



GROUP
CHA

MODEL
2021MY
Sportage (QL)

NUMBER
112

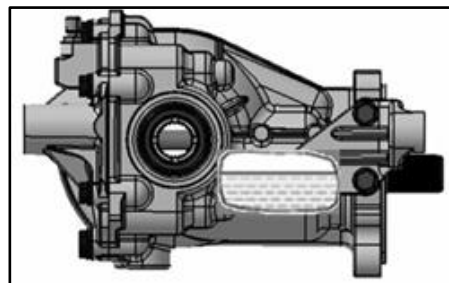
DATE
May 2021

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: REAR DIFFERENTIAL CARRIER OIL LEVEL CHECK/DIFFERENTIAL REPLACEMENT (SA480)

This bulletin provides the procedure to check the rear differential carrier's oil level on the five (5) 2021MY Sportage (QL) vehicles listed below, produced from January 14, 2021 through February 2, 2021. These five (5) vehicles may have left the plant without any rear differential oil. If the rear differential carrier lacks oil, it will generate a grinding noise. Before conducting the procedure, verify that the vehicle is included in the five (5) affected VINs listed below.

Affected VINs
KNDPMCAC4M7926217
KNDPMCAC6M7929863
KNDPMCACXM7925539
KNDPMCACXM7925802
KNDPMCACXM7934774



Rear Differential Carrier Assembly

* 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 SA480.

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:

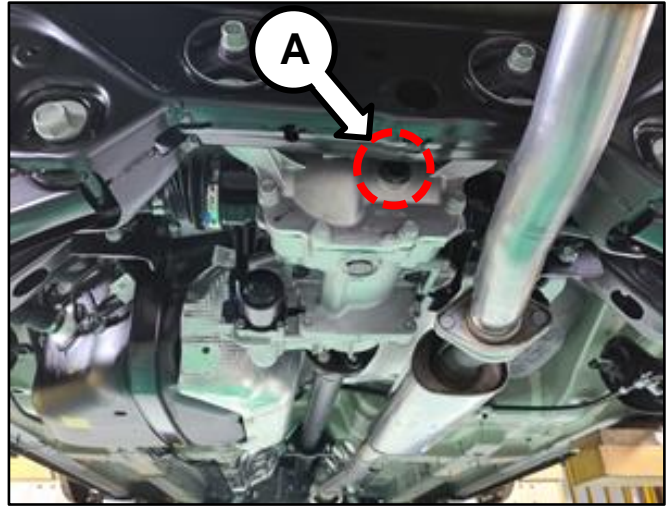
SERVICE ACTION: REAR DIFFERENTIAL CARRIER
OIL LEVEL CHECK/DIFFERENTIAL REPLACEMENT (SA480)

Oil Level Check Procedure:

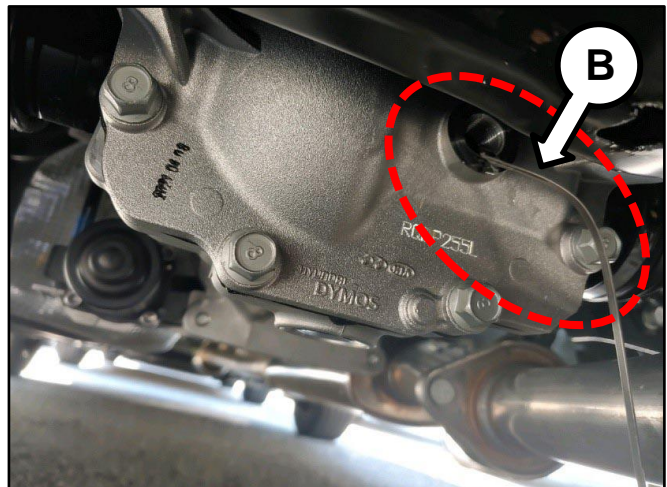
1. Raise vehicle on a lift.
2. Remove the differential oil filler plug (A).

