

	GROUP <b>Electrical</b>	MODEL <b>2021MY Sorento (MQ4a)</b>
	NUMBER <b>PS687</b>	DATE <b>May 2021</b>



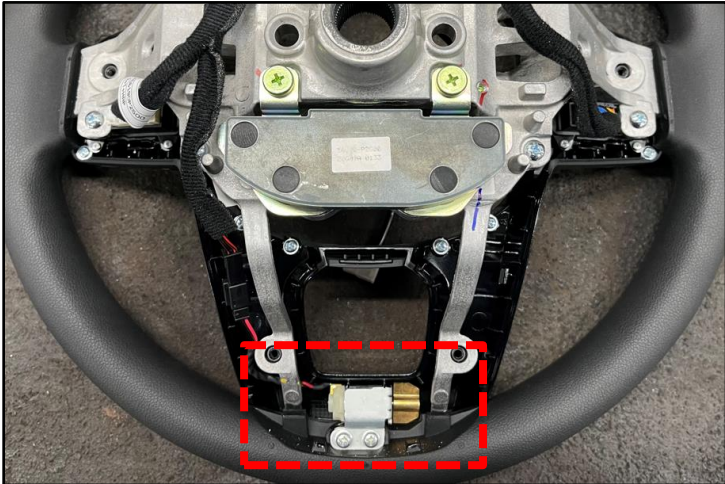
## TECHNICAL OPERATIONS

**SUBJECT:                   DIAGNOSING HAPTIC MOTOR CONCERNS**

This Pitstop provides information regarding a “Check Haptic Steering Wheel System” message displayed on the cluster on some 2021MY Sorento (MQ4a) vehicles, with DTC B247300 which may be related to a poor connection in the haptic motor circuit. When diagnosing for this concern, the haptic motor circuit is shown in the ‘Audio System’ or ‘A/V Navigation’ wiring schematics and not in the steering system.



The location may not be shown clearly in the DTC information for the haptic motor. Refer to the image below for clarification.



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

