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|--------|---|
| GROUP | MODEL |
| BOD | 2017-2022MY Sportage (QL) w/Panoramic Sunroof |
| NUMBER | DATE |
| 306 | April 2022 |

TECHNICAL SERVICE BULLETIN

SUBJECT:

PANORAMIC SUNROOF INOPERATIVE AND/OR ABNORMAL NOISE WHEN OPERATING

This bulletin provides information to improve the operation of the panoramic sunroof on some 2017-2022MY Sportage (QL) vehicles, produced from December 10, 2015 through December 7, 2021, which may exhibit slow, noisy, or inoperative sunroof operation caused by dust or dirt intrusion into the sunroof track mechanism. Vehicles driven in dusty environments with a high concentration of sand or dirt in the air, may accumulate debris into the sunroof mechanism causing friction. Follow the procedure outlined in this publication to replace the tilt lever shoe assemblies, clean, and lubricate sunroof components to restore normal operation.

NOTICE

Do not replace the sunroof assembly or related components for this concern. Any associated claims for sunroof replacement are subject to Warranty review and chargeback.



Dust and Dirt Inside Panoramic Sunroof Mechanism

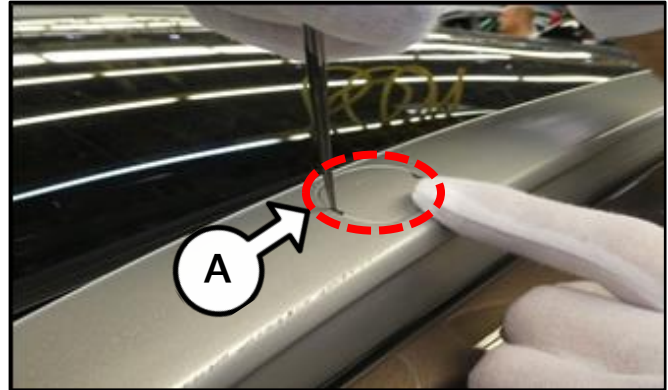
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Panoramic Sunroof Rail Cleaning and Tilt Lever Shoe Replacement:

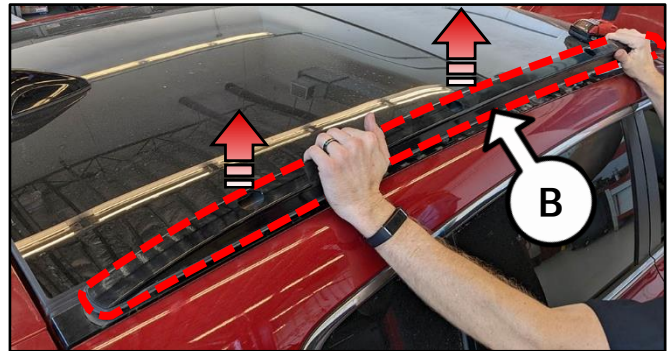
1. Inspect the operation of the panoramic sunroof and confirm the customer's concern before conducting this repair. If the concerns are confirmed, inspect for dust and dirt inside the sunroof mechanism, and if verified, continue with this TSB.
2. Remove both roof rack side rails by referring to the "Body (Interior and Exterior) → Body Side Molding → Roof Rack → Repair procedures" chapter in the applicable Shop Manual on KGIS.

Note: Remove the eight caps (A) and eight nuts (4 on each side), then remove the roof rack side rails (B).



NOTICE

Use a non-marring trim removal tool (such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.



Tightening torque for Nuts:
2.9 - 3.3 lb.ft (3.9 - 4.4 N.m)

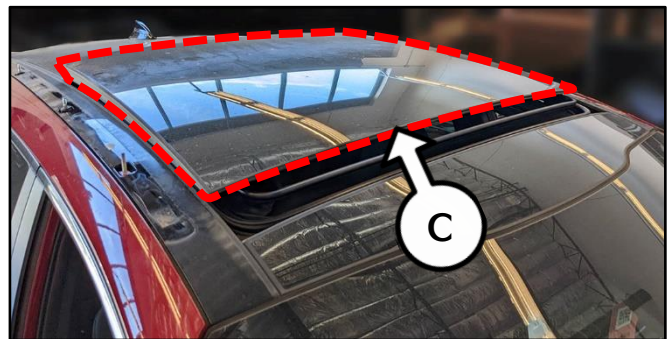
4. Remove the movable glass (C) by referring to the "Body (Interior and Exterior) → Panorama Sunroof → Movable Glass → Repair procedures" chapter in the applicable Shop Manual on KGIS.

