	GROUP BOD	MODEL 2020MY Telluride (ON)
	NUMBER 200 (Rev 1, 12/13/2019)	DATE December 2019

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: REAR DOOR WINDOW
CURTAIN HOOK INSPECTION AND/OR REPLACEMENT (SA410)

★ 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 replace the rear door window curtain hooks on some 2020MY Telluride (ON) vehicles produced from June 1, 2019 through November 6, 2019, which may exhibit the rear door window curtain falling down or unable to latch due to the curtain hook(s) coming loose and/or detached from the door frame. To correct this concern, replace the rear door window curtain hooks with the new improved part provided. 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 SA410.

File Under: <Body>

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

SUBJECT:

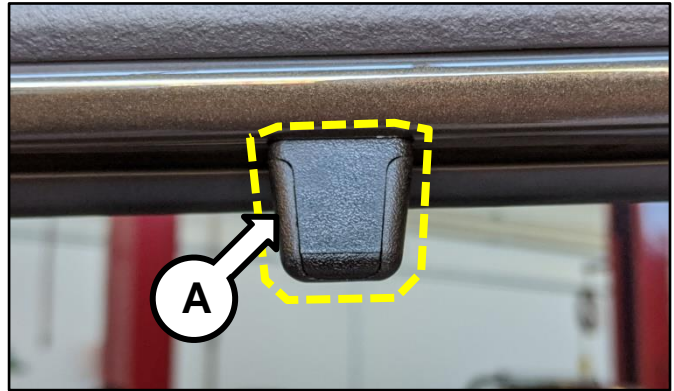
SERVICE ACTION: REAR DOOR WINDOW CURTAIN HOOK INSPECTION AND/OR REPLACEMENT (SA410)

Inspection Procedure:

1. Locate the four (4) left and right side rear door window curtain hooks (A). Lightly wiggle each hook while pulling down.

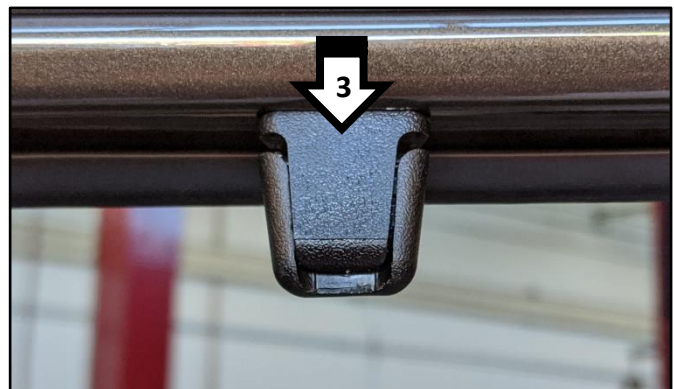
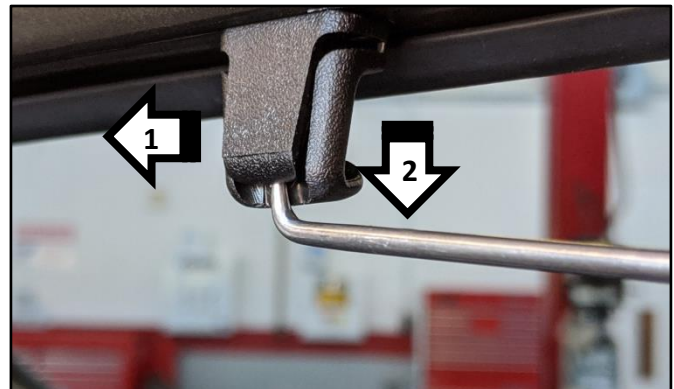
If the hook(s) **are** loose or detach(ed) from the door frame, proceed to replace the curtain hook(s) as outlined in the **Replacement Procedure** below. Repeat for all other hooks to identify if any others require replacement.

If the curtain hook(s) are **not** loose or detach from the door frame, this service action is complete.



Replacement Procedure:

1. Use a pick tool and lift up the curtain hook lock tab (1) and then pull down (2) the hook.
2. Release the curtain hook by pulling down (3) to remove hook from the door frame.



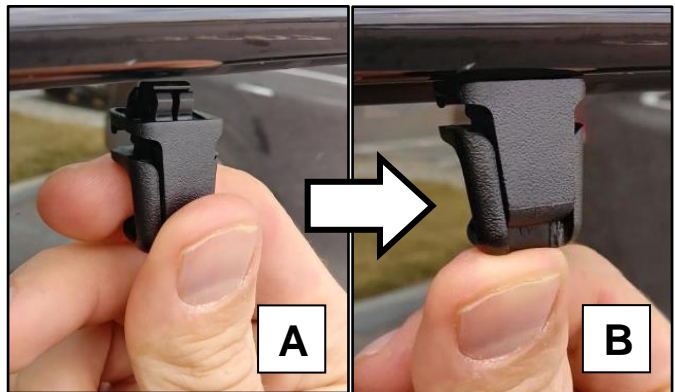
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3. Repeat steps 1-3 as needed for additional curtain hooks.



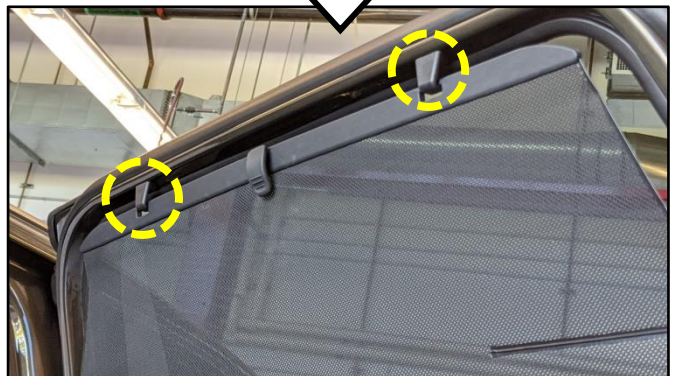
4. Insert the new and improved rear curtain hook into the door frame hole (A) and then push in the hook tab to lock and secure hook (B).



5. Ensure that the new curtain hook is secured flat against the door frame surface.



6. Lift the curtain door and latch to the new curtain hooks and confirm operation.




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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	June 1, 2019 through November 6, 2019

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Rear Door Curtain Hook	83917 L1000QQK		1

Note: The need for replacement parts is expected to be very low. Due to limited supply, Dealers will be allowed to order a quantity above filed warranty claim quantity (variable by dealer based on potentially impacted units). Please file warranty claims timely to ensure parts orders are not impacted. Should you have any questions or needs regarding the ordering limits, please contact the Parts Helpdesk.

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	83917 L1000	0	(SA410) Inspect Rear Door Window Curtain Hooks	190A35I0	0.2 M/H	N/A	0
			(SA410) Inspect and Replace (1) Rear Door Curtain Hook	190A35R0	0.2 M/H	83917 L1000QQK	1
			(SA410) Inspect and Replace (2) Rear Door Curtain Hook	190A35R1	0.2 M/H		2
			(SA410) Inspect and Replace (3) Rear Door Curtain Hook	190A35R2	0.3 M/H		3
			(SA410) Inspect and Replace (4) Rear Door Curtain Hook	190A35R3	0.3 M/H		4

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA410 when accessing the WebDCS system.