



GROUP  
BOD

MODEL  
2017MY  
Sportage (QL)

NUMBER  
207

DATE  
June 2020

## TECHNICAL SERVICE BULLETIN

SUBJECT:

**SERVICE ACTION: WINDOW REGULATOR  
DRUM GEAR REPLACEMENT (SA418)**

This bulletin provides the procedure to replace the window regulator drum/gear on some 2017MY Sportage (QL) vehicles, produced from December 15, 2015 through May 31, 2016, which may exhibit an inoperative front (left and/or right side) window regulator concern due to a drum gear separating and/or breaking. To prevent/correct this concern, install the improved drum gear to both front door window regulators. Before conducting the procedure, verify 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 SA418.

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

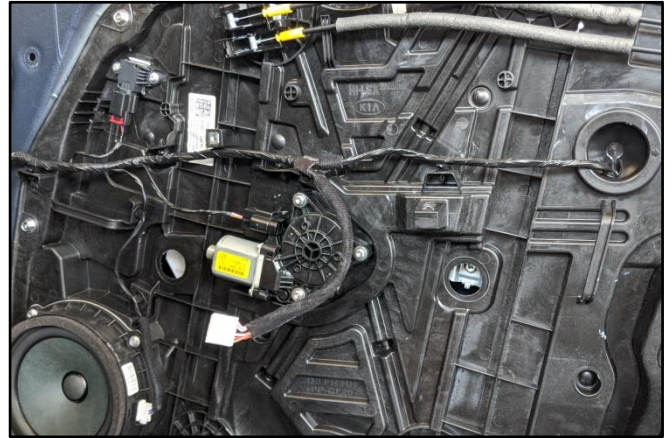
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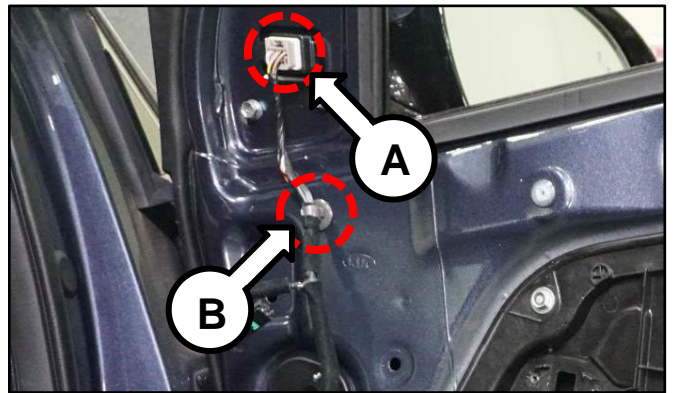
### Replacement Procedure:

1. Remove the following from the front door (driver and/or passenger):
  - Front door trim
  - Outside door handle
  - Front door latch
  - Door speaker
  - Power window motor

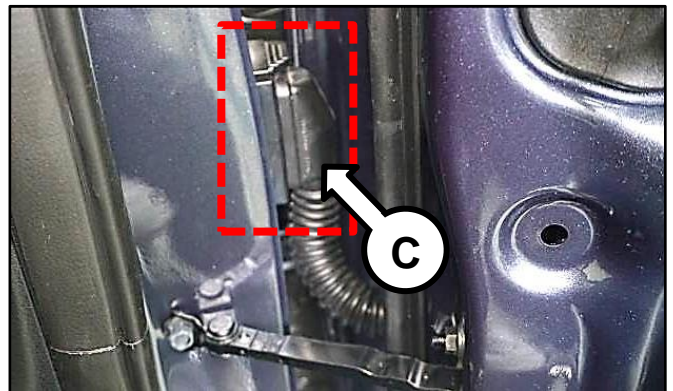
Refer to the “Body (Interior and Exterior) → Exterior → Front Door → Repair procedures” chapter in the applicable Shop Manual on KGIS.



