

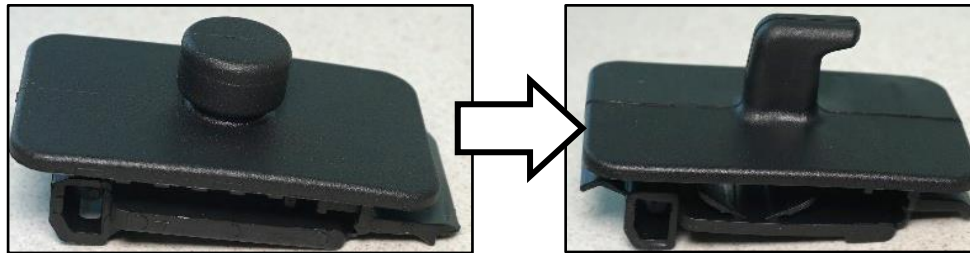


GROUP	MODEL
BOD	2023MY Niro EV/HEV/PHEV (SG2 EV, P/HEV)
NUMBER	DATE
310	October 2022

## TECHNICAL SERVICE BULLETIN

### SUBJECT: SERVICE ACTION: FRONT CARPET FLOOR MAT ANCHOR INSPECTION AND REPLACEMENT (SA509)

This bulletin provides information to inspect and if necessary, replace the front carpet floor mat anchors on some 2023MY Niro (SG2 EV, P/HEV) vehicles produced from June 21, 2022 through September 21, 2022, which may have the incorrect 'ring type' floor mat anchors installed during assembly. Follow the procedure outlined in this publication to inspect the front carpet floor mat anchors and if necessary, replace the incorrect 'ring type' with the 'hook type' floor mat anchors required for U.S. specifications. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



**NG:** Ring Type Anchor  
(non-U.S. specification)

**OK:** Hook Type Anchor  
(U.S. specification)

#### NOTICE

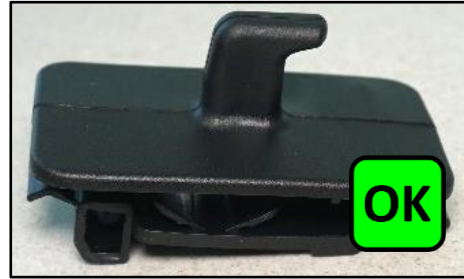
A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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.

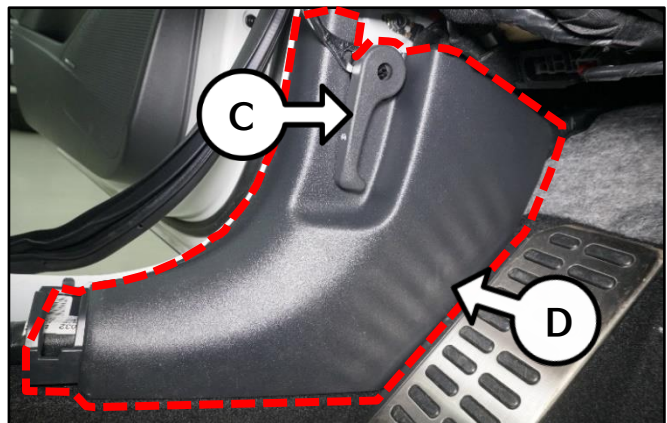
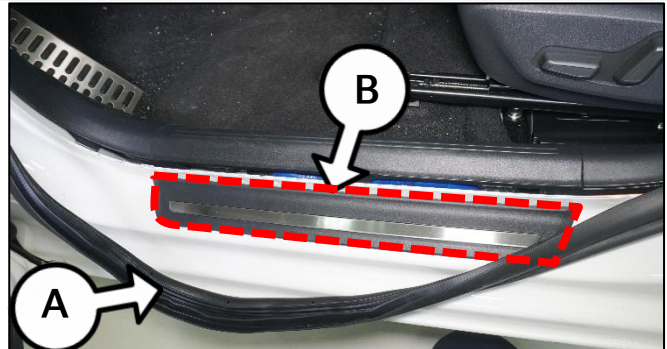
This issue number is SA509.

**Inspection Procedure:**

- Inspect the front carpet floor mat anchors on both the driver (LH) and passenger (RH) sides.
  - If the floor mat anchor installed is the 'hook type' (OK), no further action is required.
  - If the floor mat anchor installed is the 'ring type' (NG), then proceed below to the 'Replacement Procedure' to replace all three (3) front floor mat anchors with the correct type.

**Replacement Procedure:**

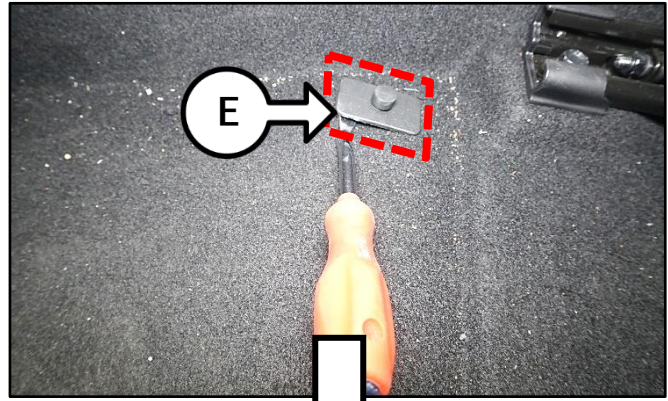
- Remove the components listed below by referring to "Body (Interior and Exterior) → Interior Trim → Cowl Side Trim → Repair procedures" in the applicable Shop Manual on KGIS to access both left and right sides, floor mat anchors.
  - Front door weatherstrips (A)
  - Front door scuff trims (B)
  - Hood latch release handle (C)
  - Cowl side trims (D)

