



GROUP
TRA

MODEL
2019-2020MY
Soul (PS, SK3)

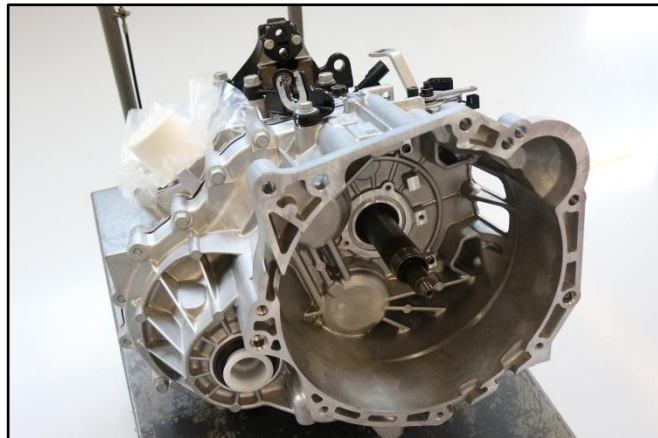
NUMBER
084

DATE
November 2019

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: REPLACEMENT OF 7-SPEED
DUAL CLUTCH TRANSMISSION ASSEMBLY (SA396)

This bulletin provides the procedure to replace the 7-Speed Dual Clutch Transmission (DCT) assembly on some 2019-2020MY Soul (PS, SK3) vehicles, which may exhibit harsh shifting and/or Malfunction Indicator Lamp (MIL) with transmission related DTCs due to crack(s) on the 3rd and 7th gear synchronizer hub. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.



DCT assembly supplied without the following parts:

- 1) Dual Clutch Set
- 2) Clutch Engagement Fork and Bearing
- 3) Clutch Actuator Assembly and
- 4) Gear Actuator Assembly.

* 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 SA396.

File Under: <Transmission>

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

SUBJECT:

SERVICE ACTION: REPLACEMENT OF 7-SPEED DUAL CLUTCH TRANSMISSION ASSEMBLY (SA396)

★ NOTICE

The DCT replacement procedure requires reusing some of the existing DCT parts to be transferred to the new DCT assembly such as: 1) Dual Clutch Set 2) Clutch Engagement Fork and Bearing 3) Clutch Actuator Assembly and 4) Gear Actuator Assembly. Note: The new DCT assembly is pre-filled with oil.

DCT Replacement Procedure:

1. Remove the DCT assembly by referring to the “DCT (Dual Clutch Transmission) System → DCT (Dual Clutch Transmission) → Repair procedures” chapter in the applicable Shop Manual on KGIS.

★ NOTICE

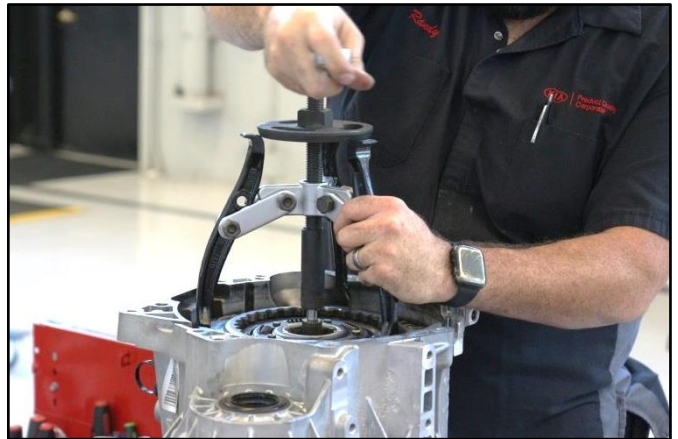
Ensure the transmission gear shift selector is placed in Neutral position.



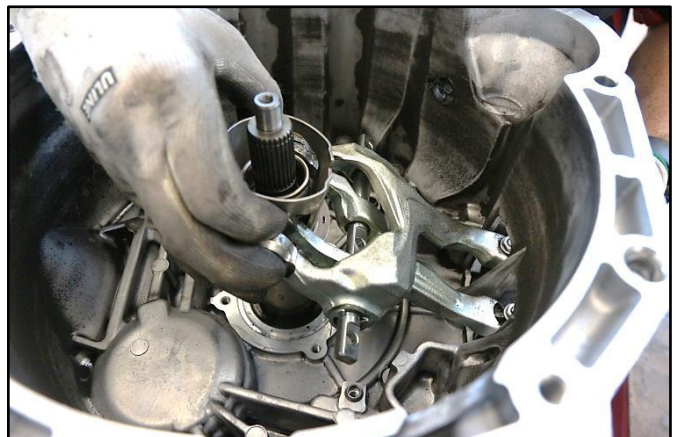
2. Remove the Dual Clutch Assembly by referring to the “DCT (Dual Clutch Transmission) System → Dual Clutch Assembly → Repair procedures” chapter in the applicable Shop Manual on KGIS.

For reference only:

Refer to **Tech Toolbox** [VID023](#) DCT Clutch Removal and Installation with SST. Once the clutch set is removed, proceed to step 3.