IMPORTANT

With the assistance of another person, lift and remove the movable glass from the vehicle.

CAUTION

Be careful not to scratch, damage, and/or break the glass during removal.



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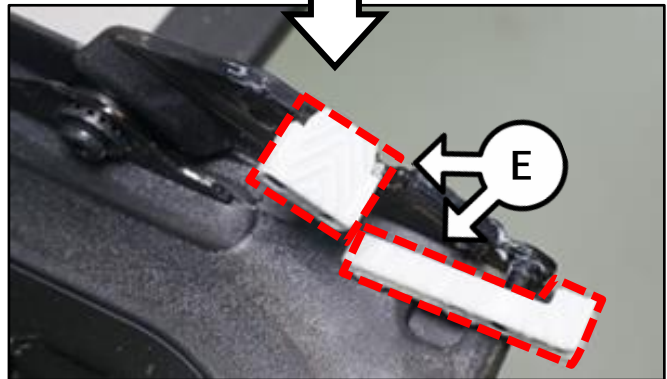
5. Lay the glass on a soft, flat protected surface with the tilt levers (D) facing up.



6. Remove the shoe assemblies attached to the tilt lever and replace with the new parts (E).

NOTICE

DO NOT replace the entire tilt lever assembly.



7. Remove all dust and sand along the entire mechanism rail (F) with a rag and/or suitable brush.

IMPORTANT

Be sure to clean all dust, dirt, and any old grease from the mechanism rail.

Note: Method shown at right uses a clip tool with a rag wrapped around end.



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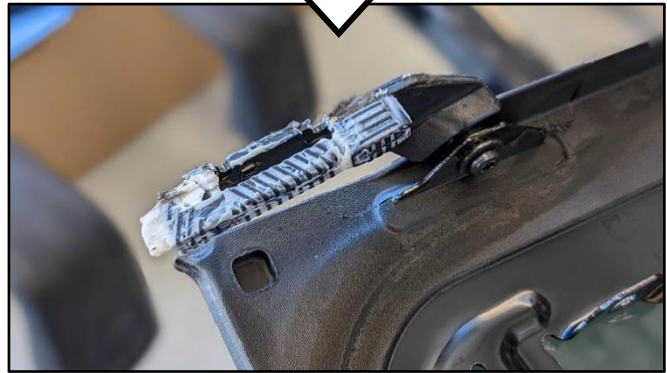
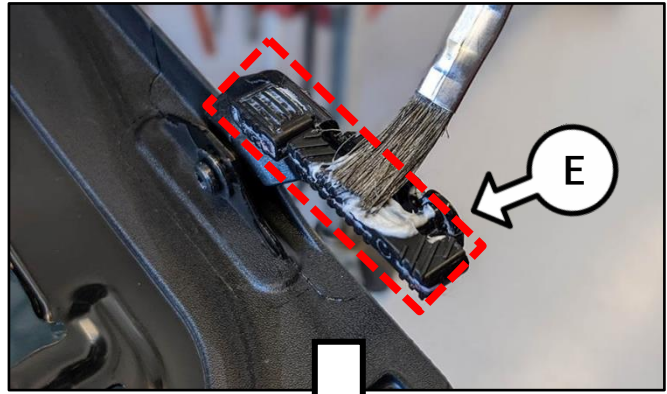
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8. Lightly coat the tilt lever shoes (E) using the specified lubricant.

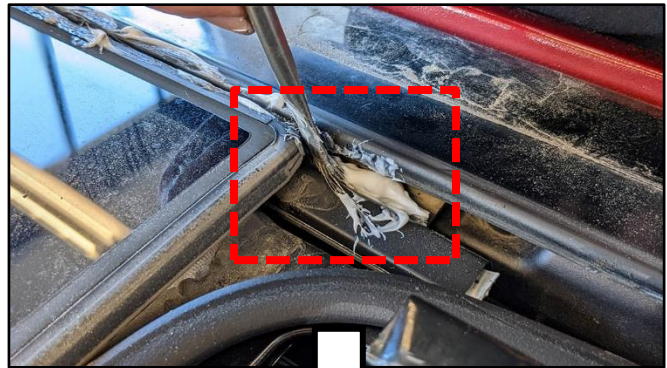
⚠ CAUTION

Failure to use the lubricant specified on page 6 of this bulletin may result in an ineffective or repeat repair.