**NOTICE**

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

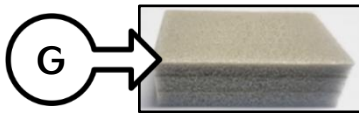
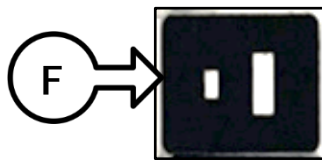
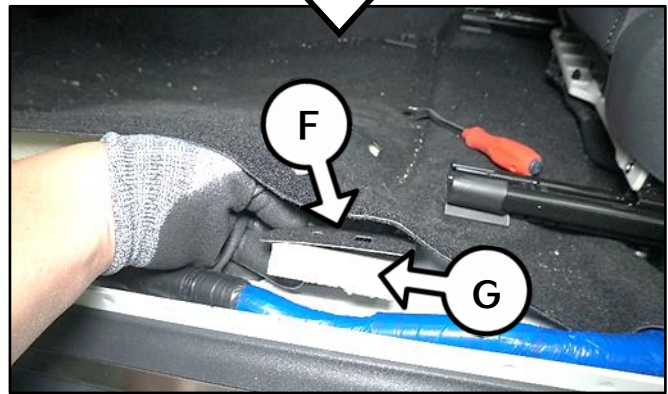
**SUBJECT: FRONT CARPET FLOOR MAT ANCHOR INSPECTION & REPLACEMENT (SA509)**

2a. Using a trim removal tool, unlock the anchor (E) from below to detach it from the base (F) located underneath the floor carpet.



2b. Remove the anchor (E).

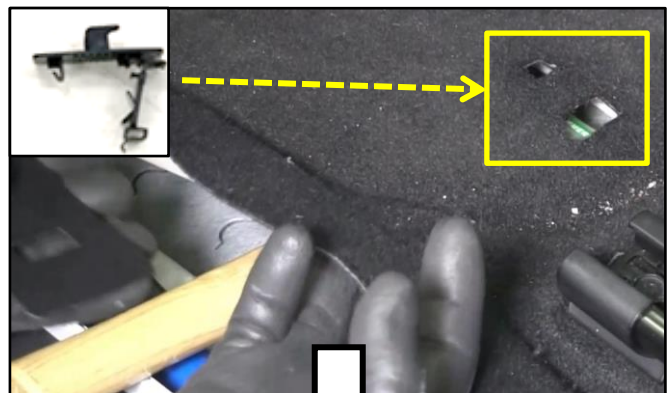
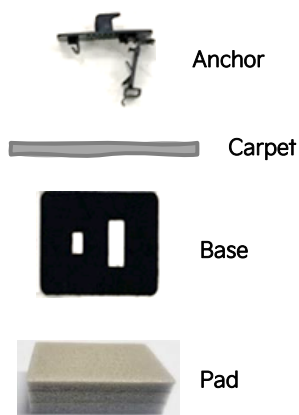
3. Remove the loose anchor base (F) and anchor pad(s) (G) from underneath the carpet.



4. Install the (3) new anchors:

- Two (2) driver (LH) side
- One (1) passenger (RH) side

Follow the order shown below:



**TECH TIP**

Insert a hard object between the carpet and body floor to attach/snap the new anchor (E) to the base (F) under the carpet. Refer to step 3.

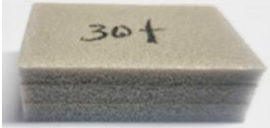

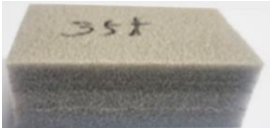

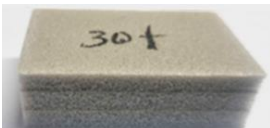
**Note:** Hooks are pointed towards the rear.

*See additional instructions on page 4 for the pad.*



**① IMPORTANT**

For HEV/PHEV models, be sure to use the correct thickness pads by referencing the table guide below.

Location	SG2 (P/HEV)	SG2 (EV)
Driver (LH) Side (Outboard)	 30mm	 10mm
Driver (LH) Side (Inboard)	 35mm*	 10mm
Passenger (RH) Side	 30mm	 10mm

\*Note: The (35mm) pad, must be used for the left driver side, inboard anchor.



5. Reinstall all removed parts in reverse order of removal.
6. Verify that all three (3) new floor mat anchors are securely in place:
  - Two (2) on driver (LH) side
  - One (1) on passenger (RH) side
7. Install and secure the front carpet floor mats onto the new anchors.



**SUBJECT: FRONT CARPET FLOOR MAT ANCHOR INSPECTION & REPLACEMENT (SA509)****AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Niro EV, HEV, PHEV (SG2 EV, P/HEV)	June 21, 2022 to September 21, 2022

**REQUIRED PART:**

Model	Part Name	Part Number	Figure	Qty.
SG2 EV	Front Carpet Floor Mat Anchor Kit (Hook Type)	84270 AT000QQK		1
SG2 P/HEV		84270 A0000QQK		

**WARRANTY INFORMATION:****N Code: N99 C Code: C99**

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
SG2 EV, P/HEV	V	84270 3W000WK	0	(SA509) Inspection of Floor Mat Anchor	220123R0	0.2 M/H	N/A	0
SG2 EV				(SA509) Replacement of Floor Mat Anchor (Both Driver & Passenger Side)	220123R1	0.4 M/H	84270 AT000QQK	1
SG2 P/HEV						84270 A0000QQK	1	

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA509 when accessing the WebDCS system.