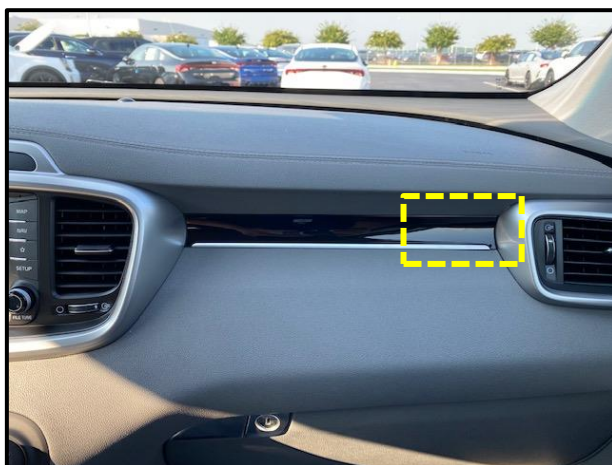
	GROUP GEN	MODEL 2020MY Sorento (UMa)
	NUMBER 093	DATE September 2020
TECHNICAL SERVICE BULLETIN		
SERVICE ACTION: LOOSE OR POORLY SEATED CRASH PAD GARNISH (SA438)		

This bulletin provides the procedure to inspect and if necessary, replace the right side dash garnish molding on some Sorento (UMa) vehicles produced from January 3, 2020 through June 26, 2020. Inspect and/or repair the right side crash pad garnish to ensure it is fully seated and is not cracked at the retention tab. The garnish has a slight chance in which it may become loose over time, when the crack is present. Follow the inspection and replacement procedure in this TSB to correct the concern. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.



Right Hand Crash Pad Garnish

★ 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 SA438.

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

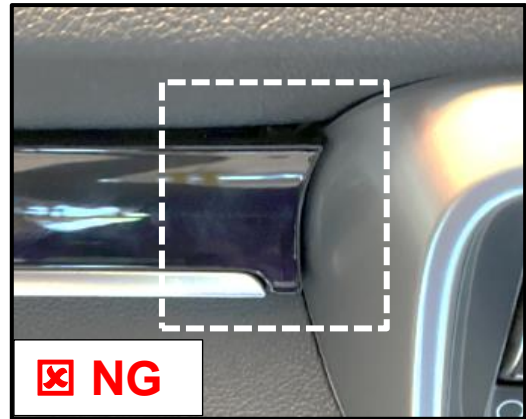
Circulate To: ☒ General Manager ☒ Service Manager ☒ Parts Manager
☒ Service Advisors ☒ Technicians ☒ Body Shop Manager ☒ Fleet Repair

SUBJECT:

SERVICE ACTION: LOOSE OR POORLY SEATED CRASH PAD GARNISH (SA438)

Inspection Procedure:

1. Inspect the crash pad garnish and look for any deformation or popping out of position, especially on the RH corner.
 - If the garnish is seated correctly (**OK**), this service action is complete.
 - If the garnish is not seated or is loose (**NG**), proceed below to Step 1 of the 'Replacement Procedure'.



Replacement Procedure:

1. Remove the center facia (A) around the audio unit and HVAC vents; use caution not to damage the facia during removal.

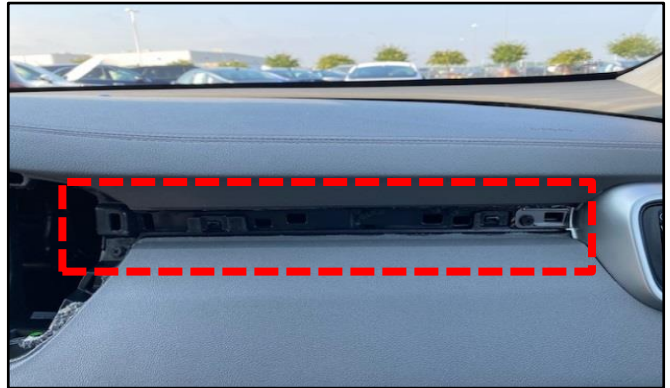
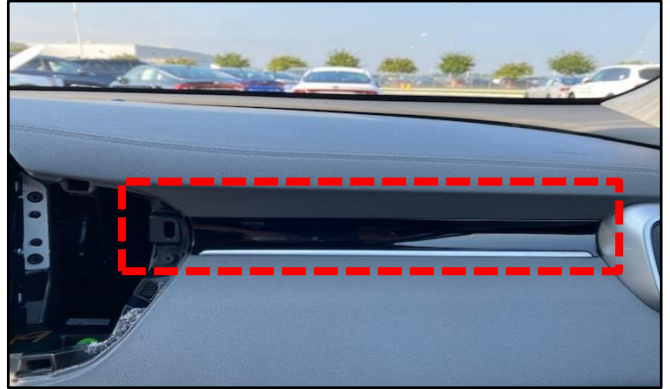




SUBJECT:

SERVICE ACTION: LOOSE OR POORLY SEATED CRASH PAD GARNISH (SA438)

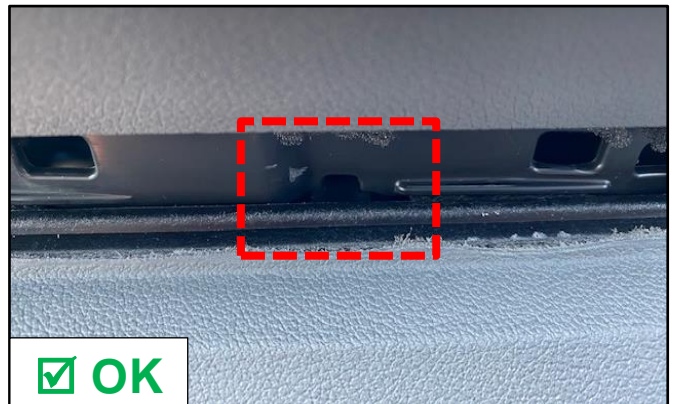
2. Remove crash pad garnish (B) by carefully prying left to right.



