* NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA314** when accessing the WebDCS system.