	GROUP <b>BOD</b>	MODEL <b>2018MY Optima (JFa)</b>
	NUMBER <b>182 (Rev 3, 03/21/2018)</b>	DATE <b>January 2018</b>

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** SERVICE ACTION: FLOOR CONSOLE INNER PANEL  
INSPECTION & CORRECTION/REPLACEMENT (SA328)

### ★ 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 inspect and correct or replace the floor console inner side panels on some 2018MY Optima (JFa) vehicles, produced from August 1, 2017 through October 27, 2017, which may exhibit a peeling condition of the panel surface. If there is no sign of peeling at the inner side panels of the floor console, perform the solution application procedure on page 2 of this bulletin. If there is sign of peeling, replace the inner side panels by following the replacement procedure on page 3 of this bulletin. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



### ★ 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 SA328.**

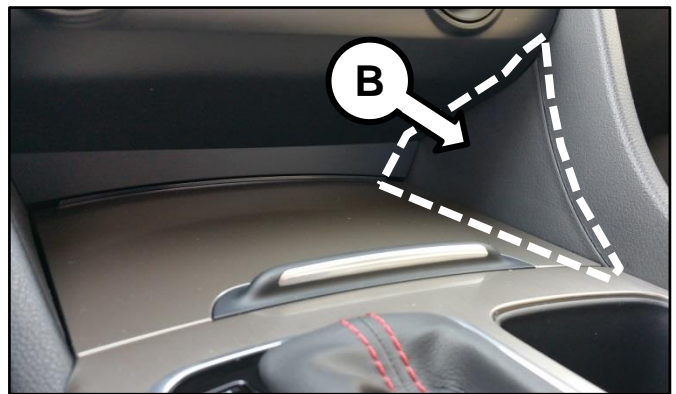
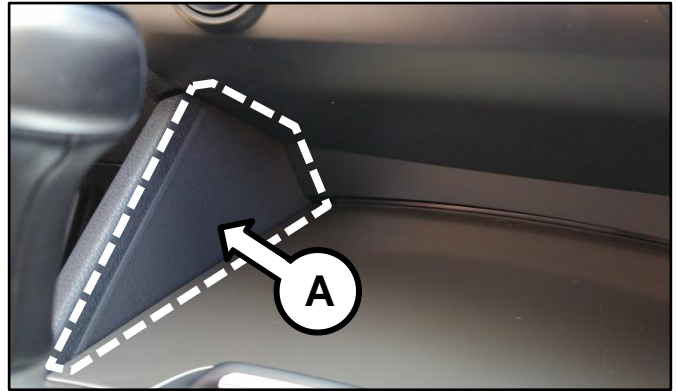
**Circulate To:**     General Manager     Service Manager     Parts Manager  
 Service Advisors     Technicians     Body Shop Manager     Fleet Repair

SUBJECT:

## SERVICE ACTION: FLOOR CONSOLE INNER PANEL INSPECTION & CORRECTION/REPLACEMENT (SA328)

### Inspection Procedure:

1. Inspect both left and right inner side panels (A) & (B) of the floor console for any sign of surface peeling.
  - If neither left nor right panels are peeling, proceed to Solution Application Procedure below to apply a corrective spray solution.
  - If one or both panels is/are peeling, proceed to the Replacement Procedure on page 3 of this bulletin.



### Solution Application Procedure:

1. Take the provided solution bottle and shake well before use.
2. Lightly dampen a clean microfiber towel with the provided solution by fully spraying a section of the towel about four (4) times.
3. Gently rub the damp section of the towel horizontally onto the surface of the floor console inner side panels (A) & (B) and allow solution to dry.



SUBJECT:

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### Replacement Procedure:

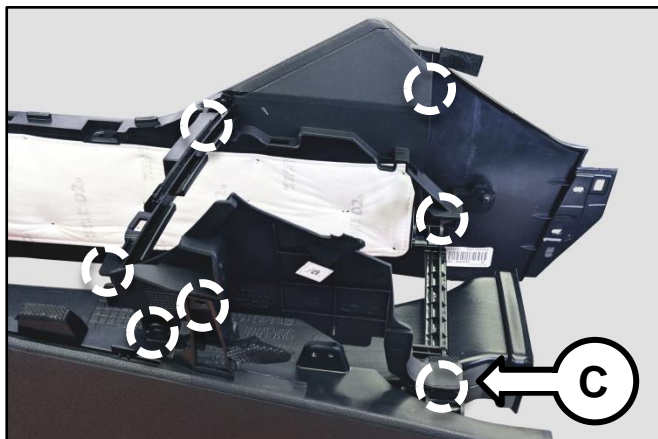
1. Remove the Floor Console Assembly by referring to the “Body (Interior and Exterior) → Floor Console → Floor Console Assembly → Repair procedures” chapter in the applicable Shop Manual on KGIS.

#### \* NOTICE

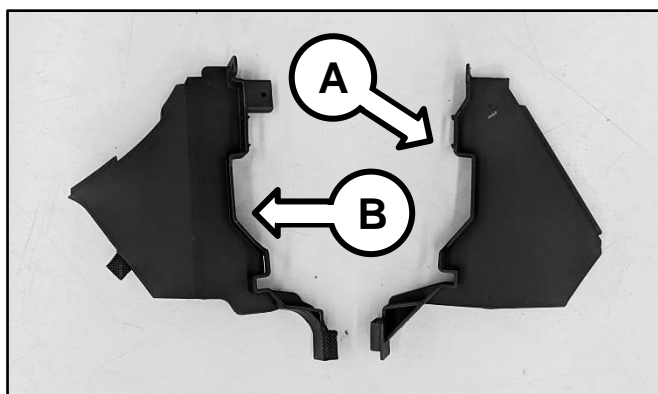
Carefully place the floor console assembly on the floor over a non-grating surface or a protective cloth to prevent any damage to the console.



2. Remove and set aside (for reuse) the seven (7) panel retaining bolts (C) and remove both of the inner floor console (LH & RH) side panels (A) & (B).



3. Install the new improved left and right inner side panels (A) and (B) onto the floor console in the reverse order of removal.




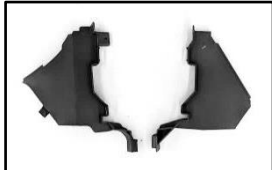
4. Install the assembled floor console with new inner side panels in the reverse order of removal.

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**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Optima (JFa)	August 1, 2017 through October 27, 2017

**REQUIRED PART:**

Part Name	Part Number	Figure	Qty.	Comment
Solution Service Kit	84613 J0213QQK		1	One (1) kit was auto-shipped to each dealer's parts department. This kit will service approximately 50 vehicles.
Left Floor Console Inner Cover	84613 D5000WK		1	If one of the inner console covers is peeling, proceed to replace both inner console covers.
Right Floor Console Inner Cover	84614 D5000WK		1	

**\* NOTICE**

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

**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	84610 D5000WK	0	(SA328) Floor Console Inner Cover Inspection & Solution Application	170A55R0	0.3	84613 J0213QQK	1
			(SA328) Floor Console Inner Cover Inspection & Replacement	170A55R1	0.5	84613 D5000WK	1
						84614 D5000WK	1

**\* NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA328 when accessing the WebDCS system.**