2. Disconnect the front door side view mirror connector (A) and harness retainer (B).

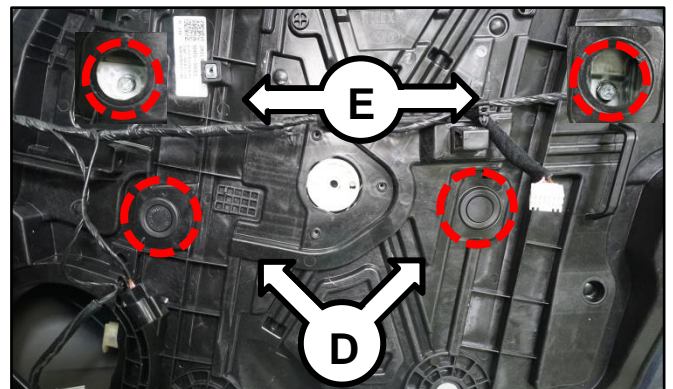


3. Disconnect the front door harness main connector (C).



- 4a. Remove the two (2) body plugs (D).
- 4b. Loosen the two (2) window glass retaining bolts (E).

**Torque specification for bolts (E):**  
**5.8 - 8.7 lb.ft (7.8 - 11.8 N.m)**  
**0.8 - 1.2 kgf.m)**





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5. Hold the door window glass up using tape or rubber padded clamp.

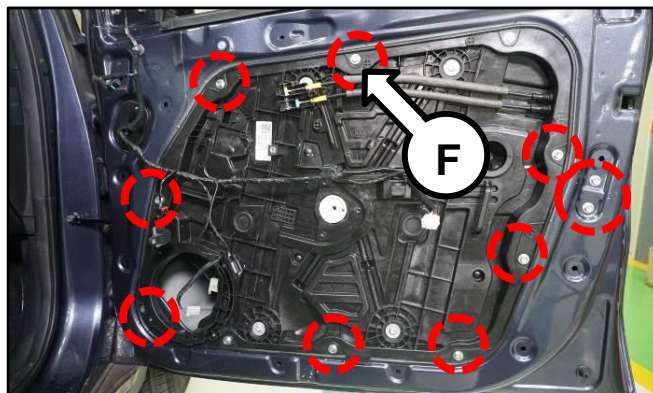


### CAUTION

Be careful not to cause damage/scratch to the window glass.



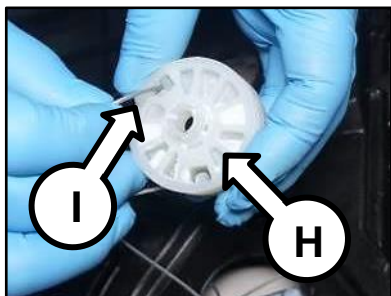
- 6a. Loosen the ten (10) window regulator retaining bolts (F).



- 6b. Remove the window regulator assembly (G) and place on clean suitable work table.

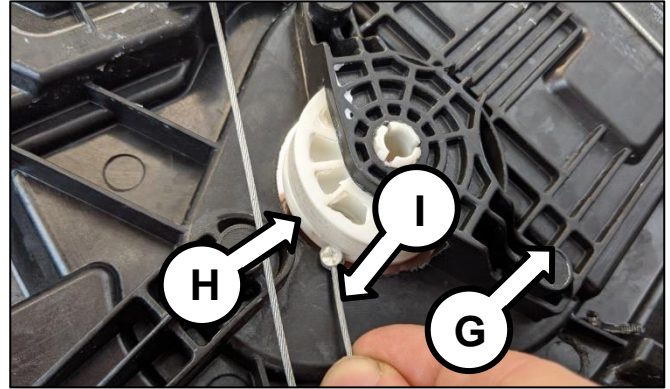
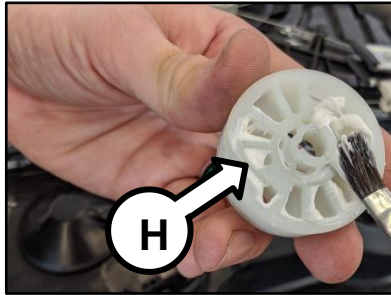


7. Using a pick tool, remove the drum gear (H) and then detach the two (2) wire cables (I) from the drum gear (H).

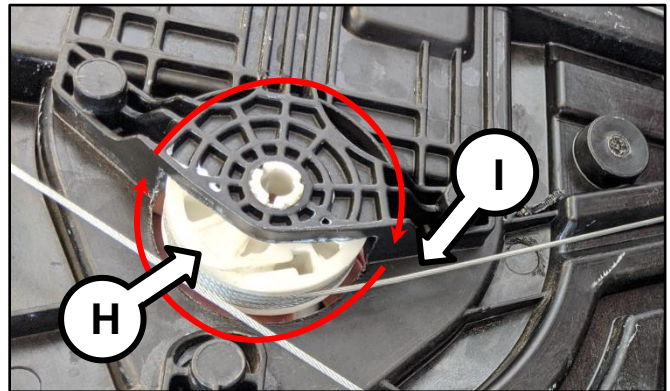


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- 8a. Apply white lithium grease to the new drum gear (H) as shown and install onto the window regulator assembly (G).