3. Confirm the lower crash pad clip (C) is fully seated as shown in the “OK” photo.
- If the crash pad clip **is** fully seated (OK) proceed to Step 5.
 - If the crash pad clip **is not** fully seated (NG) proceed to Step 4.



Note: If the white clip is visible (see NG image w/yellow outline), it is not properly attached.

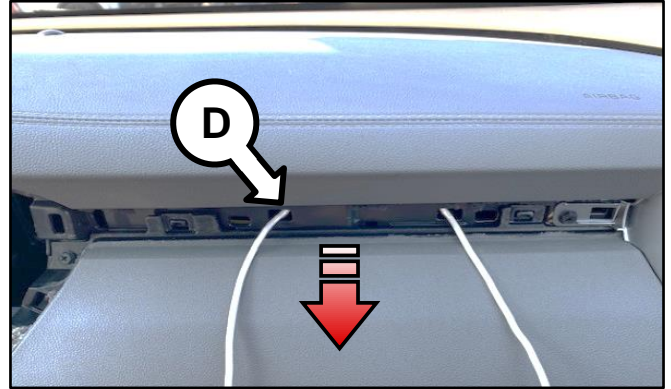


SUBJECT:

SERVICE ACTION: LOOSE OR POORLY SEATED
CRASH PAD GARNISH (SA438)

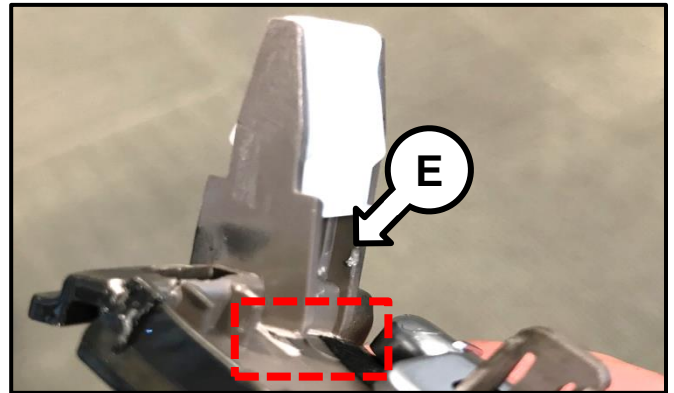
4. Insert a piece of wire behind crash pad frame (D) as shown. Then pull towards the rear of the vehicle until lower crash pad clip is fully seated, refer to Step 3.

The dash frame will flex and the lower crash pad clip will seat as shown in Step 3.

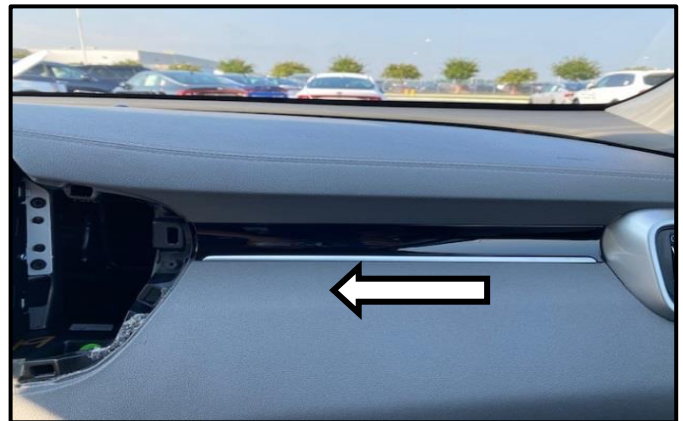


5. Inspect garnish clips (E) for cracking and/or damage.

Note: If damage is found replace the crash pad garnish.



6. Re-assemble crash pad garnish from right to left.






SUBJECT:

SERVICE ACTION: LOOSE OR POORLY SEATED CRASH PAD GARNISH (SA438)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMA)	January 3, 2020 to June 26, 2020

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Garnish Assy-C/Pad, RH (Hydro Graphics)	84784 C5000KHI		1
Garnish Assy-C/Pad, RH (Film Insert)	84784 C5200KBH		
Garnish Assy-C/Pad, RH (Hydro Graphics)	84784 C5000AWI		

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	84730 C6200BHH	0	Crash Pad Garnish Inspection	200A10I0	0.2 M/H	N/A	0
			Crash Pad Garnish Inspection and Repair	200A10R0	0.3 M/H		
			Crash Pad Garnish Inspection and Garnish Replacement	200A10R1	0.3 M/H	84784 C5000KHI	1
						84784 C5200KBH	
						84784 C5000AWI	

* NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA438** when accessing the WebDCS system.