Torque specification:

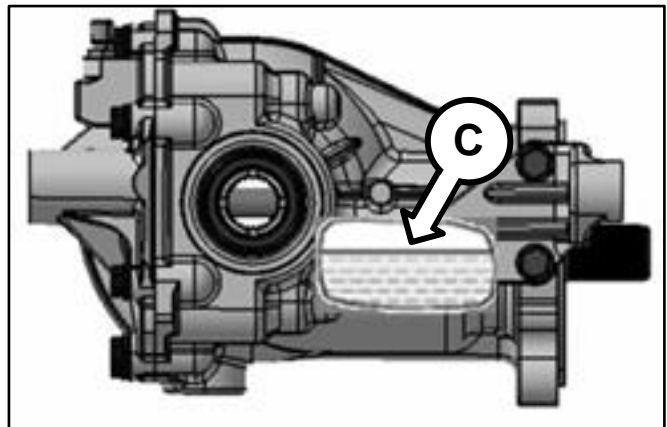
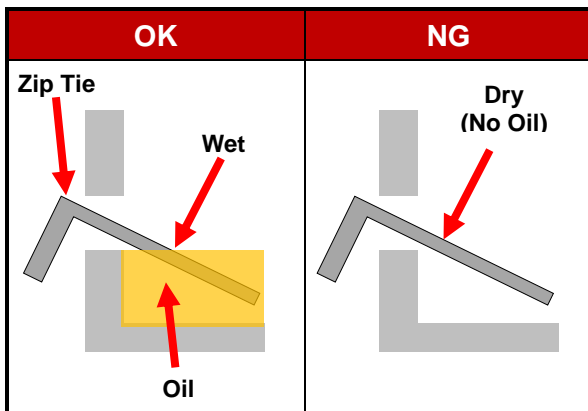
28.9 – 43.4 lb.ft (39.2 – 58.8 N.m)



- 3a. Due to the subframe obstruction use a zip tie or similar object (B) to inspect the fluid level by inserting the tie as shown. Upon removal, fluid should be visible on the end of the tie.



- 3b. Oil level (C) should be as shown ("OK") in the diagrams.



SUBJECT:

**SERVICE ACTION: REAR DIFFERENTIAL CARRIER
OIL LEVEL CHECK/DIFFERENTIAL REPLACEMENT (SA480)**

4. If no oil is detected, then replace the rear differential carrier by referring to the “Driveshaft and Axle → Differential Carrier Assembly → Rear Differential Carrier → Repair procedures” chapter in the applicable Shop Manual on KGIS.

Specified Lubricant:**Delo Syn-Gear Lube SAE 75W90****PN: UM015 CH079****Quantity: 0.61 ± 0.05 qt (0.58 ± 0.05L)**

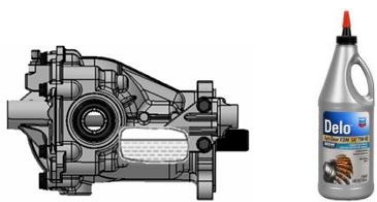
SUBJECT: SERVICE ACTION: REAR DIFFERENTIAL CARRIER OIL LEVEL CHECK/DIFFERENTIAL REPLACEMENT (SA480)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (QL)	January 14, 2021 to February 2, 2021

Affected VINs
KNDPMCAC4M7926217
KNDPMCAC6M7929863
KNDPMCACXM7925539
KNDPMCACXM7925802
KNDPMCACXM7934774

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Rear Differential Carrier	53000 3B541*	 <p>Differential Carrier + Oil (1 ea)</p>	1

*Source from Kia Chemicals @ 1.866.854.0895

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	53000 3B541	0	(SA480) Oil Level Check of Rear Differential Carrier	210059R0	0.2 M/H	N/A	0
		1	(SA480) Replacement of Rear Differential Carrier	210059R1	2.3 M/H	53000 3B541	1

Note: Use sublet code 'X1' for reimbursement of differential oil UM015 CH079 (up to 1 qt.) for a \$14.00 total reimbursement cost.

When necessary, manually enter sublet code 'X2' for rental/rideshare reimbursement for up to three (3) days maximum, and attach supporting documentation.

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA480 when accessing the WebDCS system.