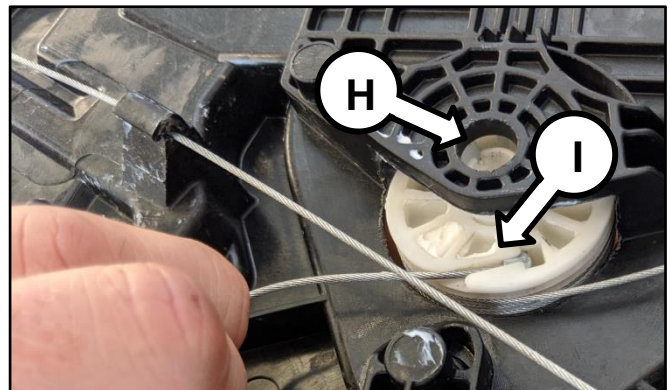
- 8b. Insert and attach the bottom wire cable (I) onto the drum gear (H).
- 8c. Turn the drum gear (H) clockwise to wind the wire cable (I) to the drum gear.



### ⓘ IMPORTANT

Left and Right side window regulator drum gears use different part numbers and are **NOT** interchangeable.

- 9a. Using a pick tool, remove the drum gear (H). Be careful not to unwind the bottom wire cable.
- 9b. While holding on to the drum gear, insert and attach the upper wire cable (I) onto the drum gear (H).
- 9c. Continue to hold the drum gear (H) with the attached wire cable (I) and then run the upper wire cable over the drum gear clockwise.
- 9d. Turn the drum gear (H) counterclockwise several times until slack within the wire cable (I) is removed.

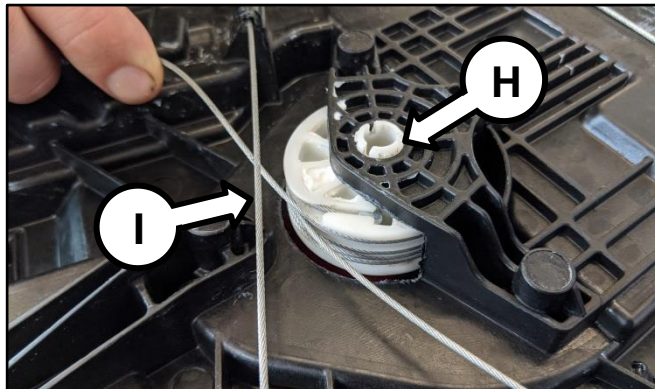




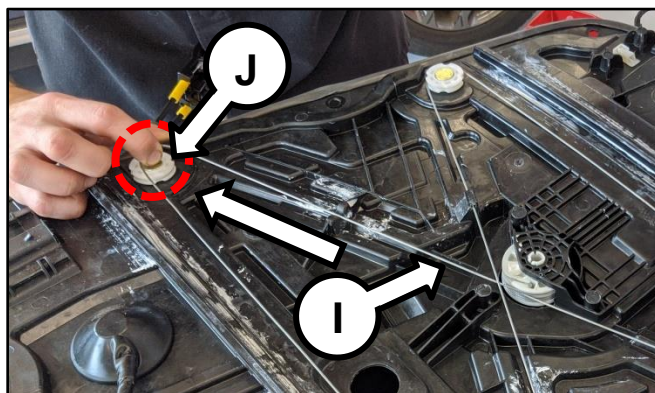
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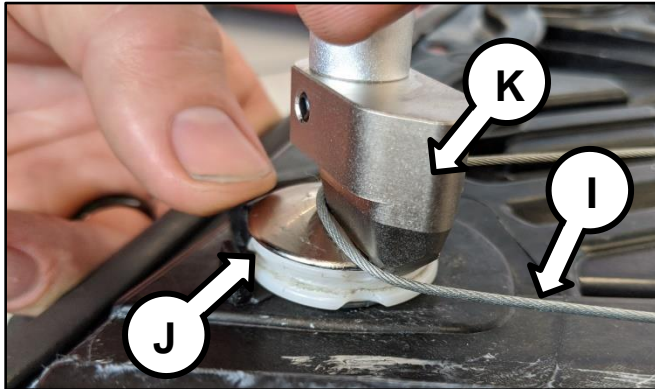
10. Re-install the drum gear (H) to the window regulator with both upper and lower wire cables (I) wound to the drum gear.



