	GROUP <b>BOD</b>	MODEL <b>2019MY Soul (PS) Soul EV (PSEV)</b>
	NUMBER <b>187</b>	DATE <b>December 2018</b>
<b>TECHNICAL SERVICE BULLETIN</b>		
<b>SUBJECT: COMBINATION TSB / SERVICE ACTION: BULKHEAD SEALANT APPLICATION (SA362)</b>		

This bulletin provides the procedure to apply sealant to the bulkhead on some 2019MY Soul (PS) and Soul EV (PSEV) vehicles, produced from August 6, 2018 through October 19, 2018, which may exhibit water intrusion into the main cabin. Follow the procedure in this bulletin to apply sealant to the bulkhead. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

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 5.



### ★ 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.

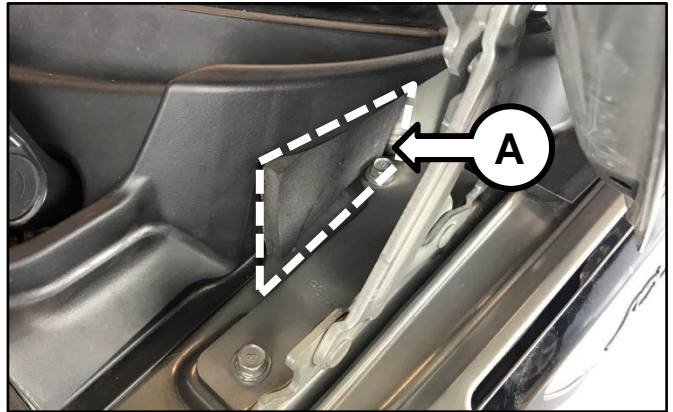
This issue number is SA362.

File Under: <Body>

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

**Service Procedure:**

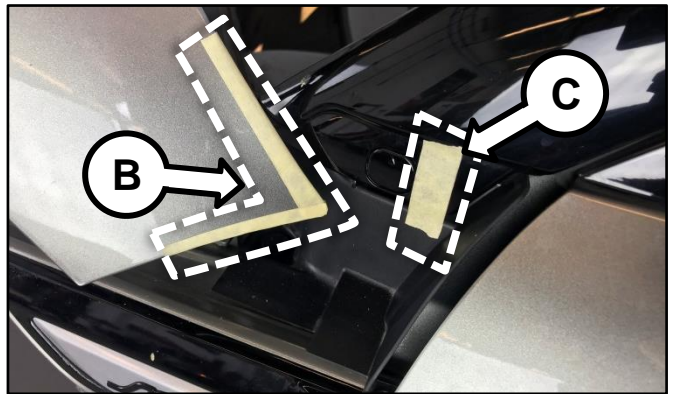
1. Open the hood and fully open both front doors.
2. Remove the cowl top cover pad (A) located next to the hood hinge.



