



GROUP
BOD

MODEL
2021MY
K5 (DL3a)

NUMBER
210 (Rev 1, 03/23/2021)

DATE
September 2020

TECHNICAL SERVICE BULLETIN

SUBJECT: COMBINATION TSB / SERVICE ACTION: CONSOLE SQUEAK
NOISE INSPECTION AND REPAIR (SA436)

* 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 information regarding a potential squeak noise between the Heating Ventilation Air Condition (HVAC) controller and the floor console upper garnish on some 2021MY K5 (DL3a) produced from March 25, 2020 through to February 23, 2021. Follow the inspection procedure to confirm if the squeak is present. If the squeak is present, technicians are instructed to apply Tesa® Tape to the right corner of the HVAC controller face. 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 SA436.

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

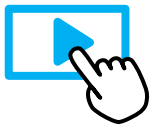
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Inspection Procedure:

1. Inspect the HVAC controller for squeak by pushing in on the right upper corner of the HVAC controller in the location shown.

If the HVAC controller does not exhibit a squeak noise, no further action is required.

If the HVAC controller squeaks during inspection, follow the Repair Procedure outlined below.



[Video: Noise Inspection](#)

Repair Procedure:

1. Remove the floor console upper garnish (A) by referring to the “Heating, Ventilation and Air Conditioning → Controller → Repair procedures” chapter in the applicable Shop Manual on KGIS.

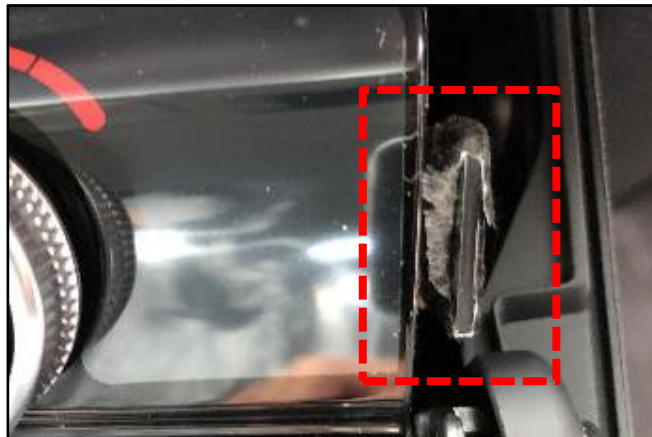
*** NOTICE**

Removal of the HVAC controller is not required.

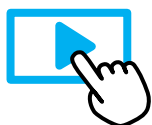
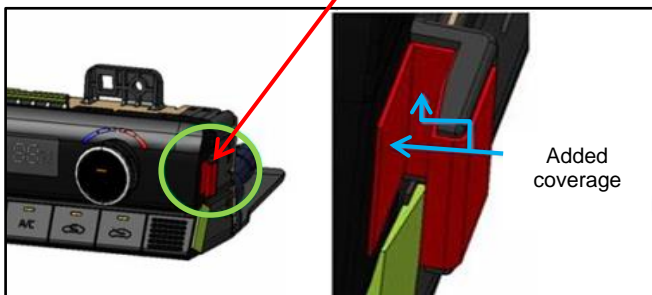
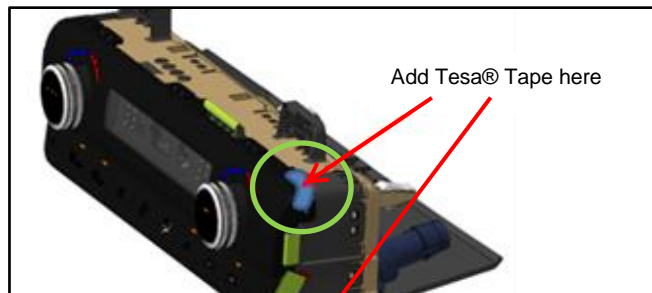


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2. Remove the tape from the right side of the HVAC controller.



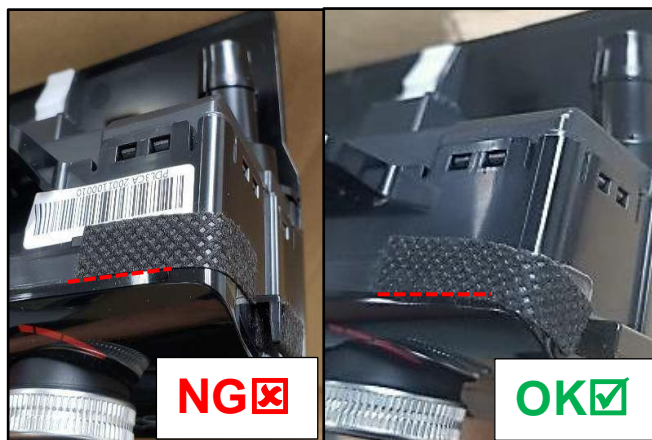
3. Apply Tesa® Tape on the two (2) areas shown.



[Video: Noise Inspection](#)

ⓘ IMPORTANT

Ensure that the Tesa® Tape is covering over the edge of the HVAC controller face, **OK**. The tape should not be behind the HVAC controller face, **NG**.




4. Reinstall the floor console upper garnish in the reverse order of removal.
5. Refer to the 'Inspection Procedure' on page 2 and confirm the noise is no longer heard.

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INSPECTION AND REPAIR (SA436)**

AFFECTED VEHICLE RANGE:

Model	Production Date Range
K5 (DL3a)	March 25, 2020 to February 23, 2021

REQUIRED PART:

Part Name	Part Number	Figure	Comments
Tesa® Fabric Tape	51608		Locally Sourced

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	97250 L3200FHV	0	(SA436) Console Squeak Noise Inspection	200A12I0	0.2 M/H	N/A	0
			(SA436) Console Squeak Noise Inspection and Repair	200A12R0	0.2 M/H		

Note: Use sublet code 'X1' for use of fabric tape (maximum allowance of \$5.00).

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA436 when accessing the WebDCS system.

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the 'open' affected vehicles list for Service Action 436.
3. The vehicle model year and production date range are as identified in this bulletin.

N Code: H19 C Code: ZZ3

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	97250 L3200FHV	0	(BOD210) Console Squeak Noise Inspection and Repair	97250Q0A	0.2 M/H	N/A	0

Note: Use part number NPOTHER for fabric tape reimbursement (maximum allowance of \$5.00)