	GROUP BOD	MODEL 2018MY Niro (DE, DE PHEV)
	NUMBER 195	DATE September 2019
TECHNICAL SERVICE BULLETIN		
SUBJECT: SERVICE ACTION: TAILGATE STRIKER AND OVER-SLAM ENHANCEMENT (SA399)		

This bulletin provides the procedure to adjust the tailgate striker and over-slam bumpers to improve the closing of the tailgate on some 2018MY Niro (DE, DE PHEV) vehicles produced between July 24, 2017 through January 16, 2018. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



Over-Slam Bumper

Tailgate Striker

★ 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 **SA399**.

File Under: <Body>

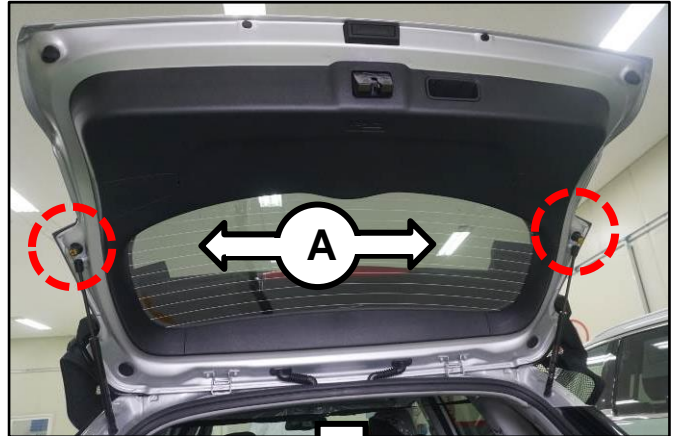
- Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

SUBJECT:

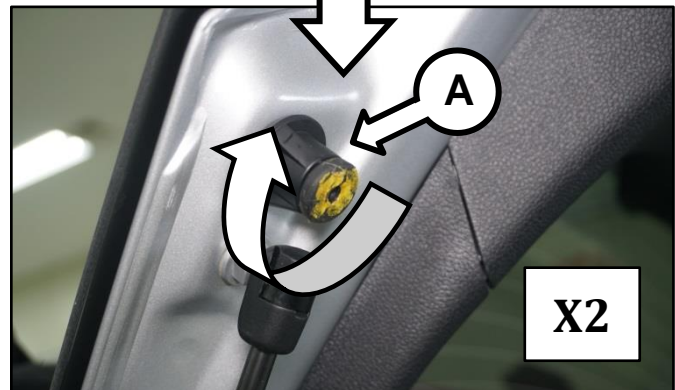
SERVICE ACTION: TAILGATE STRIKER AND OVER-SLAM ENHANCEMENT (SA399)

Adjustment Procedure:

1. Locate the two (2) tailgate over-slam bumpers (A).



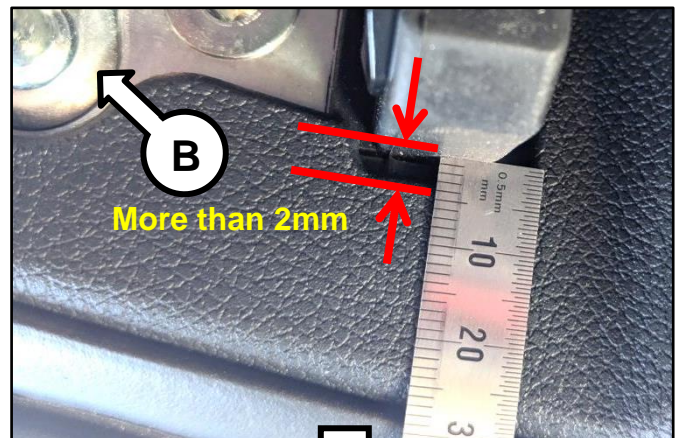
2. Fasten both of the over-slam bumpers (A) by turning each clockwise until hand tight.



3. Locate the tailgate striker (B). Using a ruler, measure the gap between the rubber stopper and transverse cover as shown. The measurement should not exceed 2mm (0.079 inches).

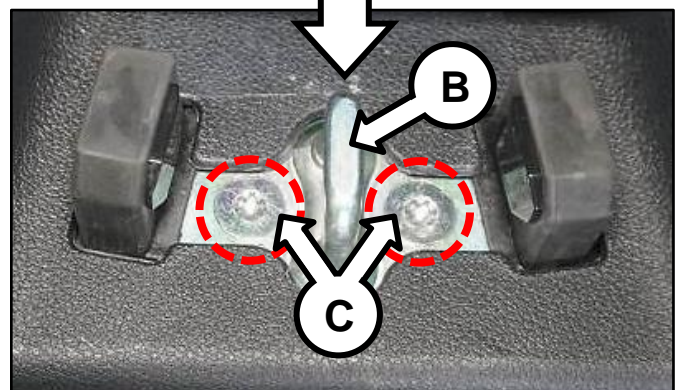
If the measurement is not 2mm, proceed to the next step.

If the measurement is 2mm, proceed to step 5 to adjust the over-slam bumpers.



4. Loosen; do not remove the two (2) tailgate striker bolts (C) (approximately five (5) full turns).

Torque specification for bolt C (x2):
 4.85lb.m - 5.95lb.m (2.2kgf.m - 2.7kgf.m)



SUBJECT:

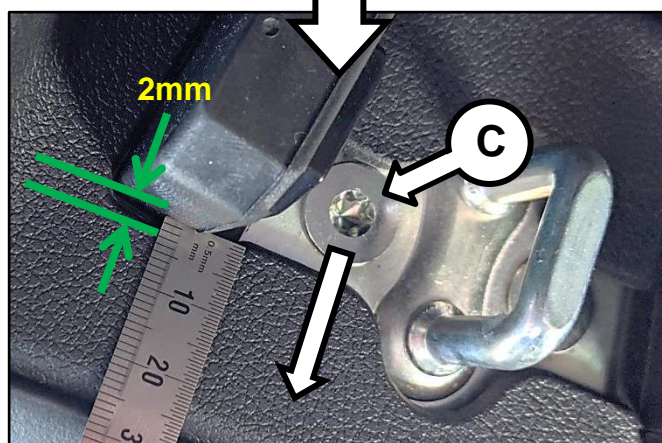
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- 5a. Using a tool such as the striker adjusting fixture/slide hammer, adjust the tailgate striker (B) to the 2mm (0.079 in.) gap.

NOTE: If a striker adjusting fixture is not available, you may also use a soft plastic/rubber mallet to lightly tap and move the striker in the direction needed.



- 5b. Torque specification for bolts C:
15.91 – 19.53 lb.ft (21.57 – 26.48 N.m,
2.2kgf.m - 2.7kgf.m)



5. Adjust the two (2) over-slam bumpers by turning each bumper counter-clockwise to the 25mm length as shown.



6. Ensure that the tailgate closes properly.

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OVER-SLAM ENHANCEMENT (SA399)**

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Niro (DE, DE PHEV)	July 24, 2017 through January 16, 2018

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	81210 2S001	0	(SA399) Tailgate Striker and Over-slam Adjustment	190018R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA399 when accessing the WebDCS system.