



GROUP  
BOD

MODEL  
2019-2020MY  
Sedona (YP)

NUMBER  
194 (Rev 2, 12/23/2019)

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 covers and if necessary, replace the tailgate gas lift(s) on certain non-power tail gate equipped 2019-2020MY Sedona (YP) vehicles produced between March 04, 2019 through June 25, 2019. 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>

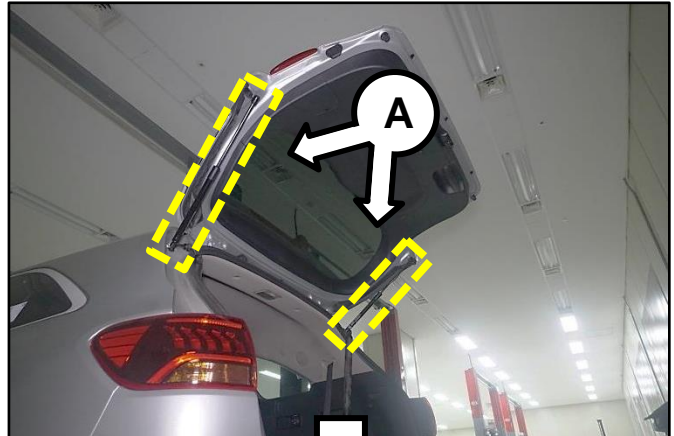
Circulate To:  General Manager  Service Manager  Parts Manager  
 Service Advisors  Technicians  Body Shop Manager  Fleet Repair

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).

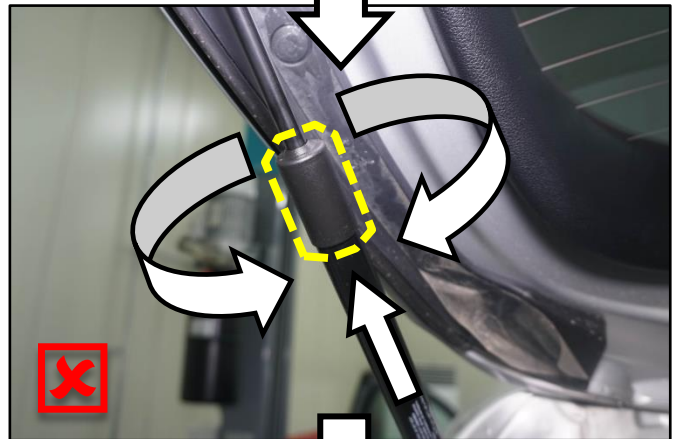


2. Inspect both of the tailgate gas lift dust covers (B) for the following failures:

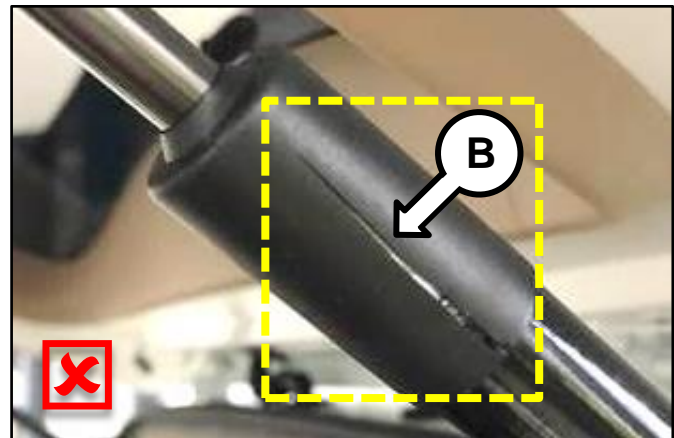
- Unable to turn/rotate
- Slide upward
- Visual cracks

If any of the above conditions **are present**, refer to stop 3 and replace the affected tailgate gas lift(s).

If any of the dust cover(s) conditions **are not present**, 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.