



GROUP  
BOD

MODEL  
2019-2020MY  
Sedona (YP)

NUMBER  
194 (Rev 3, 03/05/2020)

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.

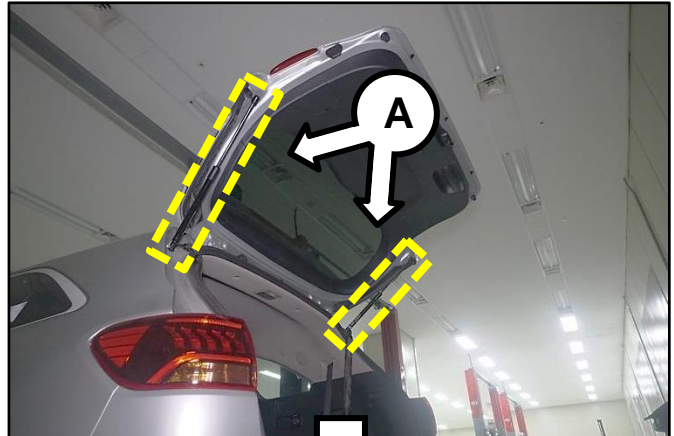
Printed TSB copy is for reference only; information may be updated at any time.  
Always refer to KGIS for the latest information.

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

## 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).

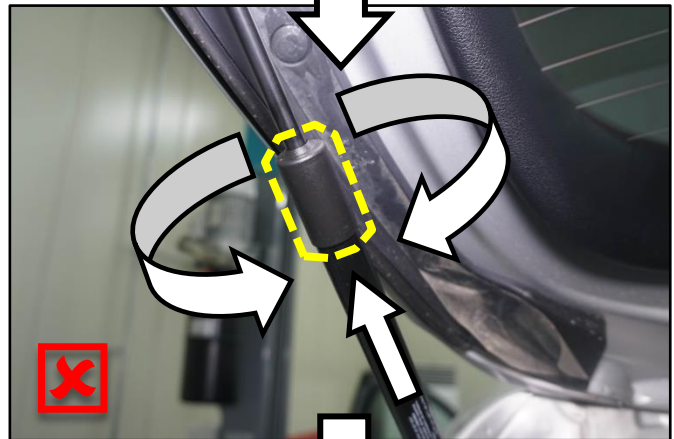


2. Inspect both of the tailgate gas lift dust covers (B) for the following failures:

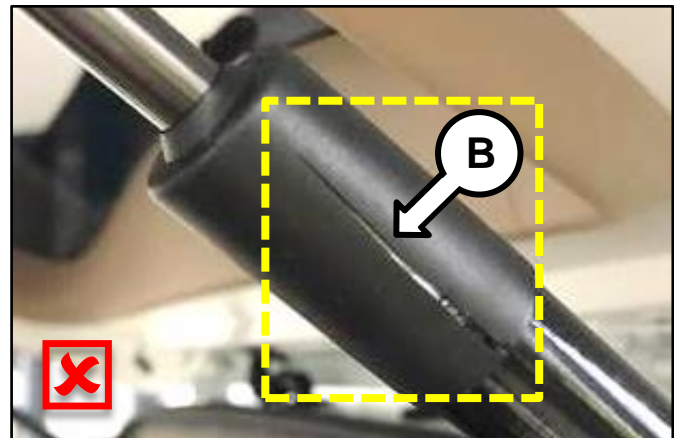
- Unable to turn/rotate
- Slide upward
- Visual cracks

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

## 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	81771 A9000	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.