3. Apply masking tape to the upper corner of the hood (B) and to the side of the bolt cover (C), away from the hood.

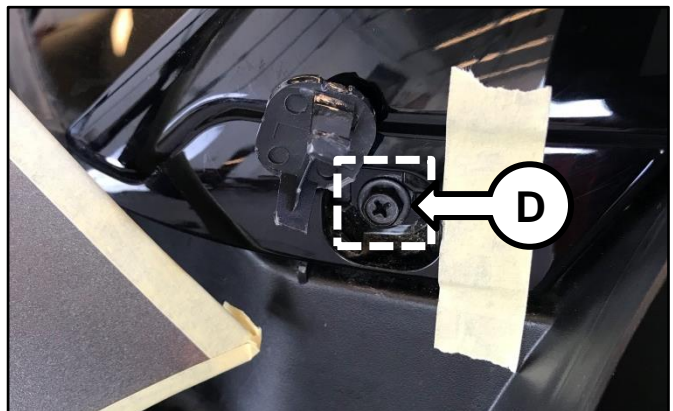
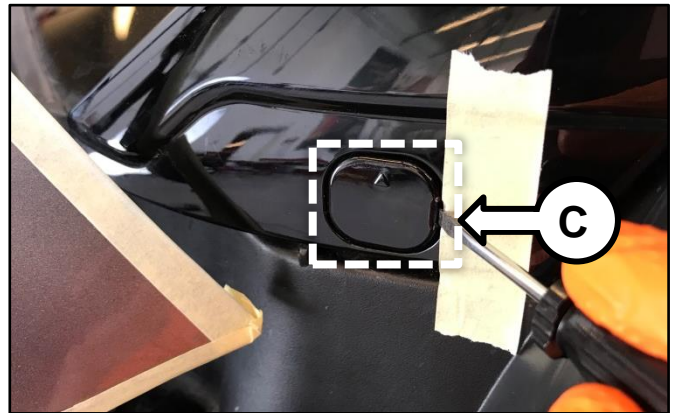
**\* NOTICE**

Masking tape should be applied to prevent scratches from tools and components.



4. Carefully detach the A-pillar retaining bolt cover (C) and remove the retaining bolt (D).

**NOTE:** Hand-tighten the retaining bolt (D) with a screwdriver when reinstalling. Do not use power tools. Be careful not to crack the A-pillar trim.

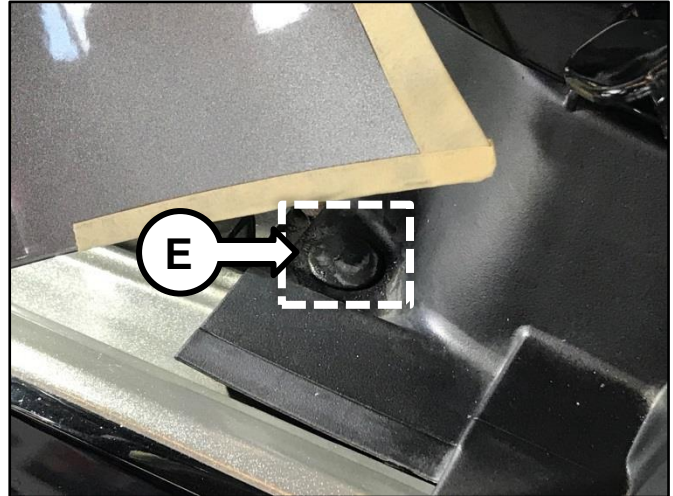


SUBJECT:

COMBINATION TSB / SERVICE ACTION: BULKHEAD  
SEALANT APPLICATION (SA362)

5. Remove the cowl cover retaining clip (E) and discard.

**NOTE:** Install a new cowl cover retaining clip (E) after reinstallation of cowl cover.



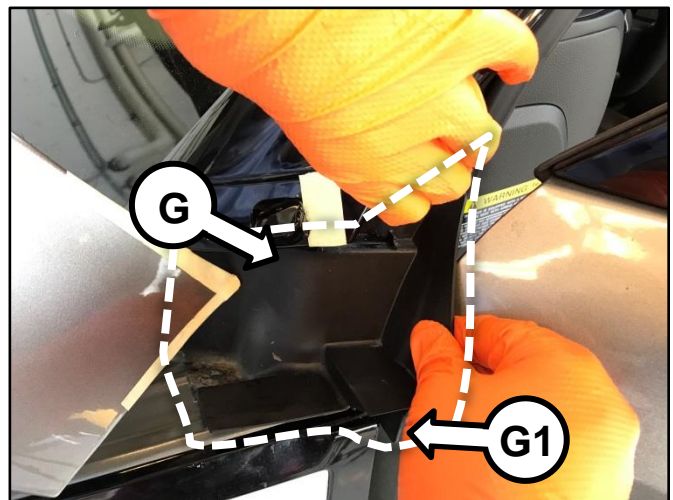
6. Carefully detach only the lower half of the A-pillar trim (F). Complete removal of the trim is not necessary.