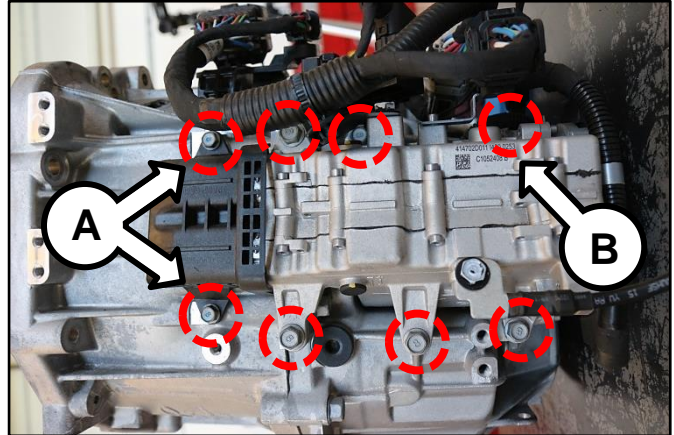
3. Remove the Clutch Engagement Fork Bearing by referring to the “DCT (Dual Clutch Transmission) System → Clutch Engagement Fork and Engagement Bearing → Repair procedures” chapter in the applicable Shop Manual on KGIS.



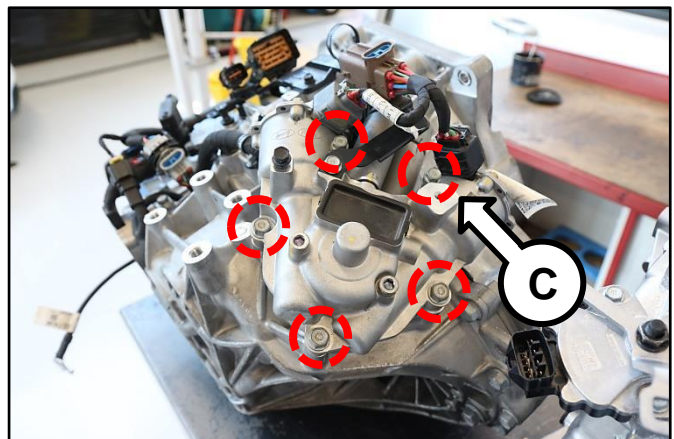
SUBJECT:

SERVICE ACTION: REPLACEMENT OF 7-SPEED DUAL CLUTCH TRANSMISSION ASSEMBLY (SA396)

4. Remove the Dual Clutch Actuator by removing the two (2) actuator rod cover retaining bolts (A) and the six (6) actuator assembly retaining bolts (B).



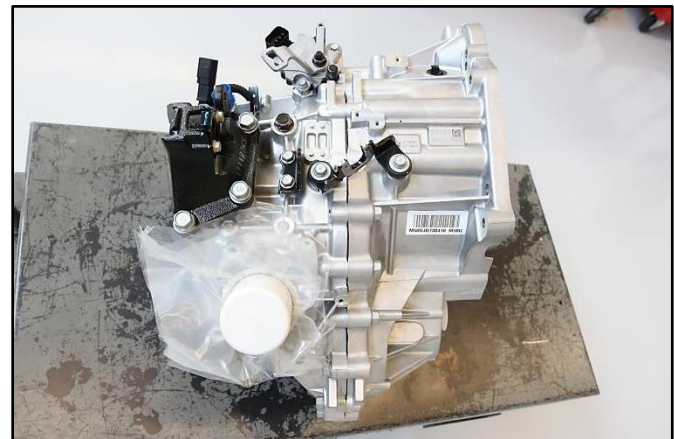
5. Remove the Gear Actuator Assembly and attached wiring harness by removing the five (5) retaining bolts (C).



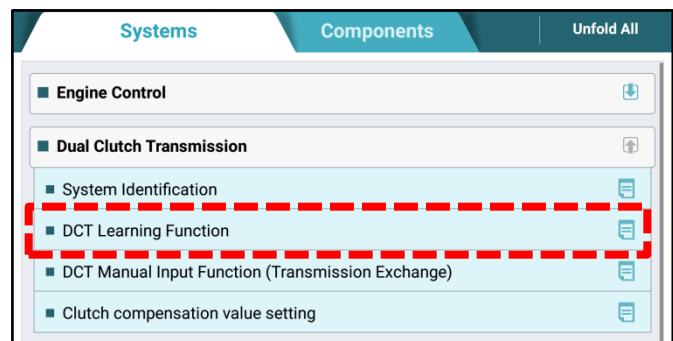
6. Assemble the new DCT assembly re-using all of the removed parts from the old DCT assembly and install the new DCT into the vehicle in the reverse order of removal.

* NOTICE

Be careful not to spill out the pre-filled DCT fluid in the new DCT assembly when handling.



7. Using KDS perform the **DCT Learning Function** found via the “SW Management” in the ‘Home’ screen. Under the “Systems” tab, select “Dual Clutch Transmission”.
8. Ensure proper operation of the vehicle and no stored DTCs are present.





SUBJECT:

SERVICE ACTION: REPLACEMENT OF 7-SPEED DUAL CLUTCH TRANSMISSION ASSEMBLY (SA396)


AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	December 5, 2018 through December 12, 2018
Soul (SK3)	December 28, 2018 through January 15, 2019

REQUIRED TOOL:

Tool Name	Part Number	Figure
Dual Clutch Remover	SST 09430 C1180	
Dual Clutch Installer	SST 09430 2A240	

REQUIRED PART:

Part Name	Part Number	Figure
DCT Assembly (PS)	4300M 2D195QQK	
DCT Assembly (SK3)	4300M 2D196QQK	

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	43000 2D195	0	(SA396) DCT Replacement Soul (PS)	190065R0	3.6 M/H	4300M 2D195QQK	1
	43000 2D196		(SA396) DCT Replacement Soul (SK3)	190065R1	3.6 M/H	4300M 2D196QQK	

When necessary, sublet code 'X2' can be used to submit rental expense (3 days max) with supporting documentation.

* NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA396** when accessing the WebDCS system.