	GROUP <b>BOD</b>	MODEL <b>2019-2020MY Sedona (YP)</b>
	NUMBER <b>194</b>	DATE <b>December 2019</b>
<b>TECHNICAL SERVICE BULLETIN</b>		
<b>SUBJECT: SERVICE ACTION: TAILGATE GAS LIFT INSPECTION AND/OR REPLACEMENT (SA398)</b>		

This bulletin provides the procedure to inspect the tailgate gas lift dust cover and if necessary, replace the tailgate gas lift(s) on non-power tail gate 2019-2020MY Sedona (YP) produced between March 04, 2019 through June 25, 2019, which may exhibit an inoperative tailgate gas lift due to dust cover cracks. 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 SA398.

File Under: <Body>

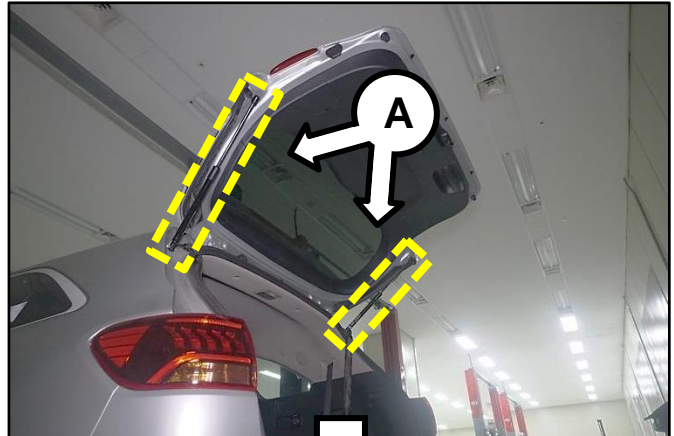
- 
- Circulate To:     General Manager     Service Manager     Parts Manager  
 Service Advisors     Technicians     Body Shop Manager     Fleet Repair

SUBJECT:

## SERVICE ACTION: TAILGATE GAS LIFT INSPECTION AND/OR REPLACEMENT (SA398)

### Inspection Procedure and Replacement:

1. Open the tailgate door and locate the gas lifts (A).

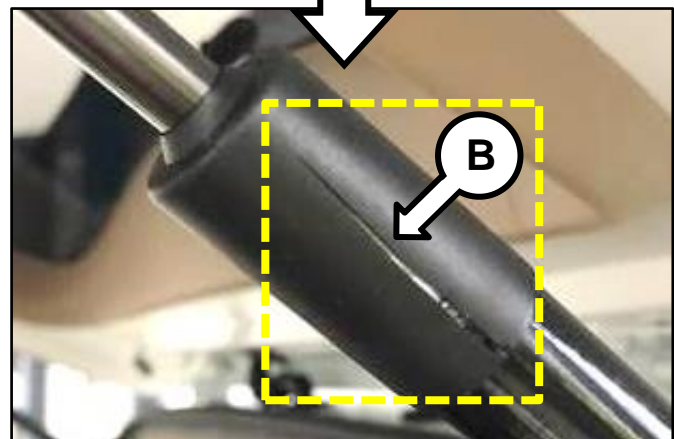
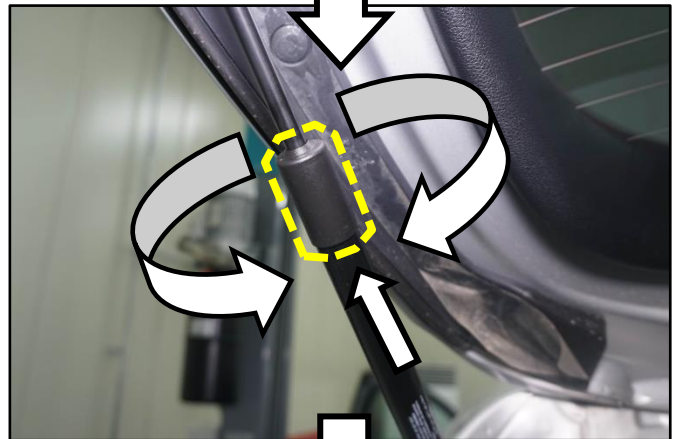


2. Inspect both of the tailgate gas lift dust covers (B) for:
  - Visual cracks (image shown).
  - Fails to turn/spin.
  - Fails to disengage upward.

If the tailgate lift dust cover(s) (A) is/are faulty, proceed to step 3.

If the tailgate dust covers are good, this action is complete.

3. Remove the tailgate gas lift(s) by referring to the “Body (Interior and Exterior) → Tail Gate → Tail Gate Lift → Repair procedures” chapter in the applicable Shop Manual on KGIS.



4. Install all removed parts in the reverse order of removal.



SUBJECT:

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sedona (YP)	March 04, 2019 through June 25, 2019

REQUIRED PART:

Part Name	Part Number	Figure
Tailgate Gas Lift (Left)	81771 A9000	
Tailgate Gas Lift (Right)	81781 A9000	

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	81770 A9100	0	(SA398) Tailgate Gas Lift Inspection (Both Sides)	190069R0	0.2 M/H	N/A	0
		0	(SA398) Tailgate Gas Lift Replacement (One <u>or</u> Both Sides)	190069R1	0.3 M/H	81771 A9000 81781 A9000	1

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA398** when accessing the WebDCS system.