Do not use Kia Dampening Grease (P/N UM011-CHA052), as it is not compatible with the grease used by the factory.



9. Apply a generous amount of grease to the mechanism rail as shown.



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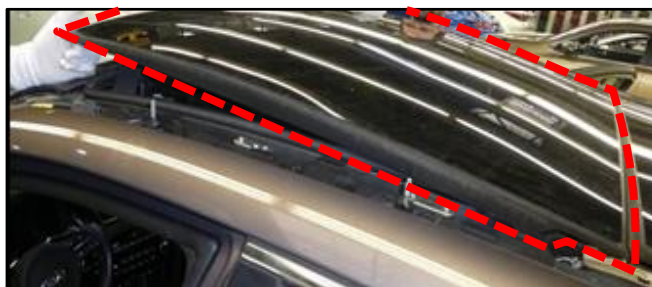
10. Clean excess grease and dirt from the surface areas around the track mechanism.



11. With the assistance of another person, reinstall the movable glass, ensuring the tilt levers (D) and glass are aligned correctly.



12. Reinstall the roof rack side rails.

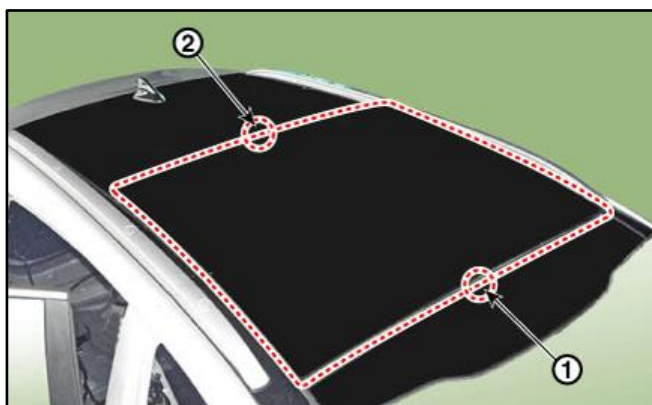


13. Inspect the alignment of the movable glass by referring to the "Body (Interior and Exterior) → Panorama Sunroof → Repair procedures" chapter in the applicable Shop Manual on KGIS.

Alignment Adjustment Standard Value:

(1) Front Edge: 0 in. (0 mm)

(2) Rear Edge: 0 in. (0 mm)



14. Thoroughly clean any excess lubricant from the panoramic sunroof.

NOTICE

Ensure the glass, sunroof track mechanism, and all other components contacted while performing this procedure are clean.

15. Function-test the operation of the panoramic sunroof, confirming smooth and normal operation, and that the one-touch open/close is functioning.





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AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|---------------|---------------------------------------|
| Sportage (QL) | December 10, 2015 to December 7, 2021 |

REQUIRED TOOL:

| Tool Name | Figure | Comments |
|--------------------------|--|---|
| Lubricant 81685 3S000 |  | One container Covers 30 vehicles Maximum order quantity one (1) per dealer |
| Upholstery Clip Remover |  | Locally sourced |
| Torx Wrench Socket T25 |  | |
| Acid Brush |  | |

REQUIRED PART:

| Part Name | Part Number | Figure | Qty. |
|--------------------|-------------|---|------|
| Shoe Assy - Fix | 81637 G8000 |  | 2 |
| Shoe Assy - Rotate | 81638 G8000 |  | 2 |

WARRANTY INFORMATION:

N Code: Q56 C Code: ZZ1

| Claim Type | Causal P/N | Qty. | Repair Description | Labor Op Code | Op Time | Replacement P/N | Qty. |
|------------|-------------|------|---|---------------|------------|-----------------|------|
| W | 81639 D9000 | 0 | Panoramic Sunroof Rail Cleaning & Shoe Assy Replacement | 81637F01 | 0.8 M/H | 81637 G8000 | 2 |
| | | | | | | 81638 G8000 | 2 |