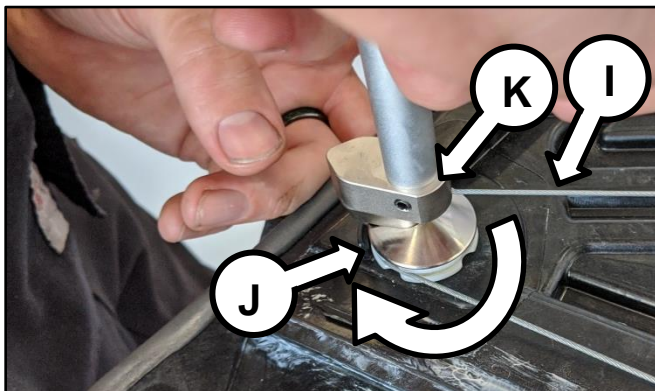
11. Pull the upper wire cable (I) towards the corner pulley (J) as shown.



12. Insert the wire cable (I) around the SST (K) and insert the SST over the pulley (J) as shown.



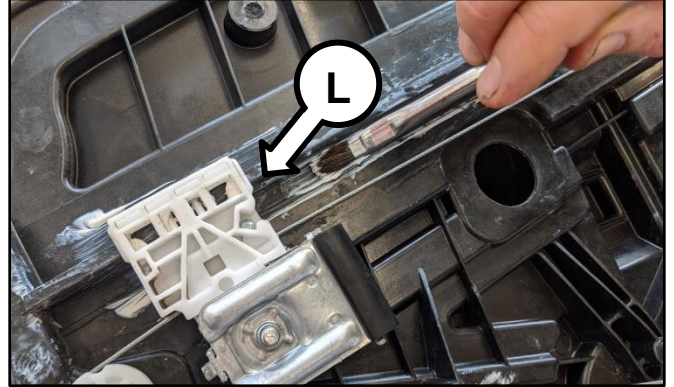
13. Turn the SST (K) clockwise to loop the wire cable (I) onto the pulley (J).



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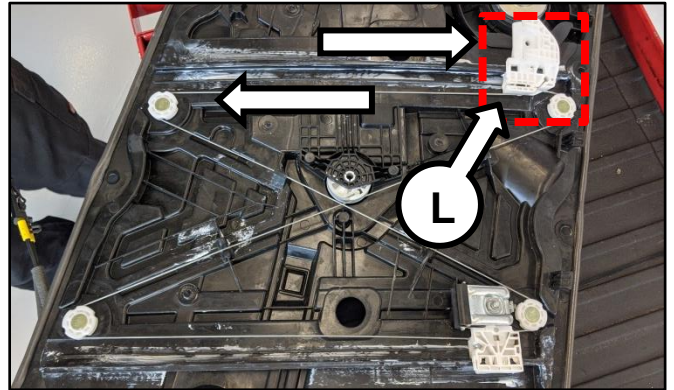
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- Using a brush, lubricate the window regulator tracking system (L) with white lithium grease.



- Slide the tracking system (L) back and forth to confirm that the wire cable is engaged and winding as designed.

Note: Slide the tracking system (L) to the top right position shown.



- Install all of the removed parts in the reverse order of removal.
- Confirm window operation is normal.
- Repeat procedure for the opposite side front door window regulator.

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## AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (QL)	December 15, 2015 to May 31, 2016

## REQUIRED TOOL:

Tool Name	Figure	Comments
Winding Tool		Auto-Shipped to Dealers

## REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Drum Gear (Left)	82473 D3000FFF		1
Drum Gear (Right)	82483 D3000FFF		1
White Lithium Grease	N/A	N/A	Locally Sourced
Brush			

## 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	82417 D9010	0	(SA418) Front Door Window Regulator Drum Gear Replacement	200016R1	1.2 M/H	82473 D3000FFF 82483 D3000FFF	1

**\* NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA418 when accessing the WebDCS system.**

