



GROUP	MODEL
BOD	2022-2023MY Sorento (MQ4a) 2023MY Sportage (NQ5a)
NUMBER	DATE
312	November 2022

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: MULTI-POINT TRIM INSPECTION AND REPLACEMENT (SA516)

SUBJECT:

This bulletin provides information to inspect for looseness and damage of the Multi-Sensor Cover, Door Belt Outside Weatherstrip, and Windshield Garnish on some 2022-2023MY Sorento (MQ4a) produced from February 1, 2022 through November 9, 2022, and 2023 Sportage (NQ5a) vehicles produced from February 15, 2022 to November 9, 2022. Kia is requesting the completion of this Service Action on all affected vehicles in dealer stock, prior to delivery. Follow the procedure outlined in this publication to inspect the trim listed in the table below and if needed, resecure and if needed, replace the affected trim(s). Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

Model	Trim	Page
Sportage (NQ5a) Sorento (MQ4a)	Multi-Sensor Cover	2
Sorento (MQ4a)	Door Belt Outside Weatherstrip	3
	Windshield Garnish	4

NOTICE

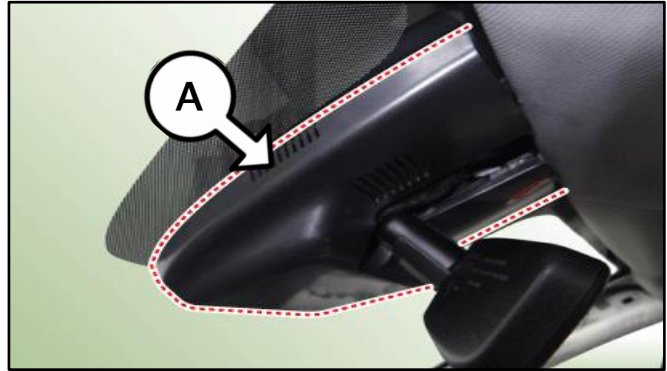
A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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.

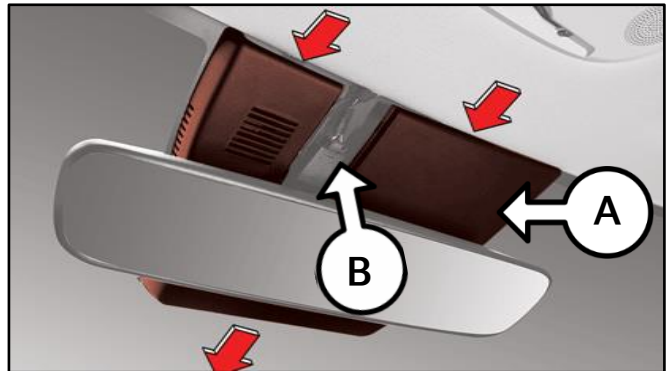
This issue number is SA516.

Inspection & Repair Procedure: Multi-Sensor Cover (NQ5a, MQ4a)

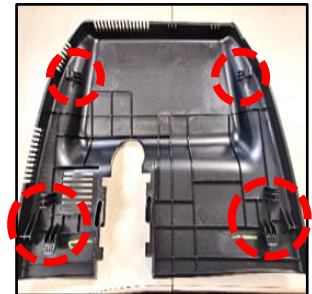
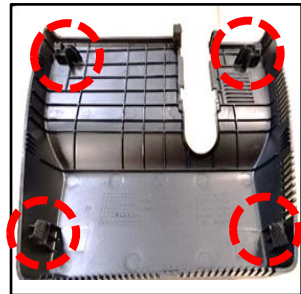
1. Inspect the multi-sensor cover (A) and confirm it is not loose and is mounted flush against the windshield surface.
 - Multi-sensor cover is not loose (OK), no further action is required.
 - Multi-sensor cover is loose (NG), proceed to Step 2.