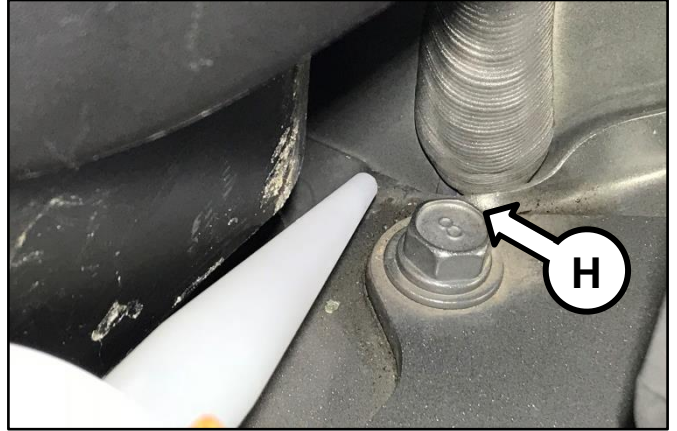
7. While slightly lifting up the A-pillar trim (F), carefully remove the cowl cover (G) by pulling it outwards and sliding the bottom lip (G1) through the gap between the fender and door. Be careful not to scratch the vehicle paint.

**\* NOTICE**

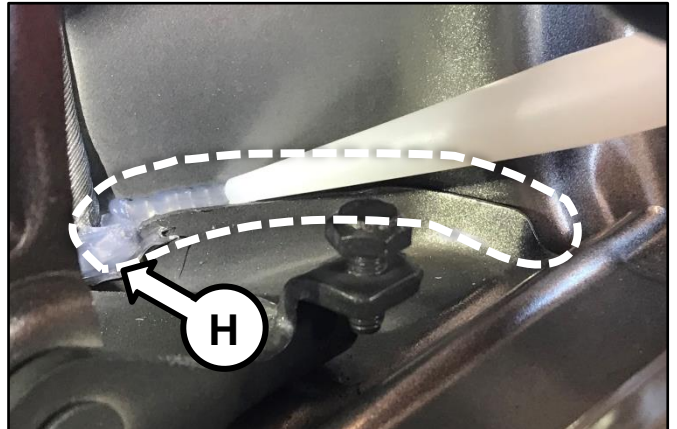
Removal of this cowl cover (G) is easier with the door open.



8. Clean the area and then apply a ¼ inch bead of the provided sealant (using a caulking gun) at the gap below the factory seam sealer (H), as shown. Ensure the gap is completely covered.



9. Continue the ¼ inch bead of the provided sealant at the gap between the factory seam sealer (H) and fender, as shown. Ensure the gap is completely covered.



10. Reinstall all removed components in the reverse order for removal.



## SUBJECT:

COMBINATION TSB / SERVICE ACTION: BULKHEAD  
SEALANT APPLICATION (SA362)

## AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	August 6, 2018 through October 19, 2018
Soul EV (PS EV)	

## REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
Sealant	UM018 CH149		1*	*1 tube covers 4 vehicles. Appropriate quantity auto-shipped to Dealers with in-stock inventory.
Clip	85746 07000QQK		2	-

## 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	66755 B2000	0	(SA362) Bulkhead Sealant Application	180136R0	0.4 M/H	85746 07000QQK	2

Notes: Use sublet code 'X1' with a maximum allowed amount of \$6.93 reimbursement for sealant.

## ★ NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA362 when accessing the WebDCS system.

## STANDARD WARRANTY CLAIM INFORMATION:

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

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 362.
3. The vehicle model year and production date range are as identified in this bulletin.

N Code: B22 C Code: ZZ8

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	66755 B2000	0	Bulkhead Sealant Application	85746F01	0.4 M/H	85746 07000QQK	2

Notes: Use sublet code 'X1' with a maximum allowed amount of \$6.93 reimbursement for sealant.