	GROUP <b>BOD</b>	MODEL <b>2020MY Soul (SK3)</b>
	NUMBER <b>190</b>	DATE <b>May 2019</b>
<b>TECHNICAL SERVICE BULLETIN</b>		
SUBJECT: <b>SERVICE ACTION: INOPERATIVE HORN REPLACEMENT (SA384)</b>		

This bulletin provides the procedure to replace the horn assembly on some 2020MY Soul (SK3) vehicles produced from December 10, 2018 through January 11, 2019 which may exhibit a weak intermittent or non-operational “sound” due to moisture inflow into the horn. Kia is requesting the completion of this Service Action on all affected vehicles including dealer stock, prior to delivery. 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.

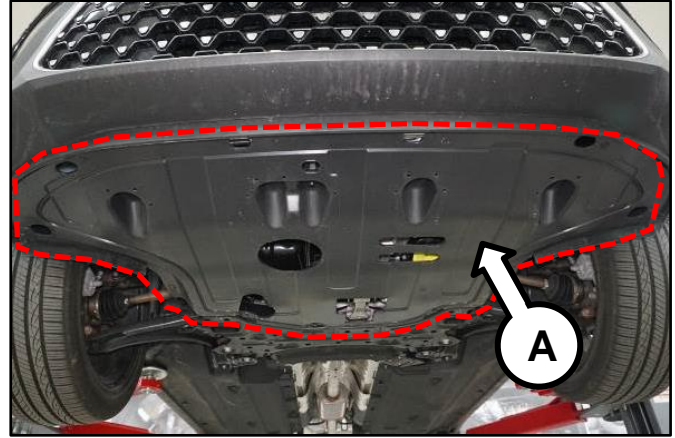
This issue number is **SA384**.

File Under: <Body>

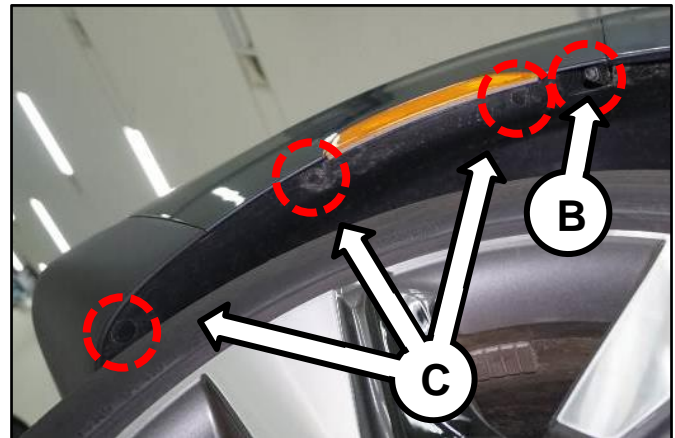
- Circulate To:     General Manager     Service Manager     Parts Manager  
 Service Advisors     Technicians     Body Shop Manager     Fleet Repair

**Replacement Procedure:**

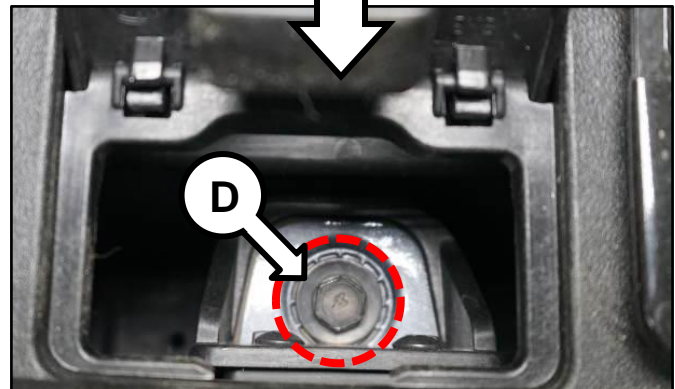
1. Raise vehicle on hoist and remove the front under cover (A).



2. Remove the inner wheel well retaining screw (B) and three (3) fasteners (C).



3. Open the hood and remove the bumper center cap and bumper retaining bolt (D).



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- 4a. Unclip the front bumper cover from both sides of the wheel well area by pulling away from the front fender as shown.



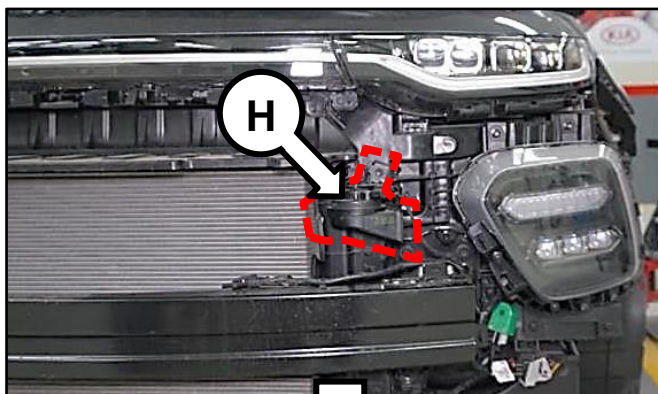
- 4b. Remove the front bumper cover (E).

**\* NOTICE**

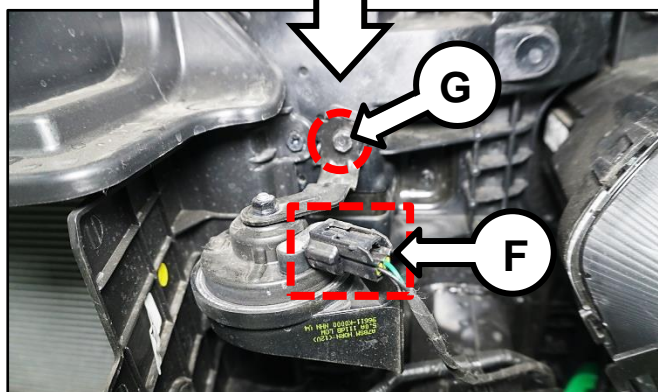
Place the bumper cover face down on a protective surface to prevent damage.



5. Disconnect the horn connector (F) and remove the retaining bolt (G) to remove the horn (H).



6. Replace the horn and test for proper operation.




7. Install all other removed parts in the reverse order of removal.

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**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Soul (SK3)	December 10, 2018 through January 11,2019

**REQUIRED PART:**

Part Name	Part Number	Figure
Horn Assembly	96611-K0100QQK	

**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	96611-K0100	1	(SA384) Inoperative Horn Replacement	190030R0	0.5 M/H	96611-K0100QQK	1

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA384 when accessing the WebDCS system.