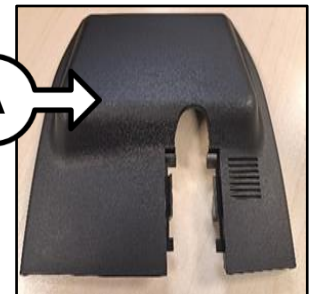
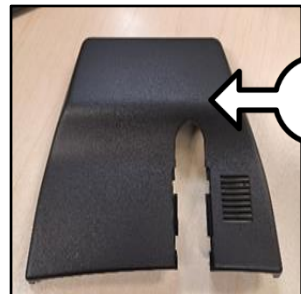
2. Remove the center multi-sensor blanking cover (B).
3. Remove the multi-sensor cover (A) by sliding it downwards.



3. Inspect the multi-sensor cover (A) for broken clips and/or deformation of the outer mounting area to the windshield.
 - Damage/deformation is not present, then reinstall the multi-sensor cover (A).
 - Damage/deformation is present, then replace the multi-sensor cover (A).



Inside view of covers. (NQ5a and MQ4a)



Outside view of covers. (NQ5a and MQ4a)

ⓘ IMPORTANT

If after reinstallation the multi-sensor cover (A) is loose and is not mounted flush against the windshield surface, replace the cover with a new part.



For **NG** conditions, PHOTOS ARE REQUIRED to be attached to the claim when replacing any part.



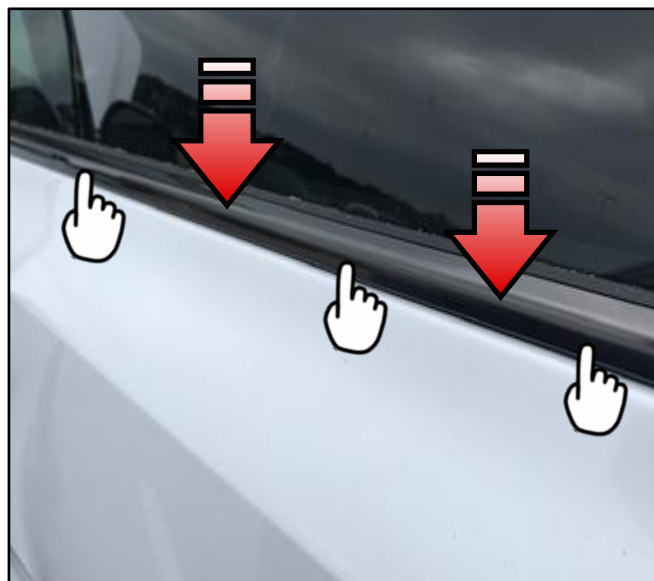
SUBJECT: SERVICE ACTION: MULTI-POINT TRIM INSPECTION AND REPLACEMENT (SA516)

Inspection & Repair Procedure: **Belt Outside Weatherstrip (MQ4a)**

1. Inspect the four (4), front and rear door belt outside weatherstrips for loose fitment.
2. Using your finger, apply upward pressure on the weatherstrip to confirm it is properly secured to the door.



- The weatherstrip is secured flush and not loose (no visible gaps) **(OK)**. No further action required.
- The weatherstrip is not secured flush and is loose (visible gap) **(NG)**, then attempt to clip the weatherstrip down onto the door to secure it.

**ⓘ IMPORTANT**

If the weatherstrip(s) will not secure/lock into door(s), then replace the belt outside weatherstrip on the affected door(s) ONLY by referring to step(s) 3a and/or 3b.

- 3a. To replace the front door belt outside weatherstrip refer to the "Body (Interior and Exterior) → Front Door → Front Door Belt Outside Weatherstrip → Repair procedures" chapter in the applicable Shop Manual on KGIS.
- 3b. To replace the rear door belt outside weatherstrip refer to the "Body (Interior and Exterior) → Rear Door → Rear Door Belt Outside Weatherstrip → Repair procedures" chapter in the applicable Shop Manual on KGIS.



