



GROUP	MODEL
ELE	2022MY EV6 (CV)
NUMBER	DATE
276	December 2022

TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: EXTERNAL AMP REPLACEMENT FOR NOISE/NO SOUND ISSUES (SA520)

NOTICE

This Service Action (SA520), along with SA521, supersedes SA494A, which is now closed. Please follow the updated information in this bulletin.

This bulletin provides the procedure to inspect the audio sound system in different modes and, if necessary, replace the AMP on some 2022MY EV6 (CV) vehicles produced from November 17, 2021 through January 7, 2022. Depending on the inspection results, the external AMP may or may not need to be replaced. Follow the procedure outlined in this publication to perform a sound inspection on the external amplifier and, if necessary, replace the external amplifier. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



External Amplifier

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 SA520.

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Inspection Procedure:

- 1a. Check for sound issues by listening for **at least one minute** in each of the following modes:
 - Radio (AM & FM)
 - Bluetooth music
 - Voice recognition
 - Phone call
 - Nature Sound
 - USB device

- 1b. Listen to identify if any of the following conditions are present:
 - Noise (clicking/popping/static)
 - No sound (brief, or for 30 seconds after switching to a Radio station)
 - Intermittent noise
 - Intermittent no sound



NOTICE

When listening to the radio, make sure sound issue is not due to weak signal or poor radio reception.

2. Were any of the sound conditions described above present in any mode?

YES: One or more of the above conditions are present.

- **NG:** Proceed to the 'Replacement Procedure' to replace the External AMP.

NOTICE

Do **not** replace the External AMP unless it is exhibiting the "noise", "no sound", "intermittent noise", and/or "intermittent no sound" issue. Any claims for replacement parts are subject to Warranty review and chargeback.

NO: Sound is normal in all modes.

- **OK:** No action is necessary.

Replacement Procedure:

1. Replace the External AMP (A) by referring to "Body Electrical System → Audio/AVNT System → External AMP → Removal and Installation" in the applicable Shop Manual on KGIS.




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AFFECTED VEHICLE RANGE:

Model	Production Date Range
EV6 (CV)	November 17, 2021 to January 7, 2022

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
External AMP	96370 CV100QQK		1

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	96370 CV100	0	(SA520) Sound Inspection and External AMP Replacement	220127R0	0.5 M/H	96370 CV100QQK	1

NOTICE

Do not replace the External AMP unless it is exhibiting the "noise", "no sound", "intermittent noise", and/or "intermittent no sound" issue. Any claims for replacement parts are subject to Warranty review and chargeback.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA520 when accessing the WebDCS system.