



GROUP
BOD

MODEL
2019-2020MY
Sedona (YP)

NUMBER
194 (Rev 1, 12/06/2019)

DATE
December 2019

TECHNICAL SERVICE BULLETIN

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

* NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

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.

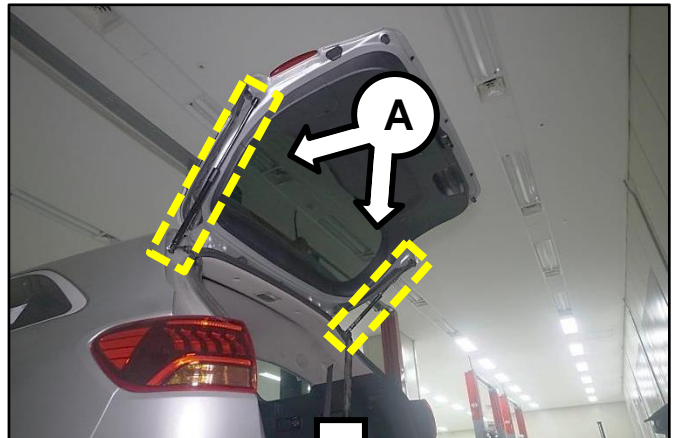
This issue number is **SA398**.

File Under: <Body>

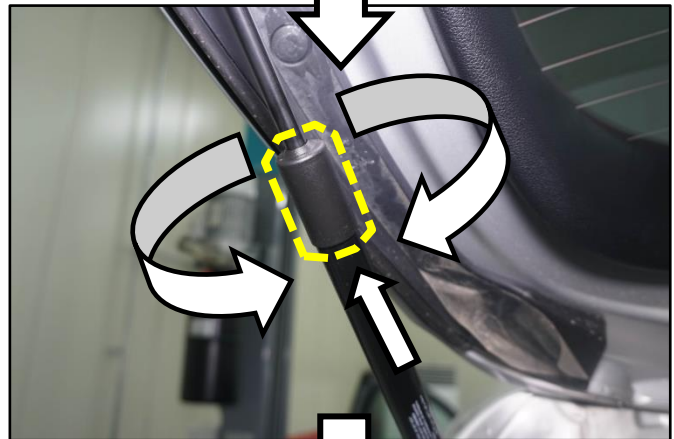
Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

Inspection Procedure and Replacement:

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



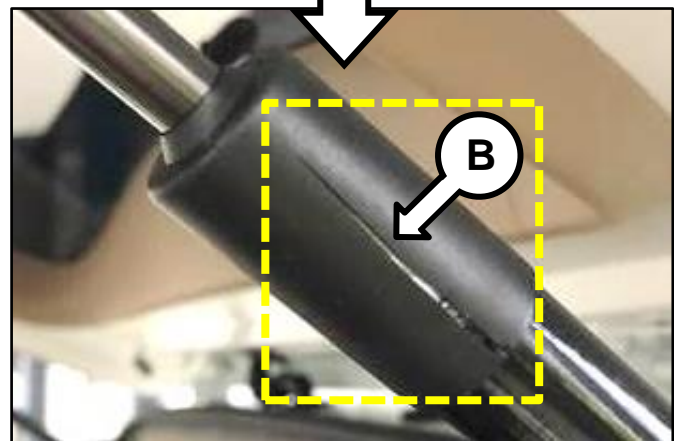
2. Inspect both of the tailgate gas lift dust covers (B) for:
 - Visual cracks (image shown).
 - Fails to turn/spin.
 - Fails to disengage upward.



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.



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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 A9000QQK	
Tailgate Gas Lift (Right)	81781 A9000QQK	

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 A9000QQK 81781 A9000QQK	1

* NOTICE

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