For **NG** conditions, PHOTOS ARE REQUIRED to be attached to the claim when replacing any part.

Inspection & Repair Procedure: Windshield Garnish (MQ4a)

1. Inspect the two (2) front windshield garnish moldings (Left and Right side) for loose fitment.

- The windshield garnish molding is secured flush and not loose (no visible gaps) (OK). No further action required.



- The windshield garnish molding is not secured flush and is loose (visible gap) (NG), then attempt to clip/secure the weatherstrip trim to the body (outer A-pillar) to secure it by hitting down with a closed fist.



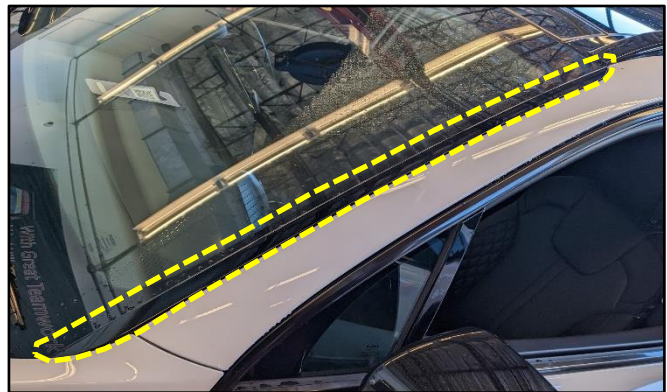
ⓘ IMPORTANT

If the front windshield garnish molding(s) will not secure/lock to body, then replace the windshield molding on the affected side (LH or RH) ONLY by referring to steps 2-3b.



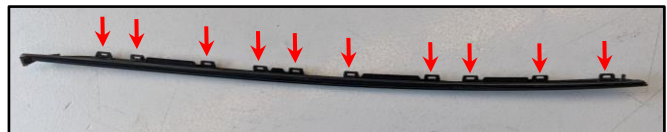
For NG conditions, PHOTOS ARE REQUIRED to be attached to the claim when replacing any part.

2. To replace the windshield garnish, use a trim tool to remove the windshield molding (LH and/or RH).



3a. Install the new windshield garnish trim by first inserting the bottom trim section, then clip/secure the top trim clips using a closed fist.

3b. Starting from the top, work down to bottom of trim to secure all (10) clips using a closed fist.



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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (MQ4a)	February 1, 2022 to November 9, 2022
Sportage (NQ5a)	February 15, 2022 to November 9, 2022

REQUIRED PART:

Model	Part Name	Part Number	Qty.
Sportage (NQ5a)	Multi-Sensor Cover	96030 DW010	1
Sorento (MQ4a)	Multi-Sensor Cover	96030 R5000	1
	Belt Outside Door Weatherstrip, Front LH	82210 R5001	1
	Belt Outside Door Weatherstrip, Front LH	82210 R5011	1
	Belt Outside Door Weatherstrip, Rear LH	83210 R5001	1
	Belt Outside Door Weatherstrip, Rear LH	83210 R5011	1
	Belt Outside Door Weatherstrip, Front RH	82220 R5001	1
	Belt Outside Door Weatherstrip, Front RH	82220 R5011	1
	Belt Outside Door Weatherstrip, Rear RH	83220 R5001	1
	Belt Outside Door Weatherstrip, Rear RH	83220 R5011	1
	Windshield Garnish Assy, LH	86130 R5000	1
	Windshield Garnish Assy, RH	86140 R5000	1

Note: The total number of affected vehicles is expected to be very low; DO NOT order this part for stocking purposes. Complete the required inspection, and confirm parts are required before ordering any parts.



