



GROUP	MODEL
ELE	2022MY EV6 (CV)
NUMBER	DATE
276 (Rev 2, 03/14/2023)	December 2022

## TECHNICAL SERVICE BULLETIN

SUBJECT:

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

#### NOTICE

**This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.**

#### 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 replace the external amplifier on some 2022MY EV6 (CV) vehicles produced from November 17, 2021 through January 7, 2022, that may exhibit symptoms of "noise", "no sound", "intermittent noise", and/or "intermittent no sound". Follow the procedure outlined in this publication to replace the external amplifier. If the vehicle does not exhibit the symptoms, the external amplifier still needs to be replaced if it is included in the list of affected VINs. 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.**

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

**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.




SUBJECT:

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

### 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) External AMP Replacement	220127R0	0.5 M/H	96370 CV100QQK	1

#### NOTICE

Do not replace the External AMP unless the vehicle is included in the list of affected VINs. **Once the repair is performed, SA520 is complete. Any subsequent or follow-up concerns must be addressed according to normal Service/Warranty Guidelines.** 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.