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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.
NQ5a	V	96030 DW010	0	(SA516) Multi-Sensor Cover Inspection	220A22IO	0.2 M/H	N/A	0
				(SA516) Multi-Sensor Cover Repair/Replacement	220A22RB	0.3 M/H	96030 DW010	1
(SA516) Multi-Sensor Cover + Door Weatherstrip + Windshield Garnish (Multi-Point Trim) Inspection Only		220A22I1		0.2 M/H	N/A	0		
(SA516) Multi-Sensor Cover Repair/Replacement		220A22R6		0.3 M/H	96030 R5000	1		
MQ4a		(SA516) Multi-Point Trim Inspections + 1-2 Door Weatherstrip Replacement		220A22R9	0.3 M/H	82210 R5001 or 82220 R5001 and/or 82210 R5011 or 82220 R5011 and/or 83210 R5001	1	
		(SA516) Multi-Point Trim Inspections + 3-4 Door Weatherstrip Replacement		220A22RA	0.4 M/H	83220 R5001 and/or 83210 R5011 or 83220 R5011	1	
		(SA516) Multi-Point Trim Inspections + Windshield Garnish Replacement (LH and/or RH)		220A22RO	0.3 M/H	86130 R5000 and/or 86140 R5000	1	

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Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
MQ4a	V	96032 R5000	0	(SA516) Multi-Point Trim Inspections + 1-2 Door Weatherstrip + Windshield Garnish (LH and/or RH) Replacement	220A22R4	0.4 M/H	86130 R5000 and/or 86140 R5000	1
							82210 R5001 or 82220 R5001 and/or 82210 R5011 or 82220 R5011 and/or 83210 R5001 or 83220 R5001 and/or 83210 R5011 or 83220 R5011	1
							86130 R5000 and/or 86140 R5000	1
				(SA516) Multi-Point Trim Inspections + 3-4 Door Weatherstrip + Windshield Garnish (LH and/or RH) Replacement	220A22R5	0.5 M/H	82210 R5001 or 82220 R5001 and/or 82210 R5011 or 82220 R5011 and/or 83210 R5001 or 83220 R5001 and/or 83210 R5011 or 83220 R5011	1
							96030 R5000	1
							(SA516) Multi-Point Trim Inspections + Multi-Sensor Cover + 1-2 Door Weatherstrip Replacement	220A22R7

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Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
MQ4a	V	96032 R5000	0	(SA516) Multi-Point Trim Inspections + Multi-Sensor Cover + 3-4 Door Weatherstrip Replacement	220A22R8	0.5 M/H	96030 R5000	1
							82210 R5001 or 82220 R5001 and/or 82210 R5011 or 82220 R5011 and/or 83210 R5001 or 83220 R5001 and/or 83210 R5011 or 83220 R5011	1
							86130 R5000 and/or 86140 R5000	1
							96030 R5000	1
				(SA516) Multi-Point Trim Inspections + Multi-Sensor Cover + 1-2 Door Weatherstrip + Windshield Garnish (LH and/or RH) Replacement	220A22R2	0.5 M/H	86130 R5000 and/or 86140 R5000	1
							96030 R5000	1
							82210 R5001 or 82220 R5001 and/or 82210 R5011 or 82220 R5011 and/or 83210 R5001 or 83220 R5001 and/or 83210 R5011 or 83220 R5011	1

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WModel	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
MQ4a	V	96032 R5000	0	(SA516) Multi-Point Trim Inspections + Multi-Sensor Cover + 3-4 Door Weatherstrip + Windshield Garnish (LH and/or RH) Replacement	220A22R3	0.6 M/H	86130 R5000 and/or 86140 R5000	1
							96030 R5000	1
							82210 R5001 or 82220 R5001 and/or 82210 R5011 or 82220 R5011 and/or 83210 R5001 or 83220 R5001 and/or 83210 R5011 or 83220 R5011	1

Note: For all part replacements, a photo for each of the old (NG) part(s) must be attached using the KVID app and photo must be attached to claim using Warranty Claim Attachment type 'XX - Other'. Claims will be subject to chargeback if photos are not submitted.

 **NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA516 when accessing the WebDCS system.

